

TSA Virtual Surgeries 2021



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Committed to Making a Difference / Inspiring Trust and Confidence / Stronger Together





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The Quality Standards Framework (QSF) Update

TEC Quality Update

- **UKAS Extension of Scope (February 2021)**
 - Community Equipment Module
 - Supply Module
- **Supplier Trailblazer Programme**
 - Interoperability
 - ISO Mapping
 - Commissioning/Service Provider Buyer Guidance
- **Proactive and Preventative Care Model**
 - Maturity Matrix
 - SIG programme
 - Trailblazer programme
- **BS and EU Standards changes**
- **Scheme Review – Changes in the Quality Standards Framework**
- **QSF Support**
 - Customer Feedback and future Webinars
- **Future projects: Telehealth and Virtual Wards**



The NEW Trailblazer Supplier Programme

A new programme supporting solution providers go the extra mile in delivering safe and quality technology enabled care



Trailblazer 1 - May 2021

key**safe**
trust quality passion

 **orbl**
TECHNOLOGIES

Caburn 
Solutions


alcove

how**z**


Anthropos

HUMAX

Yokeru

 **Chubb**

 **Karantis**
360

doro 

Trailblazer 2 -
July 2021



Workforce Development



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ACADEMY

Developing your people to
deliver exceptional care

TSA Academy launched a **further 46 training opportunities** earlier this year for our TEC Workforce supporting: Frontline and Support Workers, Managers, Leaders & Commissioners, TEC Providers & Innovators, Consumers & Informal Carers.

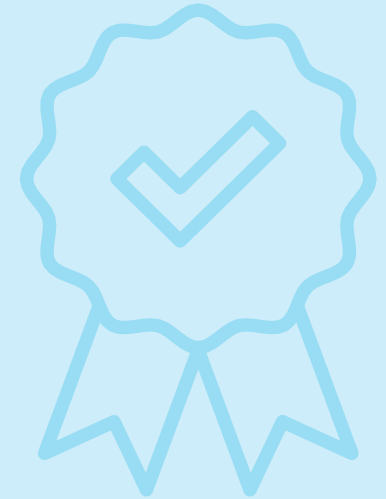


Training Delivery

Over the past quarter training has been delivered to 182 staff from 12 different organisations – covering Mental Wellbeing of Call Handlers, CPD Accredited Assessing & Installation of Telecare and Call Handling training, and Champion training.

Continuing to work with organisations across local authorities, health and the third sector to support the development of their Workforce.

These are rolling programmes of work with multidisciplinary teams across the whole organisation including the Scottish Government.





ACADEMY TEAM



Helen Blythe

Head of Workforce Development, TSA training@tsa-voice.org.uk A globally experienced leader, Helen has over a decade working in senior Learning,



Samantha Davies

Workforce Development Lead Consultant, TSA training@tsa-voice.org.uk Samantha Davies, Workforce Development Lead Consultant for TSA is driven to



Phil Clarke

Phil is an experienced trainer, facilitator and coach, specialising in management and leadership skills and programmes that improve the customer and



Ian Graham

Graham is an engaging and knowledgeable trainer and coach, focussing on communication skills, wellbeing and customer service. Ian has 15 years of



George Ashby

George is a supportive trainer and facilitator, focussing on developing communications, self handling and team



Suzanne Shaw

Suzanne is an engaging trainer and facilitator with expertise in developing teams, communication and sales. Her



Derrick Lane

Derrick is a seasoned professional in training, learning and assessment with expertise in quality, emergency



Chris Mullen

Chris is a passionate trainer and facilitator, specialising in wellbeing, mental health and teamwork. With 10 years





Academy Insights - workforce blog for technology enabled care



Proactive telecare pilot expected to reduce emergency calls to Scottish housing provider

Date: 14 September 2021

Bield Housing & Care, whose moto is Free to Be , is operating a new proactive pilot project with the aim of empowering people to not only live more independently but to build connections in their local communities via referral routes and support. Called Inspire , it takes an asset-based approach



New TSA / Skills for Care film showcases how to embrace technology in social care

Date: 16 July 2021

A new film from TEC Services Association and Skills for Care, highlights how social care providers can embrace technology in their organisation for better outcomes for both service users and care professionals. The film follows Registered Manager Martyn Davies of Urmston Manor as he reveals how

Search



Categories

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Popular Tags

[Alyson Scurfield](#) [care delivery](#)
[Connected Communities](#) [Data](#) [housing](#)
[Workforce Development](#)



If you would like a copy of our Learning Brochure or for a consultation, contact:

training@tsa-voice.org.uk





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TSA's Events

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TSA upcoming webinars and face to face events

Innovation showcase Webinars

- 5 Showcase webinars to take place in November
- Each webinar to feature up to 10 innovative solutions around a particular theme
- Purpose of these webinars is to enable participants from across Social Care, Health and Housing to:
 - Review a broad range of technological solutions that have supported services/users during the COVID-19 pandemic
 - Gain some insight into enabling technology solutions that have been used in practice in different settings and the benefits that have been realised for different people
 - Understand how such technological solutions can become a core part of the (self) care and health offer, both in the short and long term, how this was achieved in practice and how this might be achieved at scale.

Future Webinars

- We will continue to run webinars moving in to 2022. Our ongoing events programme will be a combination of virtual and face-to-face events



TSA upcoming webinars and face to face events



The International **Technology Enabled Care** Conference

- We will return to a face-to-face conference in 2022
- 28th & 29th March 2022 at the ICC, Birmingham
- Two days of insights, industry launches and more time for networking
- 1000+ attendees
- 55+ exhibitors
- A return of the Gala Dinner and ITEC Awards





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TSA MARKETING / TSA WEBSITE

Teardown/refresh TSA website

Our [Mission, Vision, Values](#)

[About Us](#) - our strategic work and impact on sector development and direction across the 4 Nations

Our [Work and Campaigns](#)



COMMITTED TO MAKING A DIFFERENCE

TRANSFORMING LIVES FOR ALL

WE CAN, WE DO, BUT WE CARE

DRIVING QUALITY & INNOVATION



INSPIRING TRUST & CONFIDENCE

WE SHAPE, ENABLE, INSPIRE

LISTEN & RESPOND WITH INTEGRITY

VISIBLE & ACCOUNTABLE



STRONGER TOGETHER

WE SHARE LEARNING

CREATE MUTUAL PARTNERSHIPS

CHALLENGES INTO OPPORTUNITIES



Digital Shift

Our campaign to raise awareness of the IP switch to digital phone networks by 2025.

[View our resources](#)



Business Plan

The New Roadmap for Technology Enabled Care

[Download the Road Map](#)



Sector Insight

The Response and Redesign of TEC Services During Covid-19

[Download our report](#)



TSA ADASS Commission

How can technology be truly integrated into adult social care?

[Download the findings and our recommendations](#)



Leadership Report



DLF ProAssist

A new prescribing tool for professionals, practitioners and TECS Service providers



Special Interest Groups

Guidelines for 'Interests of Things'



TEC Explainer Films

We'd love to hear what you're doing in Scotland in TECS and what your plans are for 2022. Send your news, case studies and blogs to: marketing@tsa-voice.org.uk

TSA MARKETING / MEMBER MARKETING

Teardown/refresh TSA website

NEW case study page

Enhanced Member Directory – CALL FOR CONTENT

NEW!

A feature 'lightbox' for each supplier/service member, 4 pieces of content, 100 words about your business offer + contact details

Alcuris Ltd

Description

Alcuris Next Generation Telecare: Prolongs the Independence of adults and older people unobtrusively, in their home; Provides positive reassurance to families that all is well; Actionable alerts when things change enables families to intervene early to delay or reduce the frequency of crisis interventions removing demand from local authorities; Reduces or delays care costs by providing objective information to Inform Care Planning and Review by shifting to a preventive approach; Integrates services including proactive prevention, reactive telecare alarms, connected health and carer logging; Hardware and data source agnostic using APIs; Improves outcomes for all stakeholders.

Address

Advanced Technology and Innovation Centre
5, Oakwood Drive
Loughborough

Website

<https://www.alcuris.co.uk/>

Telephone

01509 228 498


Email

info@alcuris.co.uk

Twitter

[@memo_hub](https://twitter.com/memo_hub)





Alcuris Ltd

Telephone 01509 228 498
Website www.alcuris.co.uk/

Description
Alcuris Next Generation Telecare: Prolongs the independence of adults and older people, unobtrusively, in their home; Provides...

CERTIFIED MEMBER - QSF Certified [More Info](#)



Do you have a **case study** to submit showing impact/outcomes of TEC?



ARMED - Utilising activity data and predictive analytics to improve support for individuals with intellectual disabilities



ARMED - Telecare Cardiff use ARMED to support their falls prevention strategy



Tunstall - The benefits of managed TEC services



IoT Solutions Group - Supporting social care and independent living through smart IoT technology



Tunstall - Using remote health monitoring to safeguard care home



Tunstall - Remote health monitoring for eating disorders

We're looking for NEW CONTENT

Videos – service user impact, products, services

Research findings/surveys

Blogs

News

Thought leadership

Infographics

Your website/product shop/virtual features

Email or WeTransfer larger files to:

marketing@tsa-voice.org.uk

MARKETING TEC QUALITY

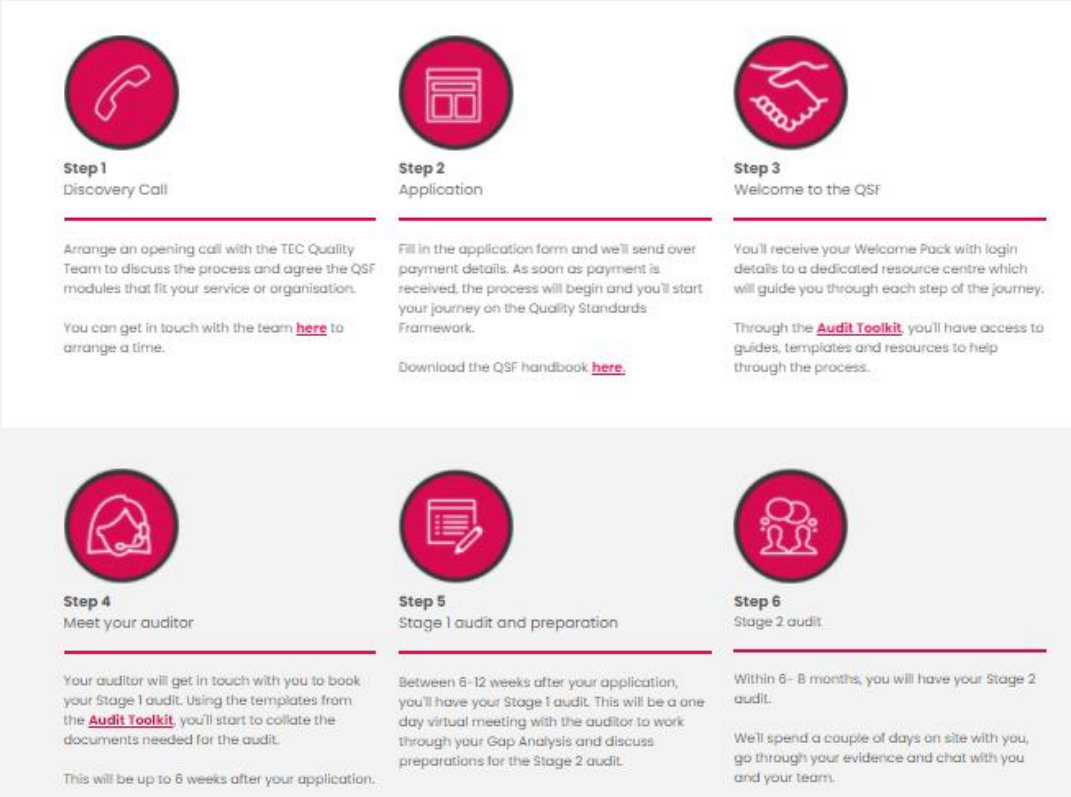
Teardown/refresh TEC Quality website

ENHANCED [case study page](#), audit process guidance, toolkit, modules info, login area for certified members



We're looking for Scottish orgs to join our **Trailblazer** programme for 2022. Are you providing Quality in TEC?
Join the next cohorts >>

Do you have a **case study** to submit showing impact/outcomes of Quality?





TSA MARKETING

DO YOU HAVE AN OPINION ABOUT TECS?

Send your question with accompanying 75 – 100 words to: marketing@tsa-voice.org.uk. Not sure what to talk about? Get in touch for support.

Your message out to:
TSA digital channels
Linkedin, Twitter
TEC Voice newsletter

In your opinion, what should we consider to making technology enabled care work in reality?



In your opinion, what approach will improve the delivery of technology enabled care?



Emma Mahy
CEO and Co-Founder, IoT Solutions Group

Two key factors: Having a true understanding of the real-world challenge that the client is trying to solve and ensuring the solution is a true aid that doesn't add complexity.

With growing demand and increased pressures, care providers need to be able to access solutions that enable swift and effective decision making. Asking challenging questions to uncover the true challenge is vital. Feedback we've had demonstrates this vital partnership - added value that makes life easier.
<https://www.iotsg.co.uk/>



Paul Nelson
Business Development Manager, Communicare247

The telecare that only responds at the point of crisis is an old model, and is no longer fit for purpose if the TEC sector is moving towards fostering greater levels of collaboration, interoperability with truly person-centred and proactive services.

Understanding a person's needs and wants and how they want to live their lives should always take priority over manufacturers' sales budgets. Providers of technology enabled care should ensure opportunities are created to deliver effective support specific to individual needs with tailored proactive and preventative tech.
<https://communicare247.com/>



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Special Interest Groups

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SIG Programme: Summary Status

SIG	Description	TSA Lead	Output
001	A2D - Testing of Analogue Alarms	Tim Mulrey	<ul style="list-style-type: none"> • Creation of test specification • Collation of AoD reliability results • Analogue to Digital Guidance
003	Emergency Services & TEC Integration	Paul Finch	<ul style="list-style-type: none"> • Guidance for interaction with Emergency Services
008	Service Availability and Reliability Standards	Steve Sadler	<ul style="list-style-type: none"> • Phase 1 (Proposed standards for reliability of ARC) nears completion • Phase 2 (Equipment reliability standards) to begin
010	Social Alarm Interoperability	Tim Mulrey	<ul style="list-style-type: none"> • Application guidance for common digital protocol TS50134-9 for all ARCs / hubs • Feasibility paper on interoperability of peripherals / hubs from differing manufacturers
011	Proactive & Preventative TEC	Nathan Downing	<ul style="list-style-type: none"> • Establish use cases for proactive services & solutions • Review & publish Maturity Matrix
014	Risk Management in TEC	Steve Sadler	<ul style="list-style-type: none"> • Establish key risks in the TEC sector





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Digital Transition

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Digital Transition Agenda

1. A2D publications reminder
2. Openreach exchange roll-out
3. Digital survey summary
4. Digital interoperability
5. New analogue-only products
6. A2D Commissioner / Buyer Guidance
7. Feedback from Attendees



Digital Transition Publications



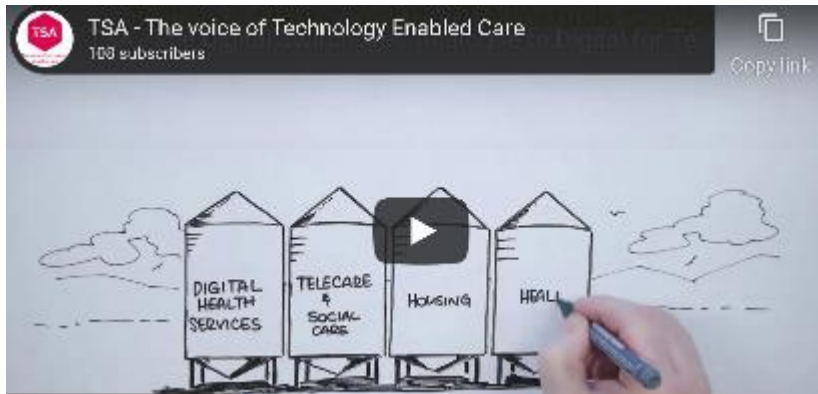
Mobile Communications Guidance



Digital Readiness Guidance



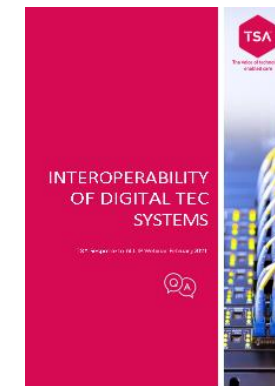
A Digital Future for Technology Enabled Care?



A2D TEC Explainer Video



The impact of Analogue to Digital Migration of Technology Enabled Care



Interoperability of Digital TEC systems



Data and Cyber Security Research for Technology Enabled Care



Openreach Exchange Roll-Out



Openreach
Communication



Openreach
Exchange List

No. of Exchanges	Tranche								Grand Total
	Trial notification	Tranche 1a	Tranche 1b	Tranche 2	Tranche 3	Tranche 4	Tranche 5	Withdrawn	
Openreach Region	01/12/2020	29/06/2021	05/10/2021	05/10/2021	25/01/2022	29/04/2022	02/08/2022	Removed from stop sell	
East of England			1	3	4	4	4	1	17
Lancashire & Cumbria			3	1	7	2	6		19
London		1	5	3	5	7	2		23
Midlands		6	17	7	6	6	8	1	51
North East			3	4	2	1	1		11
North West			19	4	5	9	6		43
Northern Ireland		4	10	5	10	27	20		76
Scotland East		1	2	2	4	3	5		17
Scotland North			5	2		1	3		11
Scotland West			4			3	5	1	13
South East			3		1	5	5		14
South West	1		12	5	2	8	7	1	36
Wales North		1	3	3	1	2	5		15
Wales South			3	1	2	2	4		12
Yorkshire & Humberside			6	4	6	4	5		25
Grand Total	1	13	96	44	55	84	86	4	383





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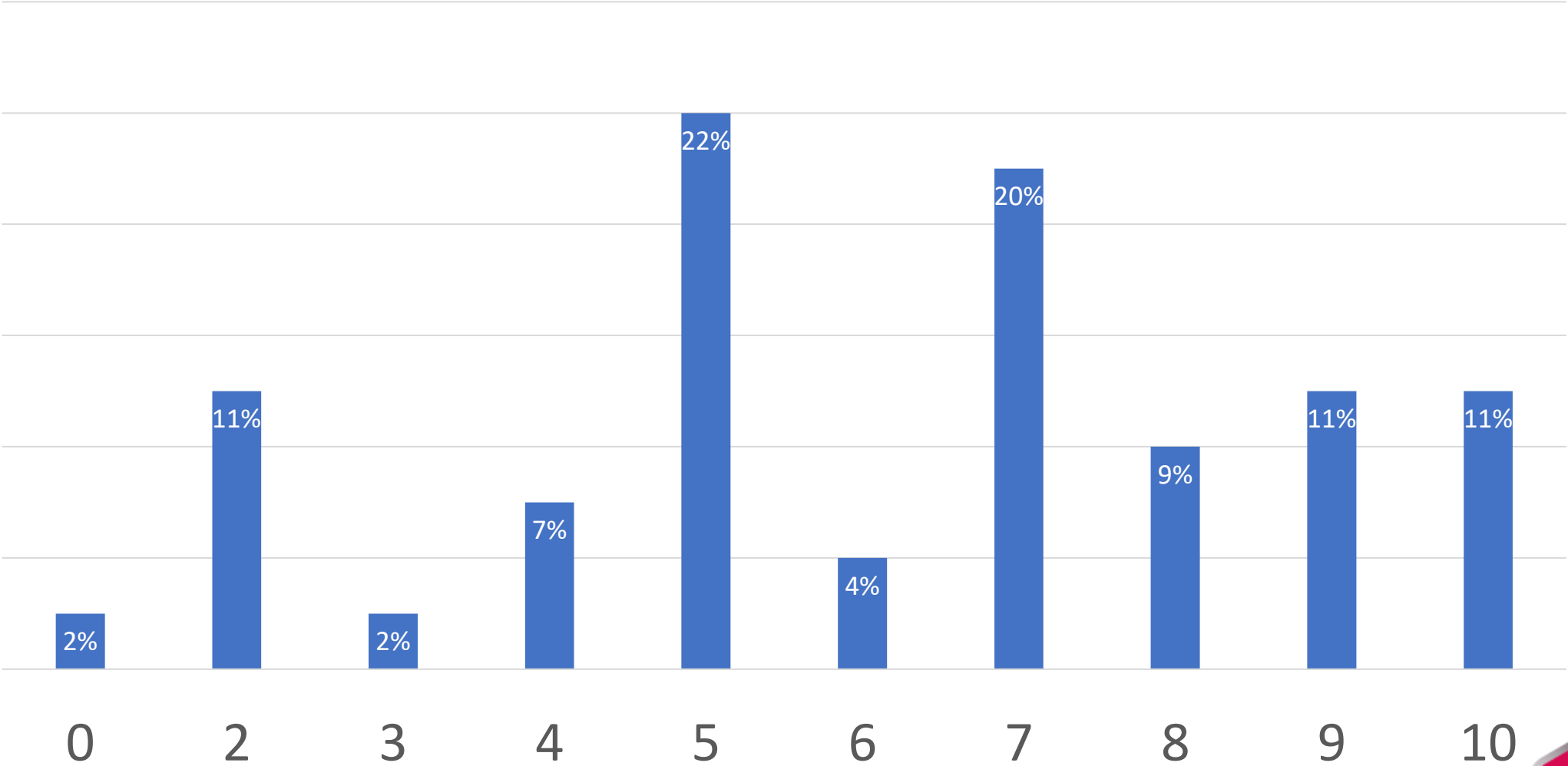
Digital Survey Feedback

Digital Survey Summary

- 177 ARCs surveyed
 - Circa 1.3 million dispersed connections
 - Circa 0.5 million grouped connections
- 42 responses to date (24% of ARCs)
 - 264,570 dispersed connections (20% of connections)
 - 121,934 grouped connections (24% of connections)
- Can your ARC accept digital dispersed calls?
 - Yes – 24 (57%) with 187,735 connections (71%)
 - No – 18 (43%) with 76,835 connections (29%)
- How many of those digitally capable dispersed connections are linked to digital units?
 - 22,275 (8% of digitally capable dispersed connections)



On a scale of 1 to 10, how prepared is your organisation for the digital shift?



What more support do you need?

- **Assurance – Testing & Interoperability**
 - Product testing and where we find out results
 - Potential performance of analogue units over a digital network
 - More knowledge & understanding, clarification equipment will work from providers
 - I need a definitive list of Analogue Units that will work in a digital environment
 - Major suppliers of alarms giving clear assurance of interoperability, protocols required for upgrades and assurance these will not change
- **Digital specifications**
 - Minimum criteria a digital solution should meet.
 - Digital shift information regarding Housing schemes
 - Using SCAIP over a broadband connection rather than over air SIM based.
- **Simplified Communications**
 - It is all very technical and should be delivered in an easy to understand way
 - Have a standard set of messages that all providers can use in our communications with end customers and corporate customers/ local authorities
 - There are significant delays with the provision of some new digital products
- **Budgeting**
 - How people are coping with the ongoing charge for SIM-based equipment





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Digital Interoperability

UK DIGITAL GRID

ALARM RECEIVING PLATFORMS

LEGEND

Not Tested

Supplier /
Customer
Tested

Customer
Deployed

DIGITAL ALARM DEVICES

	Appello Carenet	Bold	Chubb	Communicare 247 Archangel	Doro Victrix	Enovation Umo	Legrand Jontek Answerlink	Skyresponse	Tunstall PNC
Alcuris Memo	Supplier					Supplier	Customer	Supplier	
Appello Essence	Customer					Customer	Customer Customer		
Chiptech	Supplier		Supplier			Customer	Customer Customer Customer	Supplier	Customer
Chubb Careunity			Customer Customer Customer				Supplier		
Doro	Supplier	Customer	Customer		Supplier	Customer	Customer Customer	Customer	Supplier
Everon						Supplier			
Legrand Tynetec Reach IP			Supplier			Supplier	Customer Customer		
Possum	Customer				Supplier	Customer Customer	Customer	Supplier	Supplier
Tunstall Smarthub						Customer	Customer Customer	Supplier	Customer
Telealarm	Supplier	Customer	Customer		Supplier	Supplier	Customer Customer		





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Analogue Only Devices

Proposed Analogue-Only Devices Statement from SIG01

PROPOSED STATEMENT TO QUALITY IMPROVEMENT BOARD

With immediate effect, it is recommended that TEC Service Providers and Budget Holders no longer procure any TEC alarms that are only capable of connection via an analogue PSTN connection and will only communicate in analogue protocols.

NEXT STEPS

- Quality Improvement Board sign-off
- Publish Statement
- Embed into Quality Standards Framework





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A2D Commissioner / Buyer Guidance

A2D Commissioner / Buyer Guidance

- Requirements consensus (Operations / Procurement / Health & Safety / ICT etc....)
- Procurement routes (Framework v Open Tender)
- Soft Market Testing / Innovation Showcase (Online or Face to Face demonstrations)
- RAG existing equipment & protocols (Age / Fault History / Local Knowledge)
- 'Hosted' versus 'Enterprise' deployment (On-Site kit v ARC in a Data Centre)
- Clarity on digital & interoperability (SCAIP / TS50134-9)
- Heartbeats (ARC or DMP)
- Specify a named Technical Design Owner (Responsibility for end to end operation of solution)
- Ownership of data transfer (Format / Frequency / Content / Testing / Mapping)
- KPI Reporting (QSF mandated / Alarm Failures)
- Business Continuity Plan (People / Buildings / Network)
- Delivery & Service Credits (Milestone delivery / reliability outages covered)
- Demonstrations as part of the evaluation (Scheme equipment / Analogue dispersed / digital dispersed)
- Quality Standards Framework (Ensures annual supplier audit)



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Attendee Feedback

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Thank You

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