Quality, Safety & Improvement – A Vision for the Future

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The voice of technology enabled care

OUR VISION

PEOPLE CHOOSING TECHNOLOGY ENABLED CARE TO ENRICH EVERYDAY LIFE

Transforming the Technology Enabled Care sector through a commitment to growth, membership support and driving quality

@TSAVoice www.tsa-voice.org.uk

OUR MISSION

TO DRIVE THE
TRANSFORMATION OF
THE TEC INDUSTRY

TSA™

- Membership
- Business transformation and growth
- Strategic influencing and lobbying
- Training and workforce development
- Events and networking

TEC Quality

- Strategic influencing and lobbying
- Technical guidance
- Quality Standards Framework auditing and certification

ONE VISION

People choosing Technology Enabled Care to enrich everyday life

DUAL MISSION

TSA will drive the transformation and growth of the TEC industry
TEC Quality will provide independent audit and certification

VALUES

Committed to Making a Difference
Inspiring Trust and Confidence
Strong Together

Vision and Ambition – TEC Quality

Giving confidence to users in digital tools and services.

Promoting safety, quality and innovation through accreditation

The Development of Services

- Modern TEC is best when it includes the effective use of data; blends into consumer technologies and has the service wrap around.
- The process of quality assurance must promote service innovation and improvement rather than stifle it
- There are major changes in the TEC world, including consumer technologies and analogue to digital. The trick is to use them as a springboard, rather than a hurdle to be overcome.
- In delivering this ambition there is considerable potential for mutual benefit for users, commissioners and providers.
- We must strive for development, innovation and improving standards.
- Everyone should seek to be accredited

Market Issues and changes

- Will we see a national commitment to digital alarms?
- We may see a shift to a smaller number of aggregated service suppliers.
- Will complexities of digital ‘landlines’ mean that UK follows Sweden, shifting to a simpler mobile model?
- Private pay channels will play an important role in digitally-enabled TEC, for proactive services and smart technologies given current policy re paying for social care.
- How will TEC standards apply to services adopting an ‘internet of things’, and a wide spectrum of smart apps & devices?
- How to assure current social alarm and standards (EN50134) if we accept for example the loss of 24-hour battery back-up on digital networks?

Operational Challenges

- We are seeing increasing demands for support, from communications issues to the specification and procurement of new systems & services.
- The TEC Quality Standards Framework needs to evolve and extend, through a controlled process that retains trust by evidencing good governance.
- Parallel developments are needed, to ensure that the TEC market adjusts and develops.
- We will need to leverage contributions from multiple TEC organisations and experts, to deliver standards, guidance, training and development content.
- The supply sectors will be critical to success. TEC Quality will demonstrate its independence in the application of quality assurance

Roadmapping the changes

	2020 Stabilising
QSF Impact	Review QSF content, minimise churn, identify priorities
Work programmes:	New advisory structure & governance. QSF extensions and modules (digital TEC). Tiered structure for QSF with partial supply.

Market Review.
TAG Guides:
- IP networks
- cellular
- testing

2020

- **A year for stabilising QSF services, minimising churn.**
- **Market review refocuses TSA priorities for quality & improvement initiatives.**
- **A revised advisory structure with necessary governance, so that...**
- **QSF can be extended to digitally-enabled TEC services, and new technologies.**
- **QSF is re-shaped to recognise tiered service levels, and partial compliance (e.g. technology supply).**

Roadmapping the changes

	2020 Stabilising	2021 Growth
QSF Impact	Review QSF content, minimise churn, identify priorities	Extend and improve QSF and service content, including digitally enabled services
Work programmes:	Market Review. TAG Guides: - IP networks - cellular - testing New advisory structure & governance. QSF extensions and modules (digital TEC). Tiered structure for QSF with partial supply.	Market research & plan for adjacent care sectors. TEC standards and guidance for: - assisted housing - care homes - domiciliary care

2021

- **Growing QSF licence base through digital TEC.**
- **Market planning for adjacent care sectors.**
- **Extending QSF content for adjacent care markets.**
- **QSF recognition of partial compliance (specific care-related services).**

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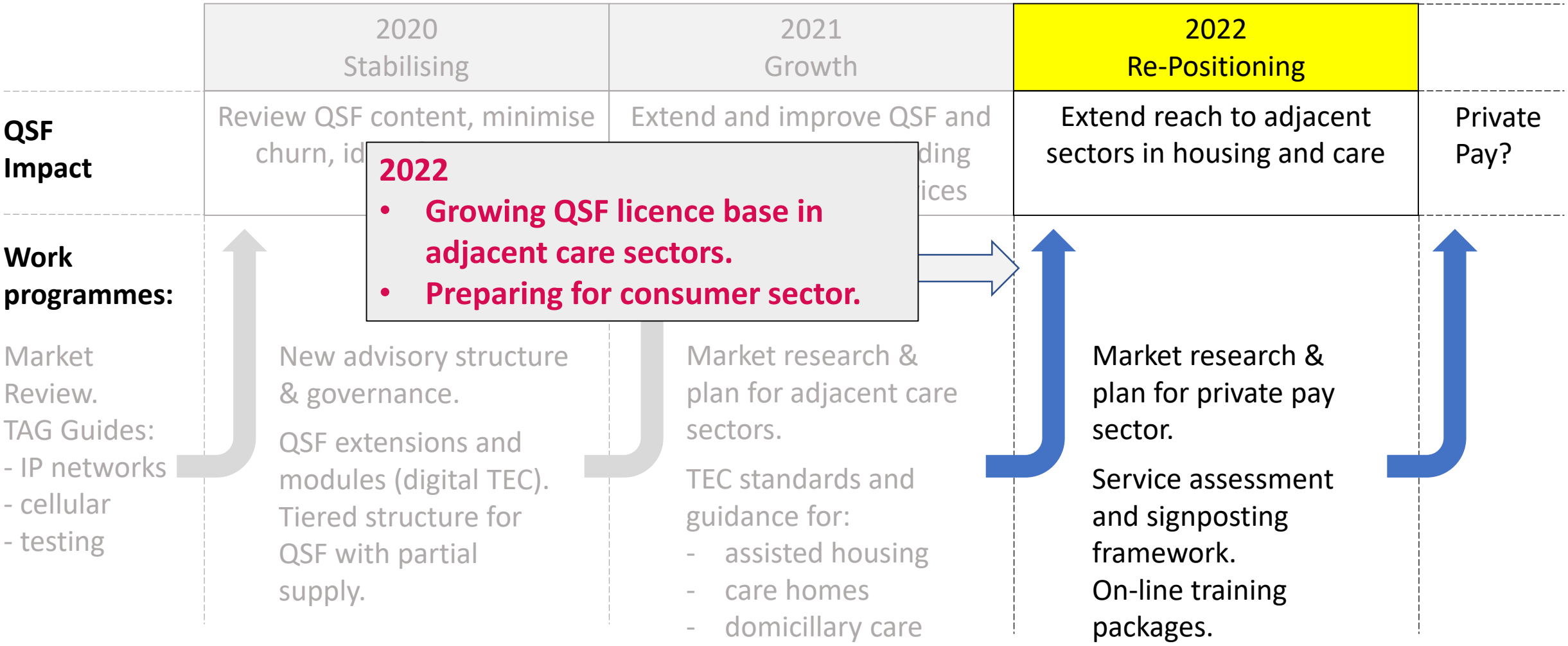
Roadmapping the changes



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Roadmapping the changes

	2020 Stabilising	2021 Growth	2022 Re-Positioning	
QSF Impact	Review QSF content, minimise churn, identify priorities	Extend and improve QSF and service content, including digitally enabled services	Extend reach to adjacent sectors in housing and care	Private Pay?
Work programmes:				
Market Review. TAG Guides: - IP networks - cellular - testing	New advisory structure & governance. QSF extensions and modules (digital TEC). Tiered structure for QSF with partial supply.	Market research & plan for adjacent care sectors. TEC standards and guidance for: - assisted housing - care homes - domicillary care	Market research & plan for private pay sector. Service assessment and signposting framework. On-line training packages.	

Advisory Group and Governance - Proposed Structure

TEC Quality Board

TSA CIC Board

Quality Assurance & Impartiality Committee

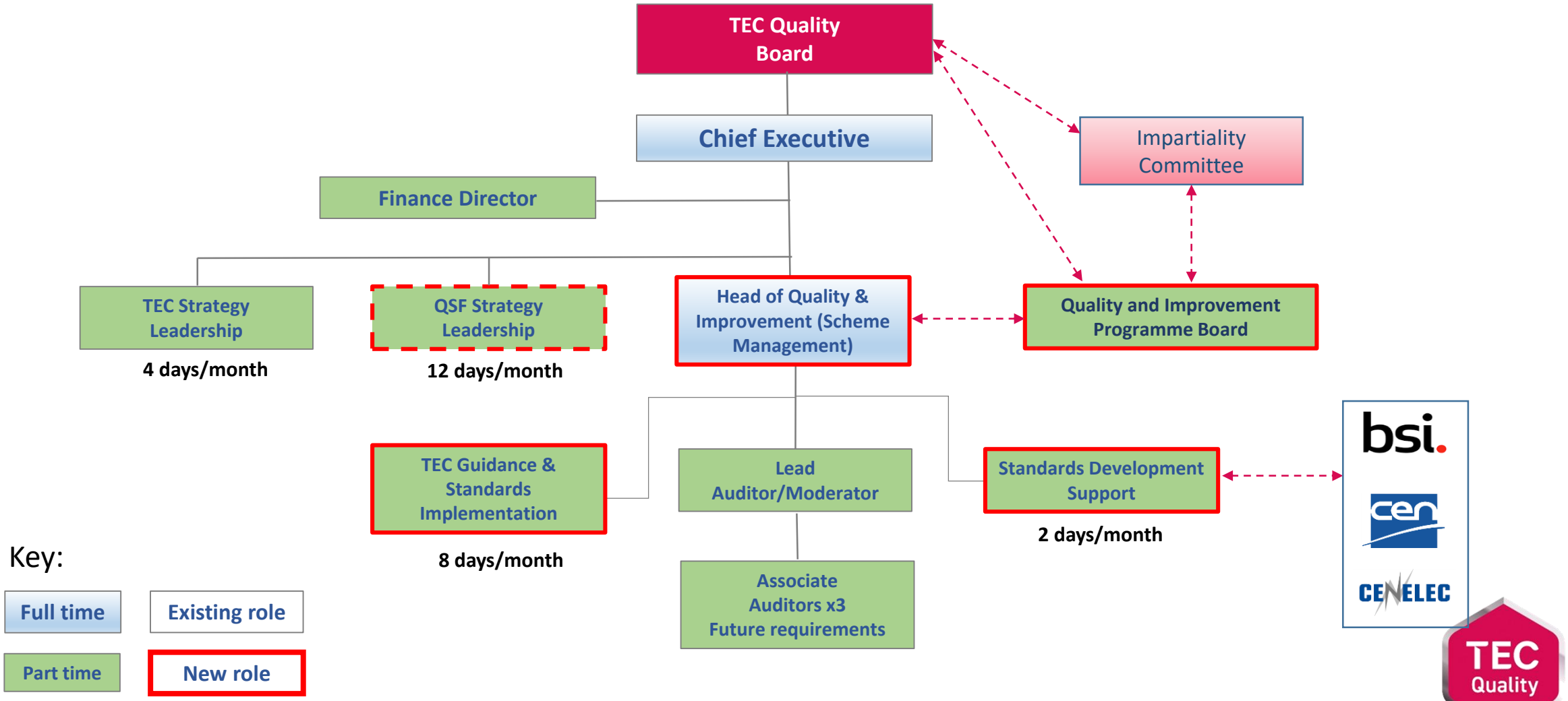
Quality & Improvement Programme Board

- ALL-IP Testing & Impact Assessment
- Service Availability & Reliability Standards
- QSF & Application Guidelines Roadmapping
- Operational KPI Guidelines
- Emergency Services
- Fall Detection Guidance
- IoT Application Guidance
- CEN CENELEC BSI

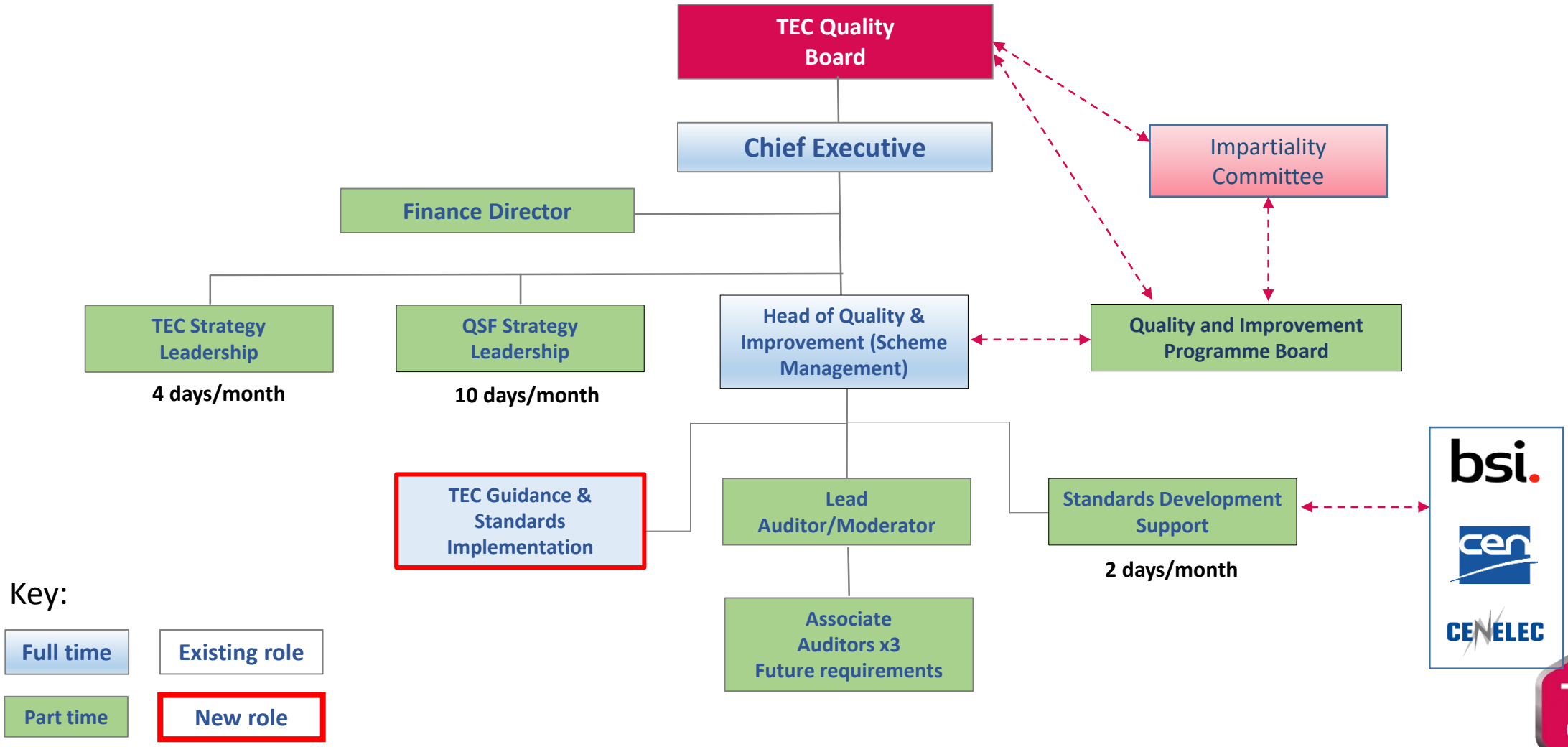
Special Interest Groups (time-bounded)

The "Engine Room"

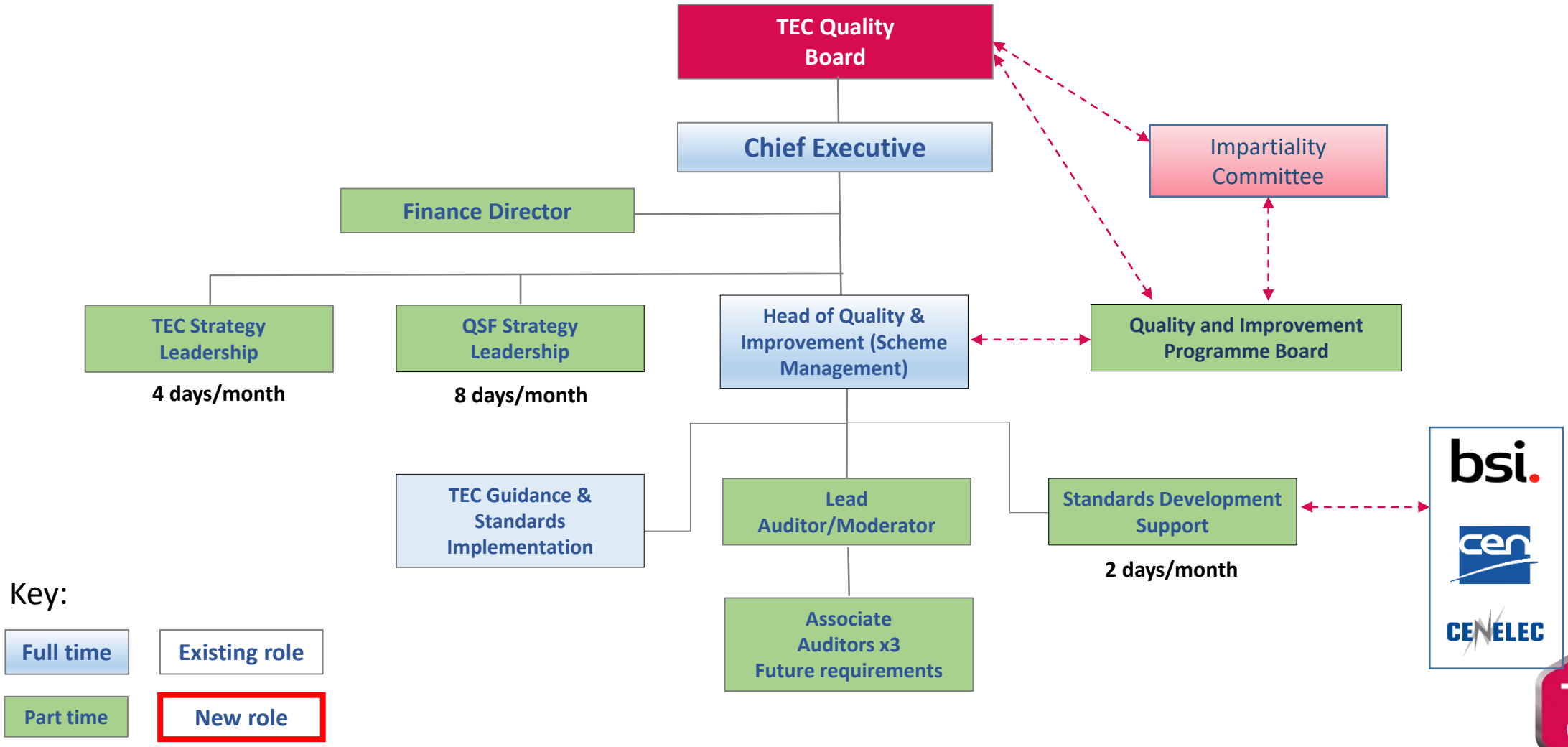
Proposed TEC Quality Organisation 2020 "Stabilise"



Proposed TEC Quality Organisation 2021
"Grow"



Proposed TEC Quality Organisation 2022
"Re-position"



Summary

- The TEC market is evolving to encompass
  - self-managed care
  - consumer-led services
  - data-enablement of services
  - a spectrum of technologies
- These developments and innovations will examine the quality assurance of TEC
- This creates opportunities and challenges for users of services, commissioners and providers
- A revised approach to Quality & Improvement is proposed
- TEC Quality will invest in an update to date, dynamic and collaborative assurance and accreditation

Measures of Excellence

Wendy Hodgson

TEC Quality Lead Auditor

Summary & Close