

Welcome and Introductions

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The voice of technology
enabled care

SECTOR FOR THE TEC SECTOR

THE LEADERSHIP REPORT

3

PRIORITY: PARTNERSHIPS

PUBLIC PRIVATE PARTNERSHIPS:
SHARING RISKS AND REWARDS

1

PRIORITY: DATA

DATA RICH,
INTELLIGENCE POOR

2

PRIORITY: WORKFORCE

WORKFORCE,
CULTURE AND CHANGE

► OCTOBER 2019

CITIZEN POWERED COMMUNITIES

PRIORITIES FOR
TECHNOLOGY ENABLED CARE
2020-2025

TSA

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DHSC-sponsored COVID-19 Evaluation of TEC

Assess Status and Minimise Disruption (Phase 1)

Maintain services to 2+million older and vulnerable people (mainly telecare alarm users)
Outreach programme to 170+ monitoring and 150+ community response organisations

COMPLETE



Enable support to newly-isolated and vulnerable people (Phase 2)

Identify and disseminate proactive & outbound support options, to widen service provision
Identify rapid deployment options for new services & technology

COMPLETE

Assure Continuity and Expansion of TEC Services (Phase 3)

Outreach to service provider organisations: operational & technical support
Assist evaluation & adoption of a spectrum of service and technology solutions

MAY & JUNE



Key findings

Concerns for disruption to equipment supply have moderated

Suppliers made great efforts

New installations suspended (for non-urgent cases)

Growing demand for TEC integration with wider health and care sector

Enabling hospital discharge

Supporting shielding groups

Engage with volunteer services

Services with older ARC platforms and communications have experienced problems in flexing their operations

Some Business Continuity Plans disrupted (inc DR)

Home working problematic

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)



Data and Infrastructure Recommendations

1.	Common care records (with Care and NHS) Sustainable government structures	Social Care and TEC sector implementation challenges
2.	Pursue improved guidance on use and protection of data Care capacity and operation model	Data and cyber protection guidelines Standard data models and data sharing agreements
3.	Upgrade ARC systems and associated IT Care capacity and operation model	Modern, digital and open technology platforms that support more flexible operational models
4.	Review Business Continuity Plans Care capacity and operation model	Guidance and standards on resilience
5.	Deliver unambiguous advice on roadmaps for mobile network types Risk-based targeting of protection measures	Consider 2G to 5G, and the various impacts on TEC technology
6.	Execute a common test programme for alarm devices on digital networks Care capacity and operation model	Well in advance of UK telecoms switchover
7.	Housing and care home providers should pursue digital infrastructure Shielding of the most vulnerable	Consider site-wide WiFi, tenant/resident access through their own devices

Standards and Guidelines Recommendations

1.	Create Guidance & Standards for proactive services and their underlying technologies Care capacity and operation model	Proactive support services do not address the same instantaneous alerts that relate to alarm call emergencies
2.	Quality standards should recognise 'tiered' services Care capacity and operation model	With differing quality requirements and underlying technologies
3.	Define best practice Information Governance and interoperability standards for TEC Sustainable government structures	Alongside the adoption of common care records, to enable wider care integration and consistency in care protocols
4.	Re-examine IT policy within TEC services Care capacity and operation model	Enable flexible, secure user access to systems and data, from alternative, controlled environments
5.	Define standards and guidance for system resilience Sustainable government structures	Including system reliability, availability, cyber protection

Standards and Guidelines Recommendations (2)

6.	Consider adoption of “G-Cloud 11/12 frameworks” Sustainable government structures	For TEC services moving to cloud-based deployment
7.	Pursue common methods for issue escalation, tracking and resolution Sustainable government structures	Particularly where they transcend multiple providers of technology or service
8.	Define best practice in technology and services for ‘grouped living’ Care capacity and operation model	Addressing categories of housing (Cat 1, 2, 2.5 & 3) and care homes
9.	Review standards and guidance for alarm equipment recycling Care capacity and operation model	Including handling, cleaning, storage and distribution