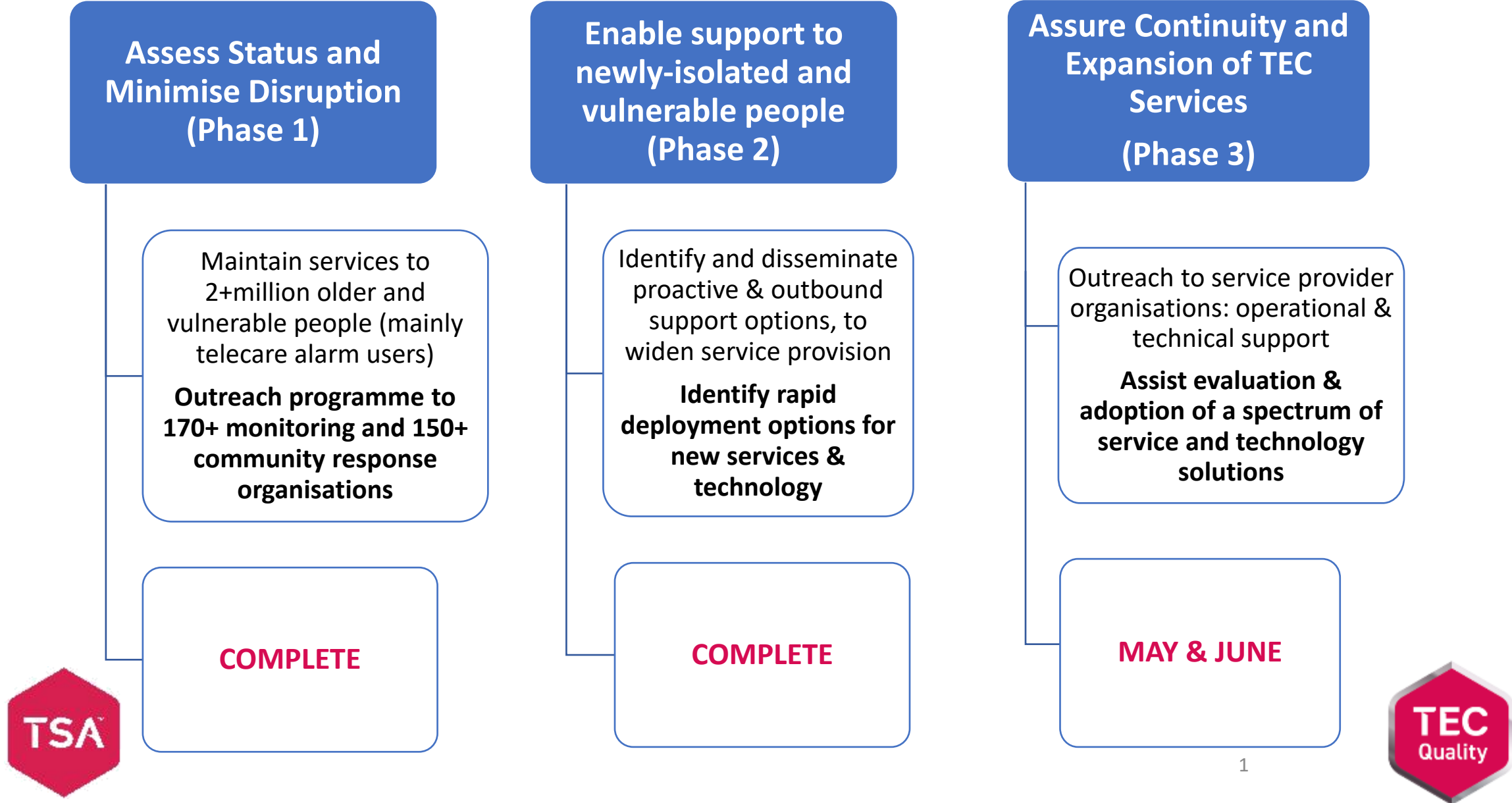


DHSC-sponsored COVID-19 Evaluation of TEC



Service Innovation & Workforce findings

Growing demand for TEC integration with wider health and care sector

- enable hospital discharge
- engage with volunteer services

Staffing levels have been impacted

- up to 35% reductions reported
- services have repurposed, recruited, retrained – using staff from other areas
- Opportunity to multi-skill staff to cover all TEC functions

New technologies are being adopted

- shift to easy deployment and low contact technologies
(mobiles, apps, guided self-install)
- adoption of digital products
(IoT, AI chatbots)

Partnership working to respond to demand

- Commissioners and Service Providers mobilising solutions and services at pace to meet changing needs

Recommended Workforce Actions

1.	Assign and assure 'key worker' status for TEC frontline staff	Further guidance e.g. use of Personal Protective Equipment
2.	Urgent review of risk plans	TEC services to recognise extensive staff disruption in risk plans Build flexible workforce options into Business Continuity Planning e.g. home working
3.	Review role and flexibility of TEC mobile response services	Assess ability to offer mobile response to wider cohort outside of existing TEC customers
4.	Workforce awareness and cultural change plan	Supporting commissioning of end-to-end TEC services where required Integrating with other health and care services in the community to develop TEC first culture

Recommended Service Innovation Actions

1.	Explore new operational models	Blend and exploit the strengths of both local and regional/national services, to deliver optimal service outcomes and resilience
2.	Guidance and standards for mobile and digital TEC solutions	Enable multiple solutions, and do not inhibit innovation – respond to increasing ‘consumer’ demand
3.	Deliver TEC services as integral part of care and support – blend of proactive, preventative & responding to need	Include health and wellbeing promotion and social inclusion (connecting with family, friends and neighbours)
4.	Integrate TEC with other health and care services in the community	At service and platform levels – requires relationship building with commissioners/community care providers
5.	Integrate solutions to deliver data-driven, evidence based decision making in health and care	Broader collaboration across TEC solutions and services, driven by interoperability and data sharing – simple and user friendly for frontline staff to utilise
6.	COVID-19 learnings and best practices to be captured & shared	In a form that would assist future rapid deployment across services