

TSATM

unlocking personalised outcomes

**Alyson Scurfield, Chief Executive
TEC Services Association**

November 2021





Our Mission

Drive Transformation and Growth of the TEC sector strengthening Partnerships, Data & People.

Ensure Quality and safety setting, developing standards and providing independent and trusted audit and certification.



TSA PRIORITIES

1 THE VOICE OF AUTHORITY IN TEC

Our voice in Health, Housing and Care sectors to enhance the understanding, development and adoption of technology in care. We will serve as trusted, authoritative representative of the TEC community and ensure members and sector are more broadly represented with decision makers in government and beyond.

2 THE TEC KNOWLEDGE HUB

We will be the trusted source of knowledge for those working in the broad Health, Housing and Care sector and our memberships. We will establish a knowledge-based community of practice and an information-rich hub for novel connections that match needs and opportunities.

3 THE TEC PROFESSIONAL BODY

We will set and maintain professional standards in Technology Enabled Care through the development of the QSF. We will develop and implement quality standards that drive the practical delivery of technology solutions, improving outcomes for people. We will build skills and enhance the standing of organisations and people working in the care sector.



Who was involved?



11

People, families
and carers who
access social care

14

Directors and
assistant directors
of adult social care

6

Front line care
professionals

20

Leaders across
local government,
housing and health

5

Technology
suppliers

Evidence from reports, research and case studies, too

Graham Allen
Director of Adults' Health and
Care, Hampshire County Council

Andy Begley
Chief Executive Officer,
Shropshire Council

Rafael Bengoa
Commission Chair and CoDirector,
Institute for Health
& Strategy, Bilbao, Spain

Paul Burstow
President, TEC Services
Association (TSA)

Steve Carefull
Director, PA Consulting

Jo Chandler
Head of Adult Social Care
Tech & Data - Strategy,
Skills & Innovation, NHSX

Mike Chard
Assistant Chief Officer/
Senior Officer, ADASS

George Crooks
Chief Executive Officer, Digital
Health and Care Institute (DHI)

Emily Fleming
Policy Head, Social Care
Innovation and Skills, NHSX

Steve Gates
Managing Director, Taking Care

Miro Griffiths
Research Fellow, School
of Sociology and Social
Policy, University of Leeds

Sharon Houlden
Executive Director Adult Social Care and
Health, Royal Borough of Kingston upon
Thames and ADASS Digital
Communications & Technology Lead

Peter O'Hara
Founder and CEO,
OLM Systems

Iain MacBeath
Strategic Director of Health and
Wellbeing at City of Bradford
Metropolitan District Council and ADASS
Honorary Treasurer

Adam Ratliff
Head of Marketing,
OLM Systems

Sir David Pearson
Chair of TEC Quality

Jeremy Porteus
Chief Executive Officer,
Housing LIN

Steve Sadler
Technology Strategist, TEC
Services Association (TSA)

Alyson Scurfield
Chief Executive Officer, TEC
Services Association (TSA)

Gordon Sutherland
Group CEO, Tunstall Healthcare

Angus Honeysett
Head of Market Access,
Tunstall Healthcare

Alison Tombs
Assistant Director, Wellbeing
and Assessment, North
Tyneside and ADASS Extended
Trustee

Jane Townson
Chief Executive Officer,
United Kingdom Homecare
Association (UKHCA)

Kapil Vijn
Senior Policy Advisor, Models of Care
Team, Social Care Quality
Directorate, Department of Health
and Social Care

Simon Williams
Director, Local Government
Association (LGA)

Helena Zaum
Industry Solutions
Manager, Microsoft

ADASS TSA COMMISSION

EXPLORING HOW TECHNOLOGY CAN BE TRULY INTEGRATED INTO ADULT SOCIAL CARE

FINAL REPORT & RECOMMENDATIONS - MARCH 2021

READ ADASS-TSA REPORT >>

<https://www.tsa-voice.org.uk/adass-tsa-comm/>

Our Vision



Adult social care must be shaped around individuals, putting the power into their hands so they can choose and control the support they want and maintain their own wellbeing and health.



Technology can enable this, empowering family and community networks and ensuring care and support is joined-up, preventative, responsive and tailored to people's needs and aspirations.

Recommendations



Technology enabled services need to be proactive and co-produced with people, their families and carers.



Digital infrastructure, skills and approaches in adult social care must improve so individuals and the care workforce can maximise digital opportunities.



People must own and control their health and social care data and enable access by the right people, at the right time.



More collaboration is needed in care and support across all levels, so services and policies are joined-up and contribute to the wider wellbeing of people, their families and carers.

Implementation Plan



Stage one:

Work with people and practitioners: capture effective services and technologies



Stage two:

Use regional data to confirm needs, and how technologies can be embedded in care



Stage three:

Implement Personalised Care Innovation Programme. Assess.



Stage four:

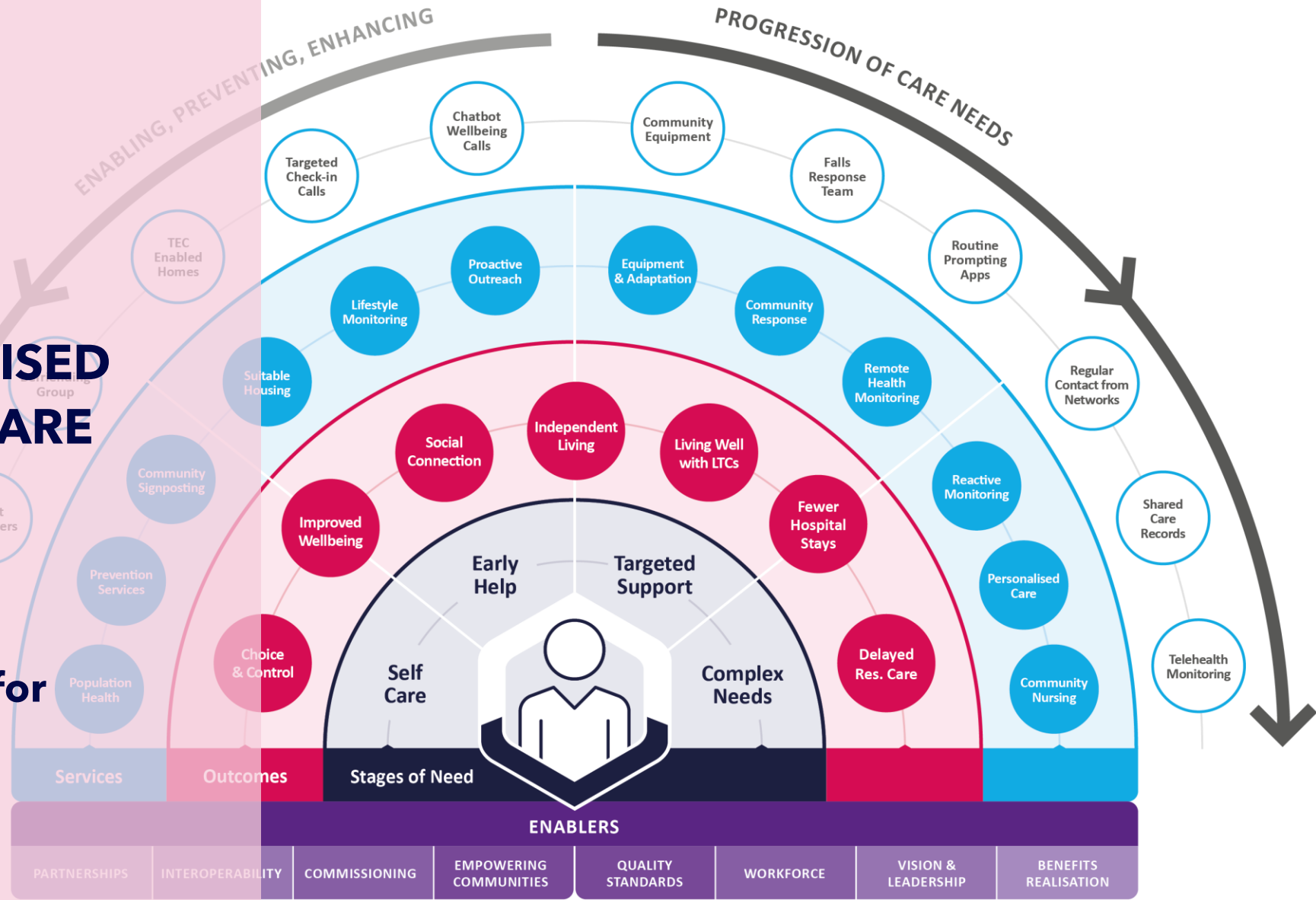
Deploy learnings, nationally





THE PERSONALISED INNOVATION CARE MODEL

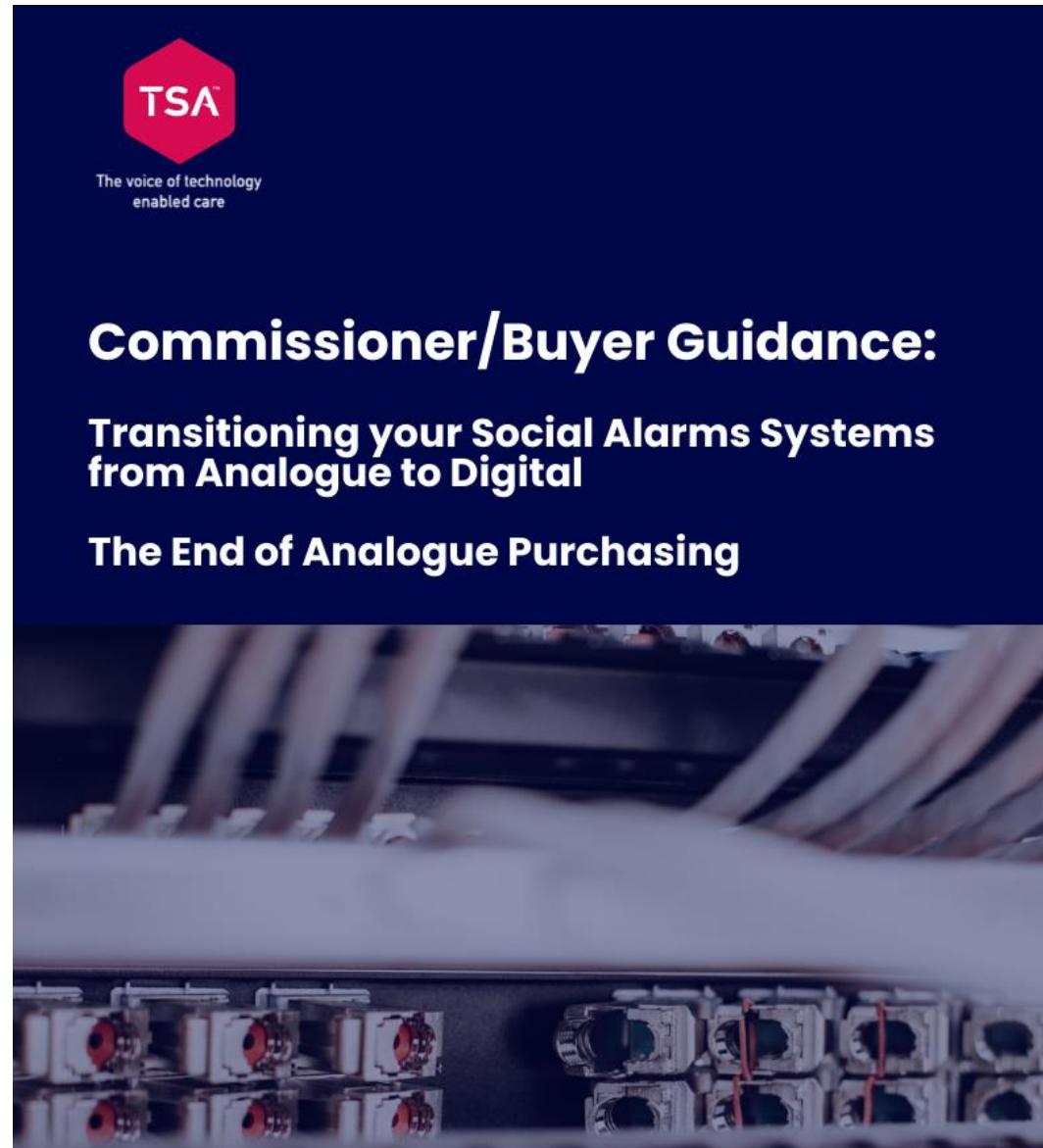
Your key enablers for implementation



TSA Guidance

The End of Analogue Purchasing

- **The real risks of analogue**
- **Commissioning TEC safely**
- **Gateway to modern proactive service models enabled by digital**
- **Migrating and implementing digital - getting it right first time**



The cover features the TSA logo at the top left, with the tagline 'The voice of technology enabled care' below it. The main title is 'Commissioner/Buyer Guidance: Transitioning your Social Alarms Systems from Analogue to Digital', and the subtitle is 'The End of Analogue Purchasing'. The background is a dark blue gradient with a blurred image of a network switch rack at the bottom.

[**DOWNLOAD YOUR COPY HERE >>**](#)





Our drive and support for regional transformation driving policy, voice of government, stronger together

>> **ASC White Paper**

>> **Integration White Paper**



Department
of Health



The voice of technology
enabled care

directors of
adass
adult social services



Quality · Safety · Innovation





Quality · Safety · Innovation



The voice of technology
enabled care

Thank you

www.tsa-voice.org.uk