

TSA Regional Surgeries

2020

Session One - TSA Updates



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Citizen Powered Communities: Priorities for Technology Enabled Care 2020 - 2025

CITIZEN POWERED COMMUNITIES

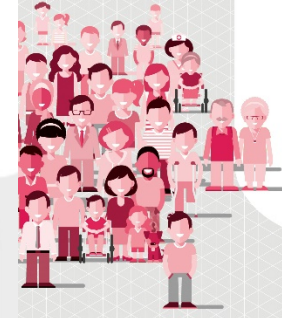
TSA is placing *People and their Communities* firmly at the centre of technology enabled care.

The TSA logo is a red hexagon with the letters "TSA" in white. It is positioned in the bottom right corner of the slide, above a horizontal dotted line.

TSA™

CITIZEN POWERED COMMUNITIES

PRIORITIES FOR
TECHNOLOGY ENABLED CARE
2020-2025



3 PRIORITY: PARTNERSHIPS

PUBLIC PRIVATE PARTNERSHIPS:
SHARING RISKS AND REWARDS

SECTOR PRIORITIES FOR THE TEC SECTOR THE LEADERSHIP REPORT

1 PRIORITY: DATA

DATA RICH,
INTELLIGENCE POOR

2 PRIORITY: WORKFORCE

WORKFORCE,
CULTURE AND CHANGE

DATA Begins Today

The future is happening *now*.
By using optimum *use of datasets with open sharing* policies there is solid evidence of *improved outcomes* for people.





PREDICT...PREVENT

What? TEC creates *predictive environments* to learn and *forecast* behaviour and alert wider health systems towards *high risk groups*

Result? *Personalised care* delivery and a *preventative* approach.



Breaking down barriers

Public and private sectors to pool *resources, expertise and time* to push for efficient, data driven and proactive technology enabled services





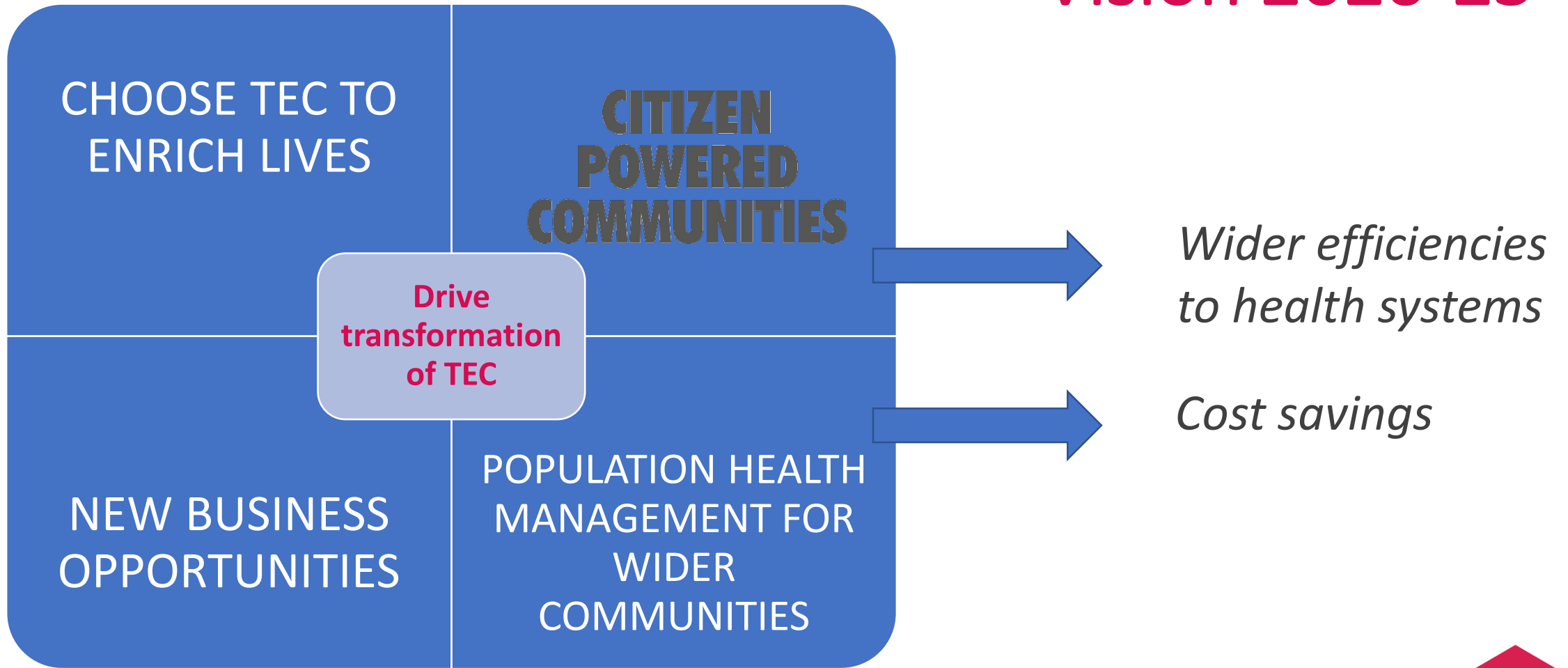
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TSA Business Planning and Strategy towards 2025



Our Mission & Vision 2020-25



TSA Investing Back into the Sector...#workforce #advisory



INVESTMENT AREA	OBJECTIVES	OUTCOME
<i>Workforce Development</i>	<ul style="list-style-type: none">• Gain Insight to help shape workforce proposition• Conduct Wider Research• Analyse training needs• Engage with key influencers and professional bodies in the education and training space	<ul style="list-style-type: none">• Create sector leading Workforce Strategy to empower staff with correct tools and skills
<i>Advisory Services</i>	<ul style="list-style-type: none">• To develop TSA's housing and care service offers• Local government/health engagement• Partnership development• Act as Critical Friend offering member support with service redesign and future service delivery models• Support/guidance with Digital Transition• TEC health checks	<ul style="list-style-type: none">• Future proof the service models of TSA members• Increase influence in local government and health sector

Advisory services



TSA Investing Back into the Sector...#Data



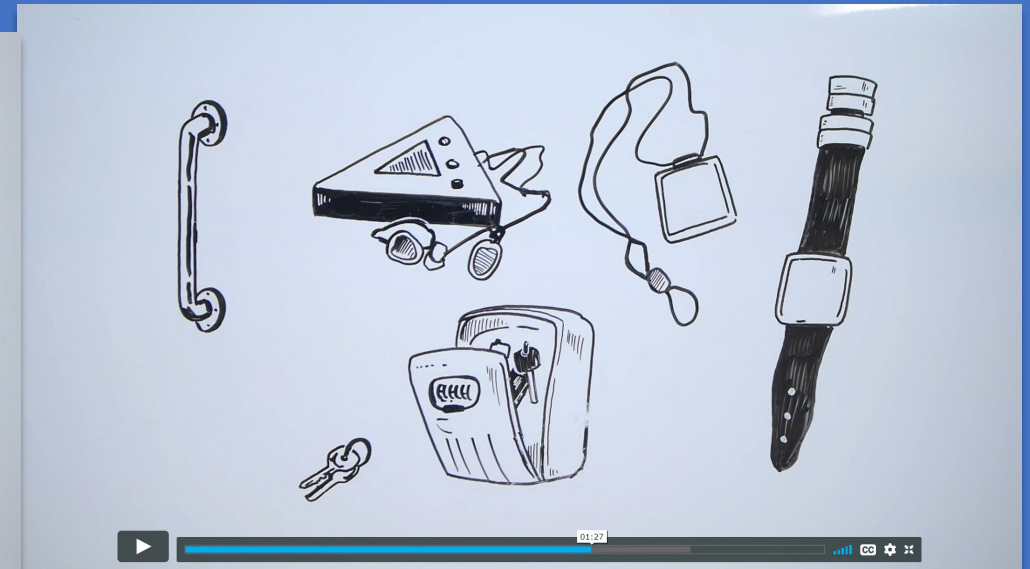
INVESTMENT AREA	OBJECTIVES	OUTCOME
<i>DATA - State of the Sector Report</i>	<ul style="list-style-type: none">• Explore and collate membership and TEC sector intelligence.• Gather insight to help shape ongoing market reporting.• Collate Insights & predictions from industry experts and headline stats on TEC sector.• Launching a report at ITEC 2020.	<ul style="list-style-type: none">• Member benefit: provide members insight into the TEC sector allowing them to confidently redesign their services• Ready & prepared for future sector developments.• TSA members to gain a competitive and efficiency advantage
<i>DATA - Digital TEC Services</i>	<ul style="list-style-type: none">• Define the scope of data driven services• Understanding of their service & technology implications• Identify measures needed to assure quality• Define TSA quality assurance activity• Partner with NHSX on integration and interoperability	<ul style="list-style-type: none">• TSA to provide a range of data driven services to the TEC Sector• Ensure the Quality Standards Framework is optimised and relevant to the real time needs of the sector (<i>continuous improvement</i>)

Investing Back into the Sector...#Biz Strategy / #Marketing/Sales



INVESTMENT AREA	OBJECTIVES	OUTCOME
<i>Marketing & Sales</i>	<ul style="list-style-type: none">• Strengthen sales and marketing function of TSA• coordinated sales and marketing activity across multiple sector campaigns and marketing delivery plans -<ul style="list-style-type: none">• membership, Advisory, SIGs, A2D, Biz strategy, TEC Quality, ITEC, State of the Sector• Recruiting for marketing executive to build out the marketing team• Offer members increased marketing support	<ul style="list-style-type: none">• A more robust marketing and sales function that supports members and feeds back into the sector
<i>Business Strategy</i>	<ul style="list-style-type: none">• Create and validate TSA Business Plan for 2021-25• Summarise current market status & insights.• Identify opportunities and threats.• Definition of new business propositions.• Market testing• Launch new Business Plan at ITEC 2020	<ul style="list-style-type: none">• TSA to create a dynamic, robust business plan to define TSA priorities and steer the sector towards 2025

TEC Explainer Training Tools



Mental Health

Dementia

Learning
Disability

Falls

Loneliness

Frailty &
Hospital
Discharge

Physical
Disability

Analogue to
Digital Shift

Data-led
preventative
care

Slowing
progression of
need





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TSA Special Interest Groups

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Special Interest Groups – Member-driven



Testing Analogue Alarm Systems on Digital Networks

Operational Guidance on use of Fall Detection Technology

Operational Guidance on Interaction with Emergency Services

European Standards for Social Alarm Services

Operational Guidelines on KPIs

Mobile & Cellular Comms Guidelines

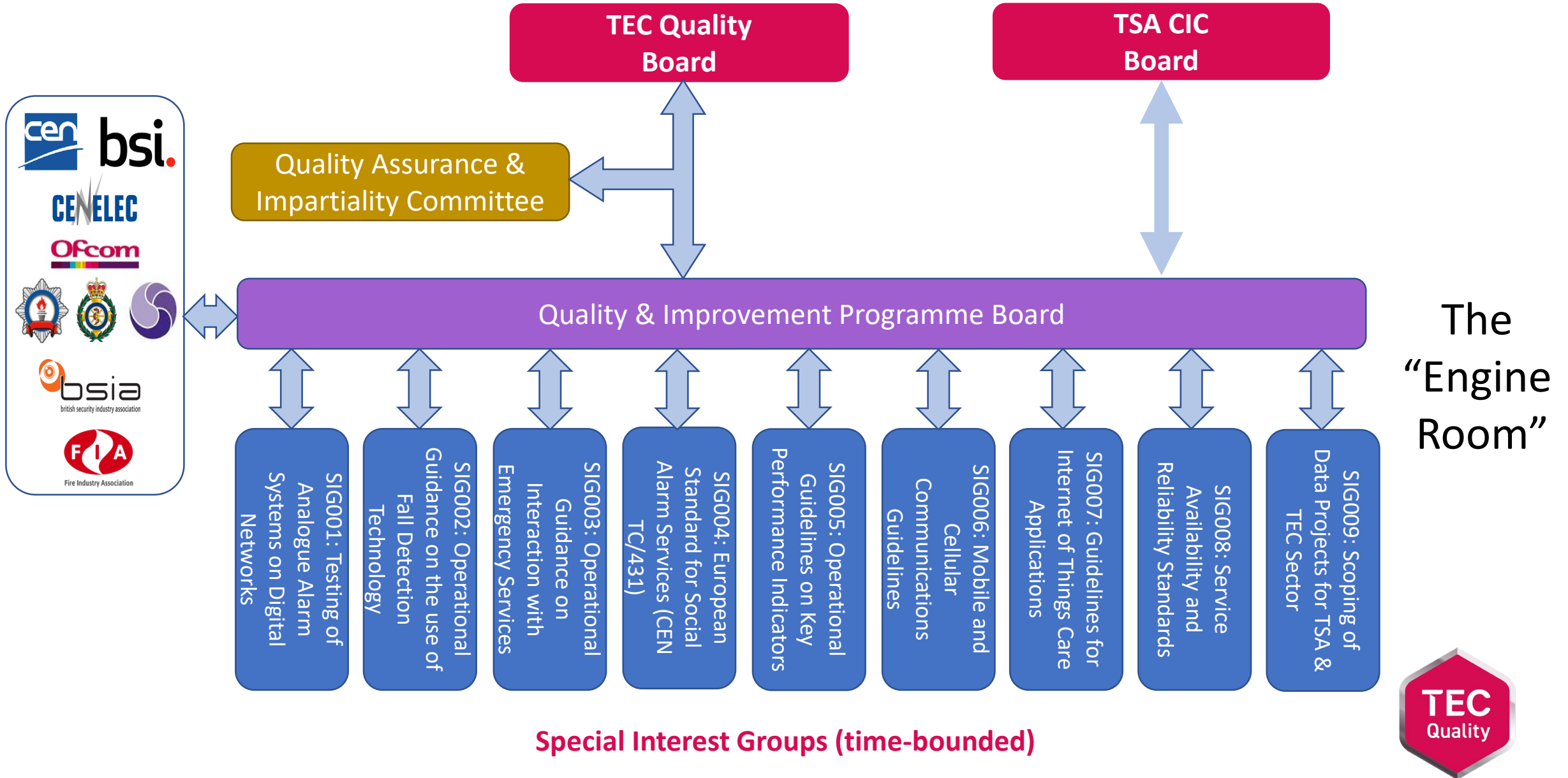
Guidelines for IoT Care Applications

Service Availability & Reliability Standards

Using Data & intelligence to optimise outcomes from TEC services



Advisory Group and Governance - Structure



Purpose of the SIGs

- To assist the **forward planning and risk management** of TEC services offered by TSA members
- Create National Standard operational guidance
- Develop call handling **triage tools**, customised to suit local requirements.
- Create additional **technical specifications** that focus on service delivery from emerging technologies
- Create and **amend KPIs** that can be established within the Quality Standards Framework (QSF)
- To provide Guidance on **communications** and **connectivity** options for TEC services
- Provide guidance on the safe and appropriate use of TEC systems that incorporate an Internet of Things (IoT).



Special Interest Groups – latest activity SIGs 001-005

Testing Analogue Alarm Systems on Digital Networks

001

Testing current (analogue) alarms on a mixture of old and new networks.

Agree scope of testing + Q&A call + creation of technical summary of proposed test combinations.

Test summary to be sent to suppliers with briefing call asking for review and comments before publication

Operational Guidance on use of Fall Detection Technology

002

For prescribers + installers – reduce no. false positive activations received from devices.

1. Draft Guidelines [Mar 2020]
2. Wider review comments. [Jun 2020]
3. Revised Guidelines for Programme Board Review [Jun 2020]
4. Recommendations for QSF Amendments (if any). [Jun 2020]
5. Release of Revised Guidelines [Jul 2020]

Operational Guidance on Interaction with Emergency Services

003

Work has been reviewed by group and AACE & NFCC

AACE Clinical Project Manager joined the group.

1. Monitor progress.
2. Revised Guidelines for Programme Board Review. Sept
3. Recommendations for QSF Amendments, Sept.
4. Embed in QSF, Oct.
5. Release of Revised Guidelines + launch at Conference, Nov.

European Standards for Social Alarm Services

004

Phase 1 almost complete.

Phase II under review until August, to monitor what the take-up is of the technical specification.

Operational Guidelines on KPIs

005

Following UKAS review of QSF KPIs, a tiered grading approach to certification is being considered, to be applied to the Measures of Excellence.

The tiered rating system has been agreed in principal and work on the detail of the scheme has commenced.

please show your interest in joining a SIG to: admin@tsa-voice.org.uk.



Special Interest Groups – latest activity SIGs 006-009

Mobile & Cellular Comms
Guidelines

006

Status: Low uptake & member engagement.

Next 6 months:
Release **case studies to raise awareness and increase uptake in contributors**

Will then return to need for formal guidance.

Feed into QSF content & framework #standards

Guidelines for IoT Care Applications

007

Initial draft complete due for review by focused group of service providers,

Potential need for technical review by suppliers with IoT knowledge.

Service Availability & Reliability Standards

008

Scope of work reviewed and potential work activity.

Expectation of multi-tiered service compliance agreed.

Contributions from adjacent market sectors would be valued e.g. 999/111, security and financial services, to ensure we are not re-inventing well-established standards.

Using Data & intelligence to optimise outcomes from TEC services

009

Data wide subject - identified 4 key areas:

- 1) Use of data to inform Population Health and targeted TEC initiatives
- 2) Smarter use of data in enabling integrated service delivery
- 3) Extraction and analysis of personalised TEC data
- 4) Strategic intelligence for the TEC sector

please show your interest in joining a SIG to: admin@tsa-voice.org.uk.





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The Digital Shift

The Digital Shift – what we are doing

Objective: TSA to keep members informed about what's happening & what preparations they need to make

- Activity of each of the 9 SIGs creates their own guidance
- Provide **real-time evidence and facts** on the communications providers
- Progression on lobbying NHSX - TSA has created **10 Key Facts of A2D** to be used by NHSX
- NHSX starting to push out guidance that TSA is heavily involved with
- Lobbying Government for funding to support the sector
- TSA working hard to tackle issue around **standards** and **regulations** and looking at the issues to combat major disruption to telecare
- Survey asking providers regarding **failure rates**
- Factual position on the **timeline** of what's happening when
- Creating **tools** relevant to the digital shift

Openreach Trials

Objectives: To test the processes for

- a. moving customers from analogue to digital telephony on the last mile copper network (Mildenhall, Suffolk)
 - b. moving customers from analogue to digital telephony as part of a migration from copper to a full optical fibre network (Salisbury, Wiltshire)
- Both trials to run from now to December 2022 at which point it is expected that Mildenhall will run only IP voice services over either copper or fibre and a full optical fibre network is expected to be in place in Salisbury
 - The Mildenhall trial will use bulk provisioning of Fibre to the Cabinet (FTTC) whereas Salisbury will be trialling Fibre to the Premises (FTTP)
 - Openreach are no longer providing copper network for new installations
 - Openreach roll-back option will still be in place

TSA Surgery

Session Two – Interactive Session



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- Successes and achievements
- Challenges that are being faced
- Discussions regarding:
 - Technical queries
 - New suppliers/products
 - Operational issues



TSA Surgery

Session Three - TSA Updates



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The Quality Standards Framework (QSF) Update

The Quality Standards Framework



Quality · Safety · Innovation

Module review – accreditation due May 2020

UKAS accreditation continues to **challenge us** + drives **continuous improvement** of wider sector

New UKAS-driven graded **Measure of Excellence** launching in May 2020 and implementation of **New Quality Rating System**

New Modules Development:

Collaboration with **NAEP / Equipment Services/Wheelchair module. Supplier** module in pipeline.

QSF Module Review – by May 2020

- Added some new criteria and removed some not required
- Clarification of wording
- Amended some wording in line with UKAS requirements
- Removed duplicated criteria from common standards and service delivery modules
- Created proposals for some criteria to have different levels for the rating system
- Will include call handling triage tools later in the year



Measures of Excellence – by May 2020

- Greater clarity of requirements with British Standards (8591 & 5839 part 6)
 - Additional call handling targets for fire calls
- Greater emphasis on exception reporting and improvement
- Aligned with **Quality Rating System**
- Once UKAS have agreed principles, will pass to Special Interest Group 005



Quality Rating System – by May 2020

Black	Red	Amber	Green
Does not conform to the standard Rectification required before certification can be granted	Does not fully meet the standard Immediate action plan required before certification can be granted	Mostly meets standard requirements - evidence of some gaps. Certification can be granted.	Fully meets standard
GOOD	However, there may be some development observations found during the audit, which can be worked upon for the next audit.		
REQUIRES IMPROVEMENT	An organisation that does not meet the minimum criteria and requires corrective action before certification can be granted. A three-month window is allowed for this improvement.		
INADEQUATE	An organisation where safety concerns have been identified, which need to be corrected prior to certification being granted. A one-month period is allowed for this corrective action.		

- Where **'Good'** is just **not good enough!**
- In the future, certification will not be granted until all improvement needs cleared off
- Certification will last 3-years, but 3rd year audit will need to be in enough time to clear improvements





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Training and Workforce Development

Workforce Development – starting from the ground *up*

On the back of the leadership report we have identified workforce development as a key pillar to drive the sector forward and to support the transformation and culture change for social care workforce

To empower staff and provide the tools to embed TEC in service delivery models giving better outcomes from the service user

What? Give people and staff TEC tools – with *education, workforce development and culture change*

Result? Give *confidence* to staff and ownership to people's self-care routines - this is key to a healthier population *living well*.





Training and Workforce Development

- **Off the shelf packages**
- **Core Competency training**
- **Flexible learning courses – online**
- **Power of Attorney**
- **Train the trainer**
- **Level 2 developments**



BE WORKFORCE READY



LEVEL 2 COURSE: INTRODUCTION TO TECHNOLOGY ENABLED CARE

**1st qualification of its kind by
industry body TSA & awarding body
NCFE**

Technology enabled care (TEC) is playing an increasing role in health & social care. TEC supports people to live independently in their own home – reducing admissions to care homes, hospitals or home care and improve their quality of life.

This qualification is designed to give you an understanding of TEC-based solutions to support individuals to live as independently as possible.

WHAT WILL I LEARN?

INTRODUCTION TO TECHNOLOGY
ENABLED CARE

UNDERSTANDING A PERSON-
CENTRED APPROACH TO
TECHNOLOGY-BASED SOLUTIONS

UNDERSTANDING ROLES AND
RESPONSIBILITIES IN RELATION TO
TECHNOLOGY- BASED SOLUTIONS

INTRO TO LEGISLATION,
SAFEGUARDING AND REGULATORY
REQUIREMENTS RELATING TO
TECHNOLOGY ENABLED CARE



Workforce Development & Training

Online Training

Takes 6 weeks to complete

Suitable for frontline staff and manager

Only CACHE Technology Enabled Care
qualification in the UK

Funded against certain criteria

training@TSA-Voice.org.uk



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TSA Events Programme 2020

TSA events programme

For the latest details on all of TSA events in 2020 please visit: <https://www.tsa-voice.org.uk/events>

TSA Connects

- Events located across the regions, working locally to help shape the content and focus of the connect events
- Showcasing innovative solutions
- Free to attend
- **Yorkshire Connect will take place on the 27th March – Limited places still available – Book via the TSA website**
- Connects in other regions throughout 2020 – Northern Ireland, South West, Midlands, London & South East

External Events

- Contributions at these events varies on an event by event basis, but can include TSA delivering plenary sessions, supporting breakout sessions and exhibiting.
- The goal is always to help widen the audiences that we can reach and push the Technology Enabled Care message to.
- External events for 2020 include: **Digital Health and Care Scotland / NAEP Conference / NCASC 2020 / Alzheimer's Society Annual Conference / Scottish Care National Conference**

Partner Events

- Participation will vary on an event by event basis depending on the key messages that are being delivered
- They will include TSA managing content on the shows TEC theatre, senior representatives delivering plenary presentations and we will also be exhibiting at several events over the course of the year.
- Events we are partnering on for 2020 are:
The Home Care Expo - 17th & 18th March at NEC Birmingham
Health Plus Care - 24th & 25th June at ExCel London



TSA events programme



- 12th May TSA will host a TSA Vision & Strategy event at the Radisson Blu Hotel Manchester Airport that will help set out the strategy for TSA and the wider TEC sector from 2021 - 2025
- This Business Vision Day will be a FREE to attend all-member meeting for approx 200 people
- Featuring a table-top exhibition of approximately 20 stands
- The day will be chaired by TSA president Paul Burstow and will feature a number of invited guest speakers, specifically selected to give their expert views, and to help us develop our Vision and a Strategy for the future.
- The event will be launched in the coming days and we recommend that all members have senior representation at the event .



For the latest details on all of TSA events in 2020 please visit: <https://www.tsa-voice.org.uk/events>



The International **Technology** Enabled Care Conference 2020

2nd - 3rd Nov, The ICC, Birmingham

www.iTECconf.org.uk

Conference Theme: Citizen Powered Communities, strands on Data, Partnerships and Workforce Development

- Over 950 delegates
- Over 55 exhibitors, with the latest innovative solutions
- A mix of plenary and breakout sessions
- Best practice examples – **your chance to present your work, via the call for papers**
- Innovation stage
- Interactive and networking zones
- ITEC Awards – presented at the gala dinner on the evening of the 2nd November

Event Launches this week – Early Bird booking rates available – www.iTECconf.org.uk

Plenary
Sessions

Interactive
Breakout
Sessions

Exhibition
Zone

Innovation
Stage

Guest
Speakers

Call for
Papers



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Marketing and Communications 2020

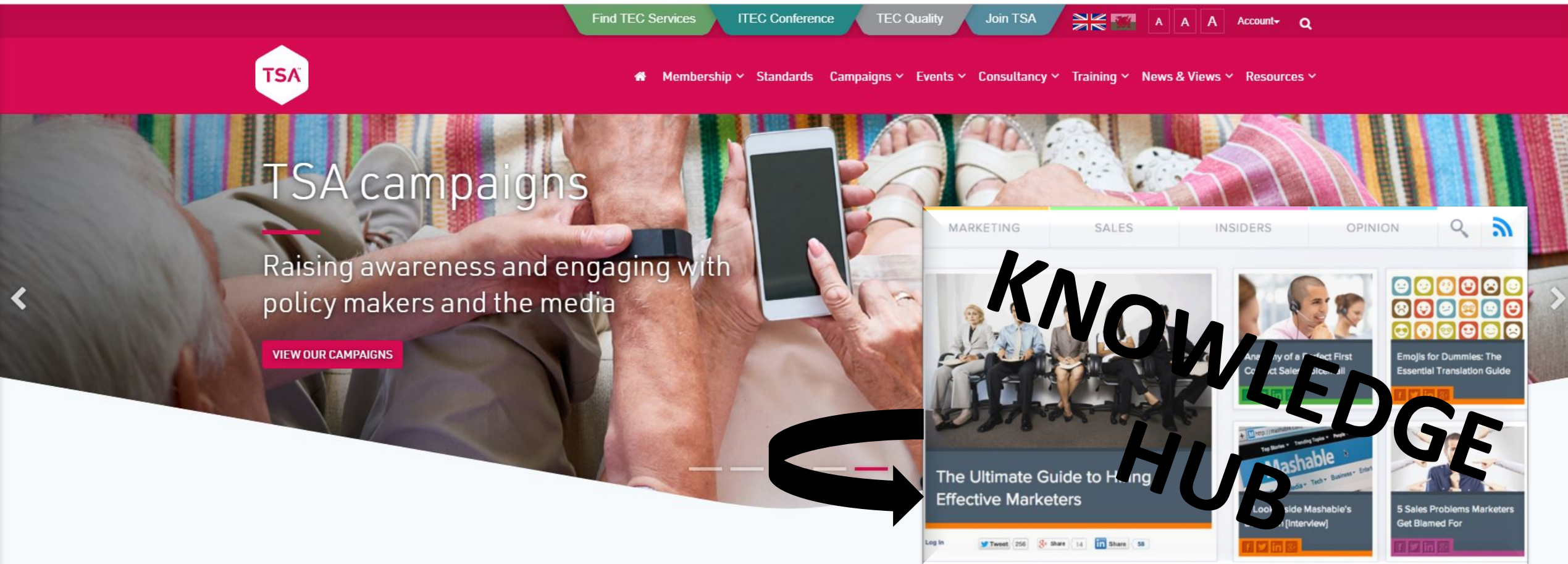


DELIVERABLES & TIMELINE: *Marketing & Sales*

OBJECTIVES	Marketing growth plan TEC Quality	Bigger marketing function	Creation of multiple marketing strategies	PR Activity
TIMESCALES	Jan 20	Feb 20	Mar 20	Q3/Q4
<p><i>Why?</i> Drive quality standards agenda – TEC services safer, assured, dominate the market</p>	<ul style="list-style-type: none"> 3-year marketing and growth TQ plan including market research, competitors, audiences etc 	<ul style="list-style-type: none"> Current: Recruiting for Marketing Exec . Support Growth ambitions 	<ul style="list-style-type: none"> Marketing & comms strategies – membership, Advisory, SIGs, A2D, Biz strategy, ITEC, State of the Sector 	<ul style="list-style-type: none"> Monthly PR activity to support marcomm plans. Focus on lobbying strategy in Q1/Q2
Deliverables	Deliverables	Deliverables	Deliverables	Deliverables
	<p>Identified new audiences: new events scheduled to support these in 2020</p>	<ul style="list-style-type: none"> in place by Apr 2020 	<ul style="list-style-type: none"> Jan – Apr 2020 	<ul style="list-style-type: none"> RR - pushed back to latter half of year. Focus 1st on marketing actions with PR follow-up.

Delivery end of Feb 2020

PHASE#2 - Website development



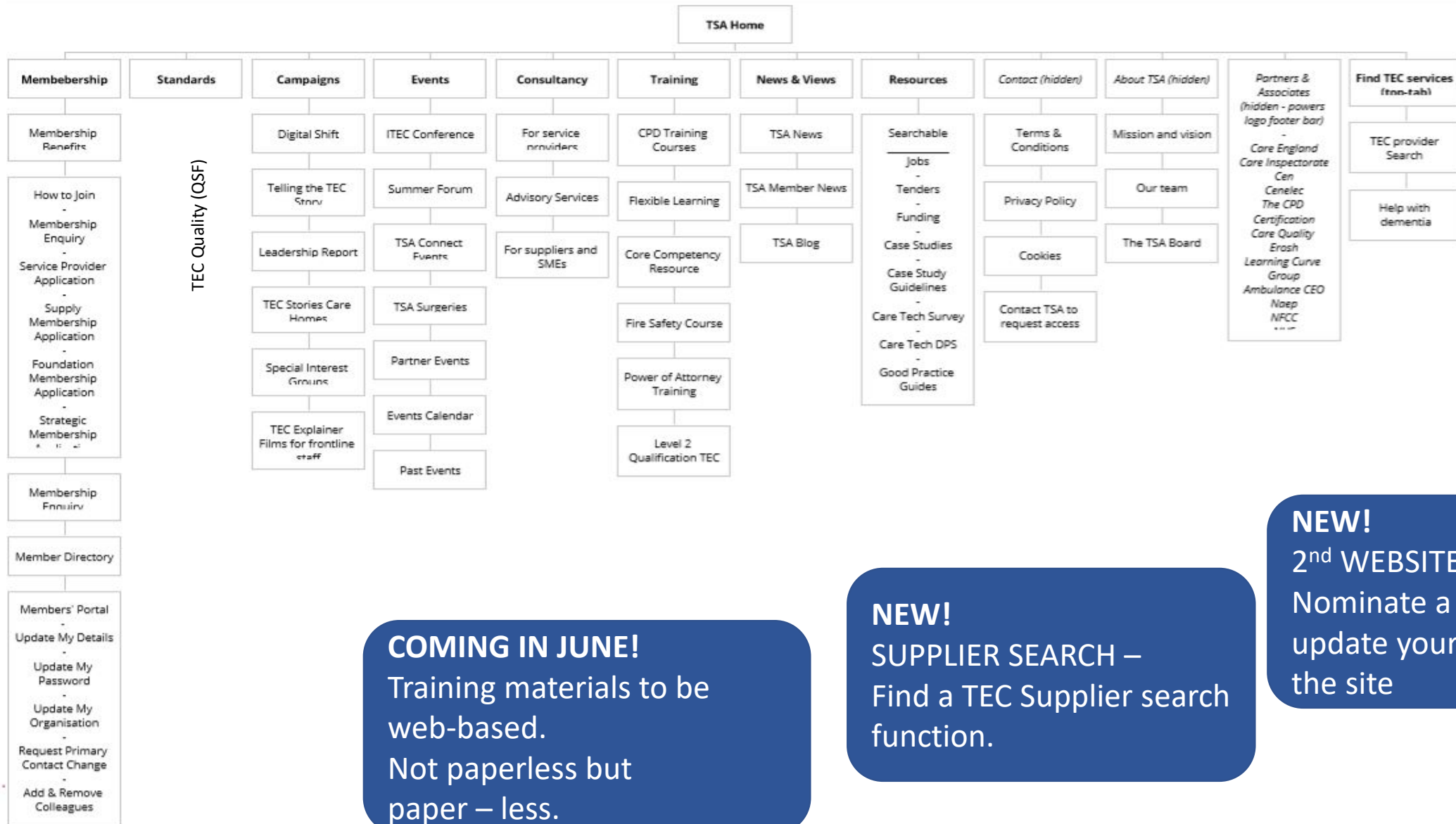
The voice of Technology Enabled Care

The TSA is the representative body for technology enabled care (TEC) services, working on behalf of and advising organisations including telecare and telehealth providers, suppliers, housing associations, care providers, emergency services, academia, charities, government bodies and health and social care commissioners.

Our vision is that people can choose technology enabled care to enrich everyday life.

Our mission is to drive the transformation and growth of the TEC industry.

PHASE#2 - Website development



COMING IN JUNE!
 Training materials to be web-based.
 Not paperless but paper – less.

NEW!
 SUPPLIER SEARCH –
 Find a TEC Supplier search function.

NEW!
 2nd WEBSITE ADMIN
 Nominate a 2nd person to update your details on the site





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Future Surgeries

Any Questions

