



DIGITAL TELECARE MIGRATION READINESS CHECKLIST

JULY 2026



Introduction

With the transition from analogue to digital telecare approaching, this checklist is designed to help Telecare Service Providers assess their readiness and identify any remaining actions required before January 2027.

It covers key areas such as service user migration, telecare equipment, Alarm Receiving Centre (ARC) readiness, housing, communications, and future service development. It has been designed to support planning, monitor progress and highlight any risks or dependencies that may require attention before the migration deadline.

While supporting the final stages of migration, it also provides an opportunity to consider how digital telecare can be used as a platform for innovation and transformation, enabling a more proactive, connected and responsive service for the future.

Service User Migration

- ☐ Do you have a clear view of all remaining analogue or digital ready connections?
 - ☐ Have you prioritised high-risk service users for migration?
 - ☐ Is there a documented plan to complete all remaining installations before January 2027?
 - ☐ Have contingency arrangements been considered for service users who are difficult to contact or engage?
 - ☐ Are you regularly reviewing progress against completion targets?
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Equipment and Infrastructure

- ☐ Have all digital alarm devices been procured and scheduled for installation?
 - ☐ Have any remaining supply chain or equipment dependencies been identified and escalated?
 - ☐ Have connectivity and signal testing procedures been completed for digital devices?
 - ☐ Are replacement plans in place for any unsupported or ageing equipment?
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Alarm Receiving Centre (ARC) Readiness

- ☐ Have all required ARC integrations and configurations been tested?
 - ☐ Are staff confident in managing digital alarms and related workflows?
 - ☐ Have business continuity and resilience arrangements been reviewed?
 - ☐ Are arrangements in place to manage any increase in migration activity over the coming months?
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Communications and Engagement

- ☐ Have service users, families and carers been informed about migration activity?
 - ☐ Do frontline teams have access to consistent messages and supporting materials?
 - ☐ Are escalation routes in place for any concerns raised during installations?
 - ☐ Have successes, lessons learned and examples of good practice been shared across your organisation?
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What's Next for Telecare?

- ☐ Have you started considering how digital telecare can support wider service transformation?
 - ☐ Are you exploring opportunities to use improved data and reporting capabilities?
 - ☐ Have you identified opportunities to improve resilience, responsiveness and service user outcomes?
 - ☐ Are you considering how telecare can contribute to wider digital health and social care initiatives?
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Housing and Grouped Schemes

- ☐ Have you confirmed your digital migration status?
 - If any analogue telecare systems remain in use and no migration plan is in place, contact Digital Telecare immediately to discuss support and next steps.
- ☐ Have you assessed long-term sustainability?
 - Ensure any temporary arrangements are not being treated as permanent solutions without a clear transition plan to fully digital services.
- ☐ Have you maintained accurate service records?
 - Keep records of your current telecare provision and migration plans up to date to support national planning and readiness monitoring.
- ☐ Have you engaged with the Digital Telecare Team?
 - Engage with Digital Telecare to communicate progress and plans for migration, and access practical guidance, case studies and free support.

Contact the Digital Telecare Team at digitaltelecare@digitaloffice.scot

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