

Workforce Development within the Technology Enabled Care Sector

Dawn Thornber

**Training, Development and
Operations Manager**



Why develop our workforce?

- How many of us take TEC for Granted
- Smart phones
- Microwaves
- Digital cameras
- Aps for shopping, counting steps, finding your lost phone
- The next Generation





www.tantalizingtidbits.com

In 1977 Ken Olsen said "There is no reason why anyone would want a computer in their own home"

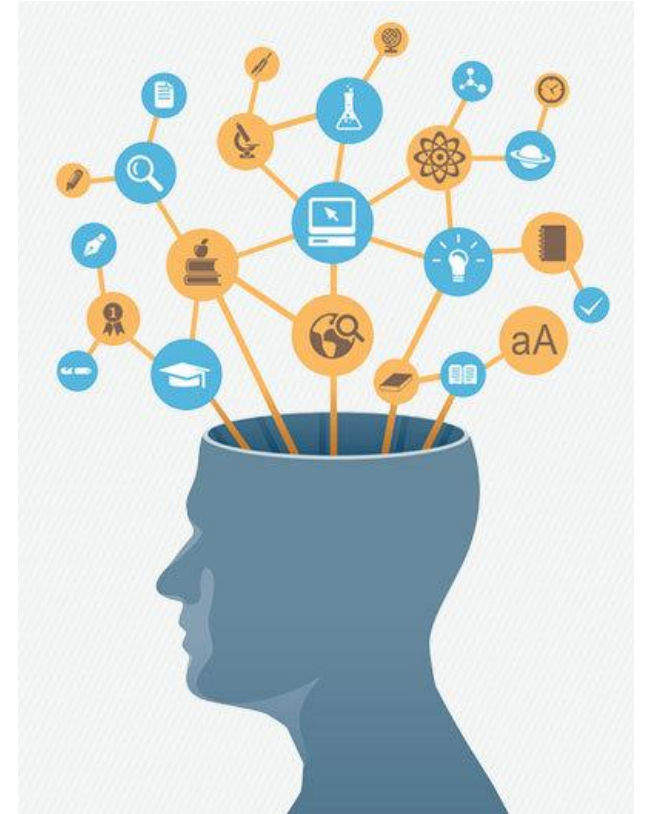
Why have others invested in Workforce development

“Training and development of our workforce is the keystone to running a successful TEC service, without this investment it is impossible to deliver the quality, customer service and assurance required.

Identifying training developments and requirements, planning delivery and monitoring its effectiveness are business critical functions for us, and is a key part of our management team’s duties” - **Worcestershire**

“If we are to improve outcomes for residents we need to attract, retain and develop the workforce to have the necessary skills to do the very best job they can along with opportunities to continually improve performance.” – **Blackpool**

“I invest in people because a good Service is made of people serving people. Policy and procedure shape practice but without a vision for the development of your people, your service dies.” – **Barnsley**



What do we need to know

- How do you ensure your workforce knows what is available
- How to access TEC and services
- How to assess for TEC
- How to use TEC

- Or do they get left behind



So how

- So as the saying goes different strokes for different folks.
- TSA have a range of one day awareness CPD accredited training
 - Assessing for TEC
 - Call handling for TEC
 - Supporting people living with Dementia - (introductory and advanced levels)
 - Recognised Qualification
 - Train the trainer





- Virtual reality
- GPS systems
- App for everything
- Wearable devices
- Digital transition
- Social Media
- Power of Attorney

Next Generation

What do you
need ?
How can we help
you create the
dynamic team
your business
needs ?





Thank you for Listening

Dawn.Thornber@TSA-Voice.org.uk