# TSA Regional Surgeries 2020

## Session One - TSA Updates

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

**3** PRIORITY: PARTNERSHIPS

PUBLIC PRIVATE PARTNERSHIPS: SHARING RISKS AND REWARDS

▷ OCTOBER 2019

CITIZEN POWERED COMMUNITIES

PRIORITIES FOR TECHNOLOGY ENABLED CARE 2020-2025

SECTOR PRIORITIES FOR THE TEC SECTOR

**THE LEADERSHIP REPORT**

**1** PRIORITY: DATA

DATA RICH, INTELLIGENCE POOR

**2** PRIORITY: WORKFORCE

WORKFORCE, CULTURE AND CHANGE

**Download the full report online:**

https://www.tsa-voice.org.uk/campaigns/leadership-report/

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

**TSA**

| INVESTMENT AREA | OBJECTIVES | OUTCOME |
|---|---|---|
| *Workforce Development* | • Gain Insight to help shape workforce proposition <br> • Conduct Wider Research <br> • Analyse training needs <br> • Engage with key influencers and professional bodies in the education and training space | • Create sector leading Workforce Strategy to empower staff with correct tools and skills |
| *Advisory Services* | • To develop TSA's housing and care service offers <br> • Local government/health engagement <br> • Partnership development <br> • Act as Critical Friend offering member support with service redesign and future service delivery models <br> • Support/guidance with Digital Transition <br> • TEC health checks | • Future proof the service models of TSA members <br><br> • Increase influence in local government and health sector |

# TSA Investing back into the Sector...#Data

| INVESTMENT AREA | OBJECTIVES | OUTCOME |
|---|---|---|
| *DATA - State of the Sector Report* | • Explore and collate membership and TEC sector intelligence.<br>• Gather insight to help shape ongoing market reporting.<br>• Collate Insights & predictions from industry experts and headline stats on TEC sector.<br>• Launching a report at ITEC 2020. | • Member benefit: provide members insight into the TEC sector allowing them to confidently redesign their services<br>• Ready & prepared for future sector developments.<br>• TSA members to gain a competitive and efficiency advantage |
| *DATA - Digital TEC Services* | • Define the scope of data driven services<br>• Understanding of their service & technology implications<br>• Identify measures needed to assure quality<br>• Define TSA quality assurance activity<br>• Partner with NHSX on integration and interoperability | • TSA to provide a range of data driven services to the TEC Sector<br>• Ensure the Quality Standards Framework is optimised and relevant to the real time needs of the sector (*continuous improvement*) |

# Investing back into the Sector…#Biz Strategy / #Marketing/Sales

| INVESTMENT AREA | OBJECTIVES | OUTCOME |
|---|---|---|
| *Marketing & Sales* | • Strengthen sales and marketing function of TSA<br>• coordinated sales and marketing activity across multiple sector campaigns and marketing delivery plans -<br>    • membership, Advisory, SIGs, A2D, Biz strategy, TEC Quality, ITEC, State of the Sector<br>• Recruiting for marketing executive to build out the marketing team<br>• Offer members increased marketing support | • A more robust marketing and sales function that supports members and feeds back into the sector |
| *Business Strategy* | • Create and validate TSA Business Plan for 2021-25<br>• Summarise current market status & insights.<br>• Identify opportunities and threats.<br>• Definition of new business propositions.<br>• Market testing<br>• Launch new Business Plan at ITEC 2020 | • TSA to create a dynamic, robust business plan to define TSA priorities and steer the sector towards 2025 |

# Citizen Powered Communities: Shaping the Future of TEC towards 2025

**Shaping the Future**

- 12th May 2020, at the Radisson Blu Manchester Airport

- A visionary event that will help set out the strategy for TEC sector from 2021 - 2025

- An all member, free to attend event, anticipating over 200 attendees

- Chaired by TSA president Paul Burstow

- Key Strategic guest speakers, selected to give their expert views, and to help us develop the Vision and a Strategy for the future.

- Up to 20 Exhibitors showcasing the latest technologies

- Outputs from this event will help us shape key activities for the sector moving towards 2025

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

# TEC Explainer Training Tools
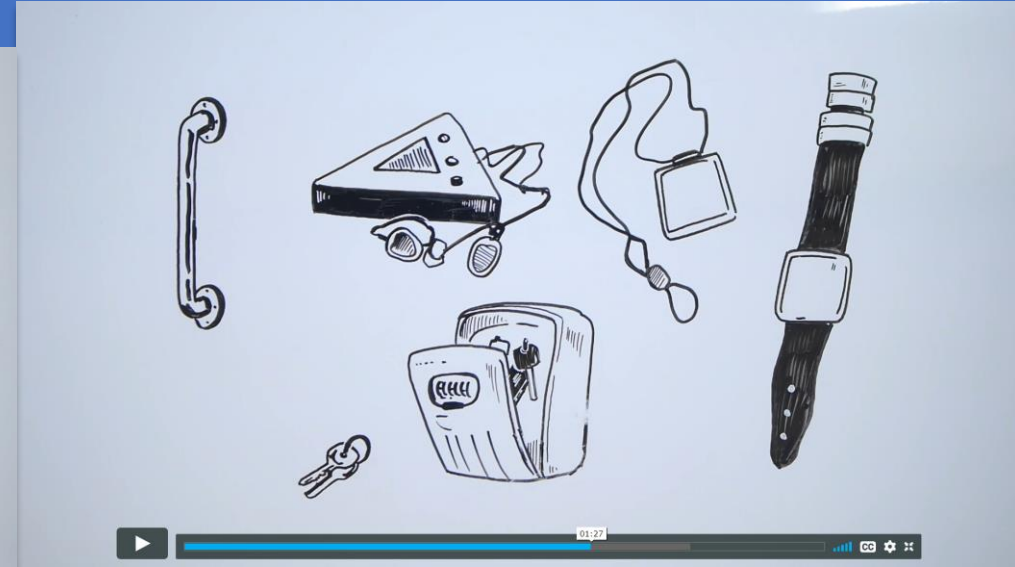




| Mental Health | Dementia | Learning Disability | Falls | Loneliness |
|---|---|---|---|---|
| Frailty & Hospital Discharge | Physical Disability | Analogue to Digital Shift | Data-led preventative care | Slowing progression of need |

**WATCH: On TSA's YouTube Channel**

Search

Home
Trending
Subscriptions

Library
History
Your videos
Watch later
TEC Explainer Films
Show more

SUBSCRIPTIONS
TCHG
No Isolation
Browse channels

MORE FROM YOUTUBE
YouTube Premium
Movies & Shows
Gaming
Live

TSA website

# TSA - The voice of Technology Enabled Care
53 subscribers

CUSTOMIZE CHANNEL      YOUTUBE STUDIO

HOME    VIDEOS    PLAYLISTS    CHANNELS    DISCUSSION    ABOUT

Uploads    PLAY ALL                                          SORT BY

2:56
How to use Technology Enabled Care for Physical...
67 views • 2 weeks ago

2:50
How to use Technology Enabled Care to Slow...
65 views • 2 weeks ago

2:52
How to use Technology Enabled Care to Assess for...
62 views • 2 weeks ago

2:09
TSA - The Digital Switchover Analogue to Digital for...
81 views • 3 weeks ago

How Technology Enabled Care can help with Frailty &...

2:19
How Technology Enabled Care can help Falls - TEC...
46 views • 3 months ago

2:18
How Technology Enabled Care can Reduce Loneliness...
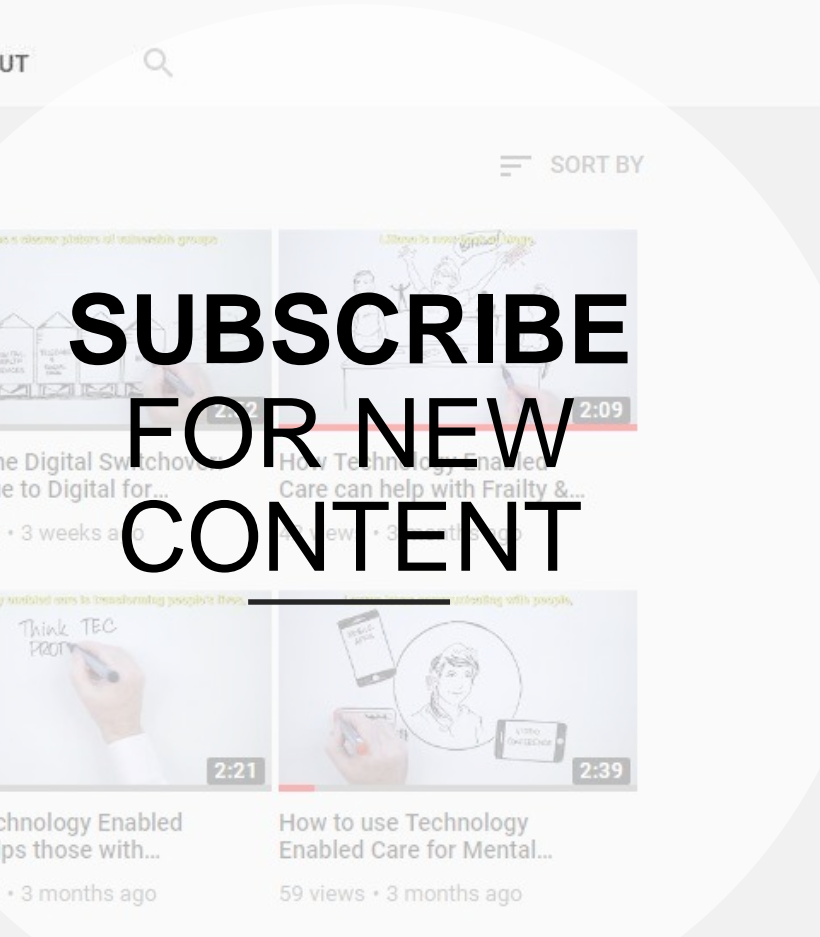41 views • 3 months ago

2:31
How Technology Enabled Care can help Learning...
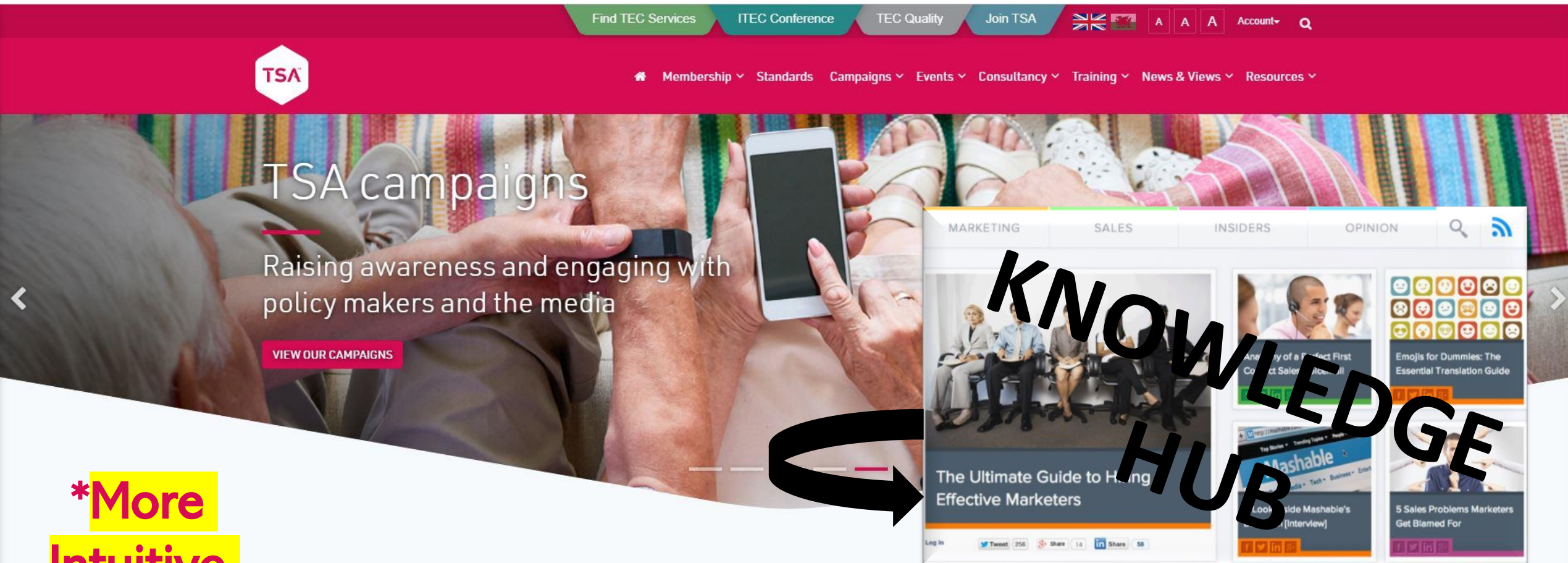54 views • 3 months ago

2:21
How Technology Enabled Care helps those with...
67 views • 3 months ago

2:39
How to use Technology Enabled Care for Mental...
59 views • 3 months ago

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CONTENT

# PHASE#2 - Website development – Spring 2020



*More Intuitive Searches*

KNOWLEDGE HUB

TSA

🏠  Membership ⌄  Standards  Campaigns ⌄  Events ⌄  Consultancy ⌄  Training ⌄  News & Views ⌄  Resources ⌄

# Find TEC services search engine

## Search for a Technology Enabled Care provider in your area or nationally

**\*\*New Search Function\*\***

This facility is provided to help you to identify telecare and/or telehealth services for yourself or your family, friends, or people that you provide care for.

All of the organisations listed are TSA members, some are also certified to our Quality Assurance scheme – Quality Standards Framework (QSF) or Code of Practice (CoP). Find out more here

Search results are based on information provided to TSA by our members and are designed as a signposting service, please contact the individual organisations to confirm their services and availability.

| LOCAL PROVIDER SEARCH | NATIONAL PROVIDER SEARCH | FIND A PROVIDER BY NAME | FIND A SUPPLIER BY NAME |

COMPANY NAME  **>**   A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

### Abba Mechatronics

| **Telephone** | 01323 733100 |
| **Website** | http://www.abbamechatronics.co.uk |
| **Coverage** | Local |

**Services** Assessment of & Installation of TEC

### Abilia Ltd

| **Telephone** | 01954-281213 |
| **Website** | http://www.abilia.uk |
| **Coverage** | Local |

**Services** Supply of TEC Equipment

### access
freedom to do more

### Access UK

| **Telephone** | 0845 345 3300 |
| **Website** | https://www.theaccessgroup.com/care... |
| **Coverage** | Local |

# TSA Special Interest Groups

# 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
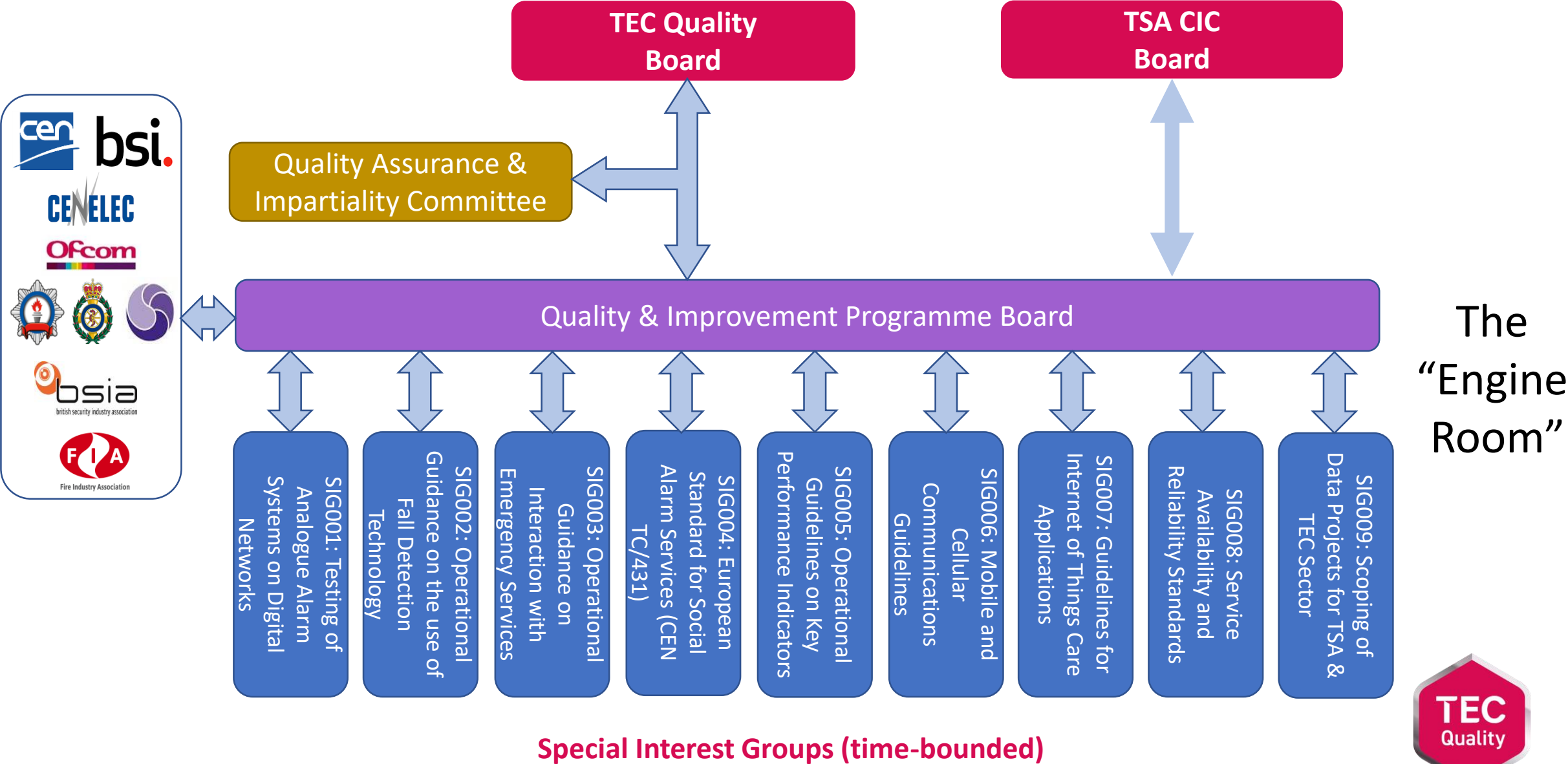- Operational Guidelines on KPIs
- Mobile & Cellular Comms Guidelines
- Guidelines for IoT Care Applications
- Service Availability & Reliability Standards
- Using Data & intelligence to optimise outcomes from TEC services

# Advisory Group and Governance - Structure



**TEC Quality Board**

**TSA CIC Board**

**Quality Assurance & Impartiality Committee**

**Quality & Improvement Programme Board**

The "Engine Room"

SIG001: Testing of Analogue Alarm Systems on Digital Networks

SIG002: Operational Guidance on the use of Fall Detection Technology

SIG003: Operational Guidance on Interaction with Emergency Services

SIG004: European Standard for Social Alarm Services (CEN TC/431)

SIG005: Operational Guidelines on Key Performance Indicators

SIG006: Mobile and Cellular Communications Guidelines

SIG007: Guidelines for Internet of Things Care Applications

SIG008: Service Availability and Reliability Standards

SIG009: Scoping of Data Projects for TSA & TEC Sector

**Special Interest Groups (time-bounded)**

# 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).

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# Special Interest Groups – latest activity

| Testing Analogue Alarm Systems on Digital Networks 001 | Operational Guidance on Interaction with Emergency Services 003 | Operational Guidelines on KPIs 005 |
|---|---|---|
| *Richard Hosier (Doro), Steve Sadler (TSA), Alan Usher (Astraline)* | *Paul Finch (TSA), Gill Atkey (Appello), Kelly Miller (Sanctuary 365), Joanne Bushell (Progress) Rupert Lawrence (amica24)*, AACE, NFCC, NWAS | *Alyson Scurfield (TSA), Paul Finch (TSA), Wendy Hodgson (TEC Quality)* |
| Testing current (analogue) alarms on a mixture of old and new networks.

Create technical summary of proposed test combinations.

Send test summary to suppliers for review (**March**) | Work reviewed by group and AACE & NFCC

1. Revised Guidelines for Programme Board Review. Sept
2. Recommendations for QSF Amendments, Sept.
3. Embed in QSF, Oct.
4. Release of Revised Guidelines + launch at Conference, Nov. | 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.
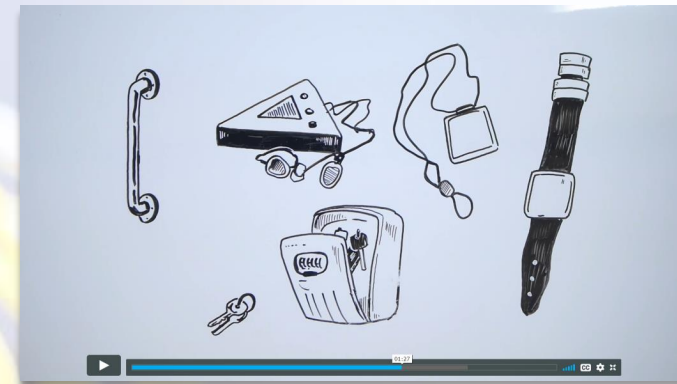
# The Digital Shift

# The Digital Shift – what we are doing

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

- NHSX & TSA scoping a combined marketing and communications strategy for the wider sector

- TSA has created **10 Key Facts of A2D** guidance sheet to support the sector

- Analogue to Digital TEC explainer video



TEC Explainer videos can be viewed online at:
https://www.tsa-voice.org.uk/campaigns/tec-explainer-films-resource-for-social-care-workers/

https://www.tsa-voice.org.uk/campaigns/digital-shift/

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- Analogue to Digital TEC explainer video

- Lobbying Government for funding to support the sector

- **Real-time evidence and facts** on the communications providers shift to digital infrastructure – Lead officer: Tim Mulrey

- Survey: **TEC failure rates –** Case studies and report presented to NHSX

https://www.tsa-voice.org.uk/campaigns/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

https://www.tsa-voice.org.uk/campaigns/digital-shift/

# The Quality Standards Framework (QSF) Update

# The Quality Standards Framework

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

Head of Quality & Improvement recruitment by 1 June 2020

New UKAS - driven graded Measure of Excellence - New Quality Rating System Consultation webinars during March – May 2020. Launch 12th May

**New Modules Development:**
- NAEP / Equipment Services/Wheelchair module
- Supply/Solution Provider Service delivery module by September 2020

# 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

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TSA Surgery

**Session Three - TSA Updates**

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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 fro 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*.

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# Training and Workforce Development

- **TEC Specific Group Courses**

    - Assessing for Telecare
    - Call Handling for TEC
    - Supporting people living with dementia (Introductory & advanced courses available)

- **Core Competency Training**
    - Call Handling
    - Installation
    - Assessment

- **Flexible learning  courses – online - https://www.learningcurvegroup.co.uk/landing/TSA**

- **Power of Attorney**

**Bespoke package to suit your training needs – training@tsa-voice.org.uk**

# Workforce Development & Training

Online Training

Takes an average of 6 weeks to complete (at your own pace)

Suitable for frontline staff and manager

Only CACHE Technology Enabled Care qualification in the UK

Contact TSA to hear of **funding** availability in devolved areas

**https://www.tsa-voice.org.uk/training-services/level-2-qualificatio/**

400 learners to date:
e.g. Croydon – **24**
Beyond Housing – **35**
Mole Valley – **20**
Yarlington Housing Group - **15**

**training@TSA-Voice.org.uk**

# TSA Events Programme 2020

# TSA events programme

**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** – July TBC at NEC Birmingham
  **Health Plus Care** - 24th & 25th June at ExCel London

# Citizen Powered Communities: Shaping the Future of TEC towards 2025

**Strategic Events**

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# 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

ITEC Awards

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# Future Surgeries

# Any Questions