Attempts to implement telecare systems across health & social care agencies are inhibited by problems of coherence & participation

(a1) Policies do not join up service providers

(a2) Shared commitments are inhibited by resource allocation models

(a3) Champions cannot overcome intra-organizational inertia

(a4) Consent & commitment are hard to negotiate

(b1) Application of new systems rarely negotiated with service users

(b2) Redefinition of tasks is resisted across boundaries

(b3) New systems may lack everyday adaptability & flexibility

(c1) Uncertainty about adequacy of new systems

(c2) "Evidence" is not enough

(c3) "Evidence" needs to be the right kind

(c4) Uncertainty about ownership & direction of business & service models

(d1) Co-ordination of infrastructure & standards is a problem

(d2) Complexity in decision-making & sustainable funding inhibits progress

(d3) Collection & distribution of information is often ad hoc

(d4) Shared agendas for enacting services are difficult to sustain

(e1) Controls over systems in use are at issue

(e2) Narratives are needed to persuade people to change