

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

QSF Scheme Review

- All Common Standards – wording changes
- Service Delivery Modules – wording changes
- Incorporate changes from SIG projects – A 2 D, Proactive and Preventative,
- Will include the replacement of BS8591 to BS9518 (fire detection and monitoring)
- New Guidance documents to be launched.

Website Refresh – www.tecquality.org.uk

- Guidance documents reviewed on the Audit Toolkit page
- All pages refreshed
- Includes all certified organisations

Supplier Trailblazer Programme

- 1st programme completed and 2nd programme ends December.
- Commissioner buy in for QSF to be ‘end to end’, from Supply through to Response.

QSF Support

- Customer Feedback and future Webinars.

Future projects:

Proactive and Preventative Trailblazer. (new and existing organisations)

Community Equipment Special Interest Group



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

keysafe
trust quality passion

orbl
TECHNOLOGIES

Caburn
Solutions



howz

Anthropos

HUMAX

Yokeru

Chubb

Karantis
360

doro

Trailblazer 2 -
July 2021



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TSA Events

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The International **Technology Enabled Care** Conference 2022

28 - 29 March 2022

The ICC, Birmingham

- TSA's first face to face event in 2 years
- Over 1000 attendees expected
- Over 50 exhibition stands
- An expanded Innovation Stage
- Gala dinner for over 500
- New categories for the ITEC Awards
- Early Bird Tickets on sale until the 31 December 2021



The International Technology Enabled Care Conference 2022

28-29 March The ICC, Birmingham

Plenary Sessions

Innovation Stage

Facilitated Networking

Gala Dinner

ITEC Awards

Exhibition Zone

Headline Sponsors:



TSA

TSA & ADASS Regional Virtual Engagement Events

- 5 Regional virtual events that will engage with policy makers and commissioners, shaping the future of integrated care for populations and communities
- Each event comprised of two, 2-hour virtual sessions
 - Session 1 – A strategic focus, where we will hear from Directors of Adult Social Care, Digital and Technology Leads and Heads of Service around the successes and the challenges they are facing within their particular region
 - Session 2 - Innovation Showcase, up to 10 organisations on how their solutions can help support the delivery of outcomes in social care

Upcoming Events

- South West Regional Event - 30th November
- London Event – Date to be Confirmed
- Access to previous events and slide decks can be viewed via the TSA website here:
<https://www.tsa-voice.org.uk/events/tsa-and-adass-regional-engagement-events/>





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TSA Marketing

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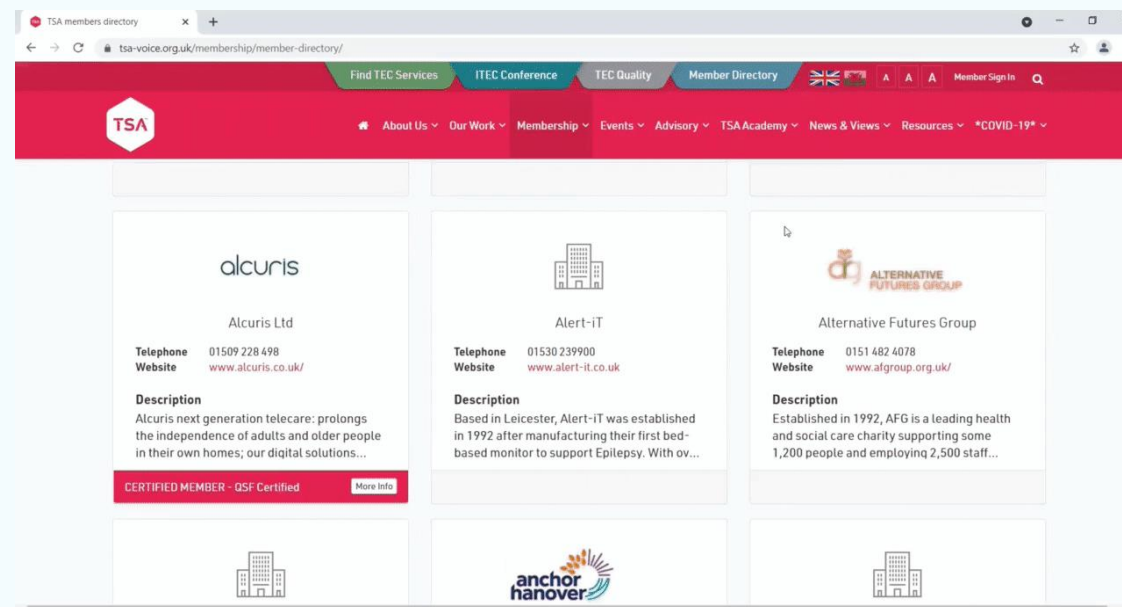
New member benefit!

The NEW improved TSA Member Directory

- Update your **contact details + LOGO**
- Submit your 100-word **company profile**
- Showcase your best work, products and services with **4 pieces of content >>**
- The lightbox **supports images, PDF brochures, video files, infographics, surveys, links to websites** and more...
- Directory will soon be made public, visible to **consumers, families and health professionals.**
- Raise your profile and brand reach within TEC, housing and care!

Email your content to:

marketing@tsa-voice.org.uk





Who is your TEC Marketing lead?

We are collating all the brilliant marketing people in the TEC sector, so we can do some powerful combined campaigns to drive forward the TEC agenda and get the message out.

Please type the name and email of your marketing contact in the chat now

Stronger Together



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Digital Transition

Digital Transition Agenda

- Digital Interoperability Update
- KPI Monitoring Dashboard – Jontek example
- Alarm Failure Monitoring – Tunstall & Jontek Examples
- A2D Commissioning Guidance
- SIG10: ARC-Device-Peripheral Interoperability
- Attendee Feedback





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Digital Interoperability Update

UK PRODUCT PLATFORM GRID

ALARM RECEIVING PLATFORMS

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 Customer Customer	Supplier	Customer
Chubb Careunity			Customer Customer Customer			Customer	Supplier		
Doro	Customer	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 Smarhub						Customer	Customer Customer	Supplier	Customer
Telealarm	Supplier	Customer	Customer		Supplier	Supplier	Customer Customer		

LEGEND

Not Tested

Supplier / Customer Tested

Customer Deployed





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KPI Monitoring – Jontek example

Jontek Example – Calls Review export

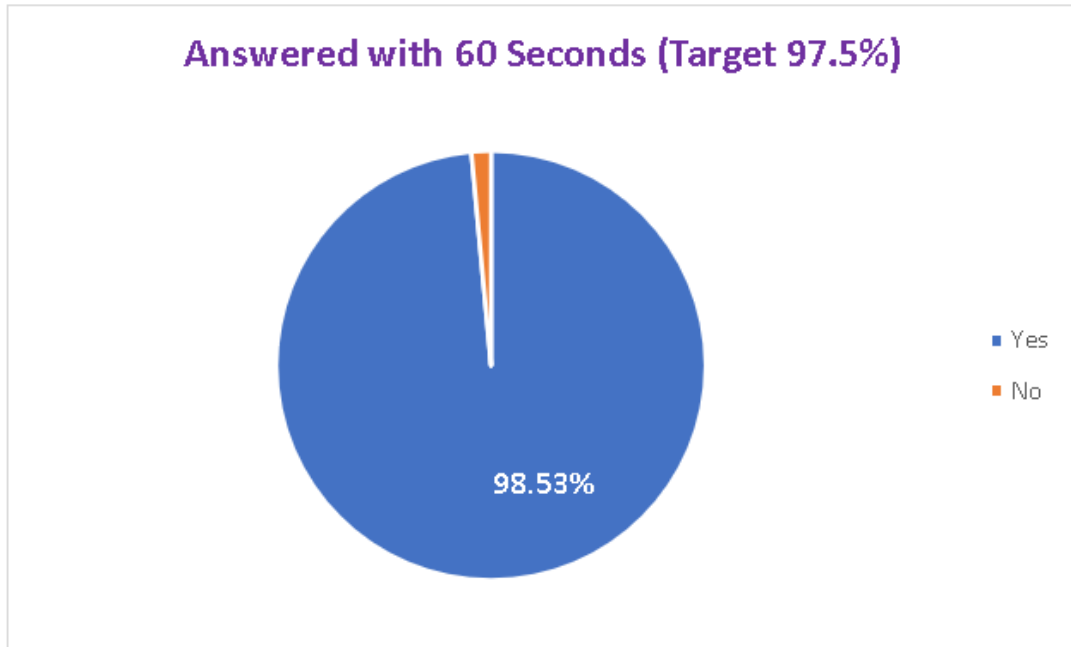
Date/Time	Accepted	Ended	Type	In/Out	Alarm Desc.	Alarm Code	Person	Call Reason
2021-10-8 8:20 AM	2021-10-8 8:20 AM	2021-10-8 8:20 AM	Alarm	In	Periodic test call	058	Client	Auto Answered - Alarm Code
2021-10-8 8:20 AM	2021-10-8 8:20 AM	2021-10-8 8:20 AM	Alarm	In	Fall trigger 1 -	021	Client	False Activation - IN_AL
2021-10-8 8:19 AM	2021-10-8 8:19 AM	2021-10-8 8:19 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 8:15 AM	2021-10-8 8:15 AM	2021-10-8 8:15 AM	Alarm	In	Periodic test call	058	Client	Auto Answered - Alarm Code
2021-10-8 8:15 AM	2021-10-8 8:15 AM	2021-10-8 8:16 AM	Alarm	In	Fixed trigger 1 -	010	Client	Information Only - IN_AL
2021-10-8 8:13 AM	2021-10-8 8:13 AM	2021-10-8 8:13 AM	Alarm	In	Fall trigger 1 -	021	Client	False Activation - IN_AL
2021-10-8 8:12 AM	2021-10-8 8:12 AM	2021-10-8 8:12 AM	Alarm	In	Smoke - No	016	Client	Smoke Alarm Code 3 -
2021-10-8 8:06 AM	2021-10-8 8:06 AM	2021-10-8 8:07 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 8:02 AM	2021-10-8 8:02 AM	2021-10-8 8:02 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 8:02 AM	2021-10-8 8:02 AM	2021-10-8 8:02 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Auto Answered - Warden On
2021-10-8 8:01 AM	2021-10-8 8:01 AM	2021-10-8 8:02 AM	Alarm	In	Fall detector fall	2	Client	False Activation - IN_AL
2021-10-8 8:00 AM	2021-10-8 8:00 AM	2021-10-8 8:00 AM	Alarm	In	Fixed trigger 1 -	010	Client	Warden Off Site - IN_AL
2021-10-8 8:00 AM	2021-10-8 8:00 AM	2021-10-8 8:00 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 7:59 AM	2021-10-8 7:59 AM	2021-10-8 7:59 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 7:58 AM	2021-10-8 7:58 AM	2021-10-8 7:58 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 7:55 AM	2021-10-8 7:55 AM	2021-10-8 7:56 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 7:55 AM	2021-10-8 7:55 AM		Alarm	In	No Alarm	No Alarm	Unknown	Failed Receipt - AUTO
2021-10-8 7:54 AM	2021-10-8 7:55 AM	2021-10-8 7:55 AM	Alarm	In	Fixed trigger 1 -	010	Communal Module	Warden On Site - IN_AL
2021-10-8 7:54 AM	2021-10-8 7:54 AM	2021-10-8 7:54 AM	Alarm	In	Fall detector fall	2	Client	False Activation - IN_AL
2021-10-8 7:54 AM	2021-10-8 7:54 AM		Alarm	In	No Alarm	No Alarm	Unknown	Failed Receipt - AUTO
2021-10-8 7:53 AM	2021-10-8 7:53 AM		Alarm	In	No Alarm	No Alarm	Unknown	Failed Receipt - AUTO
2021-10-8 7:52 AM	2021-10-8 7:52 AM	2021-10-8 7:52 AM	Alarm	In	Periodic test call	058	Client	Auto Answered - Alarm Code



Jontek Example – Inbound Calls Answered Time

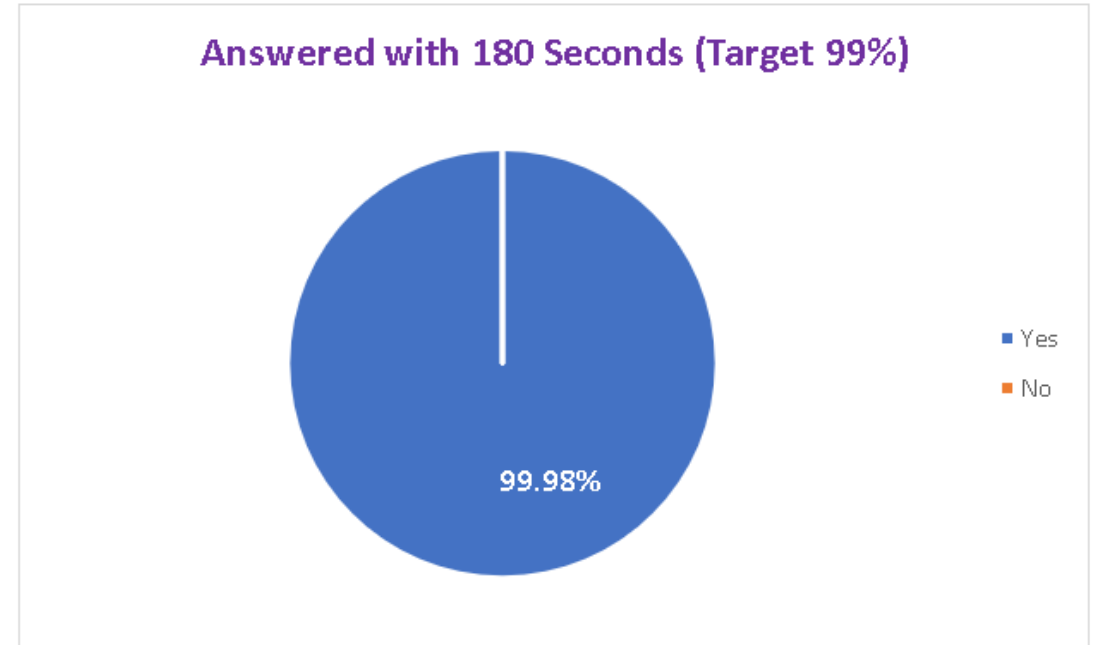
In/Out	In
Automatic / Manual	Manual

Less Than 60 Seconds	Pass/Fail
Yes	98.53%
No	1.47%
Grand Total	100.00%

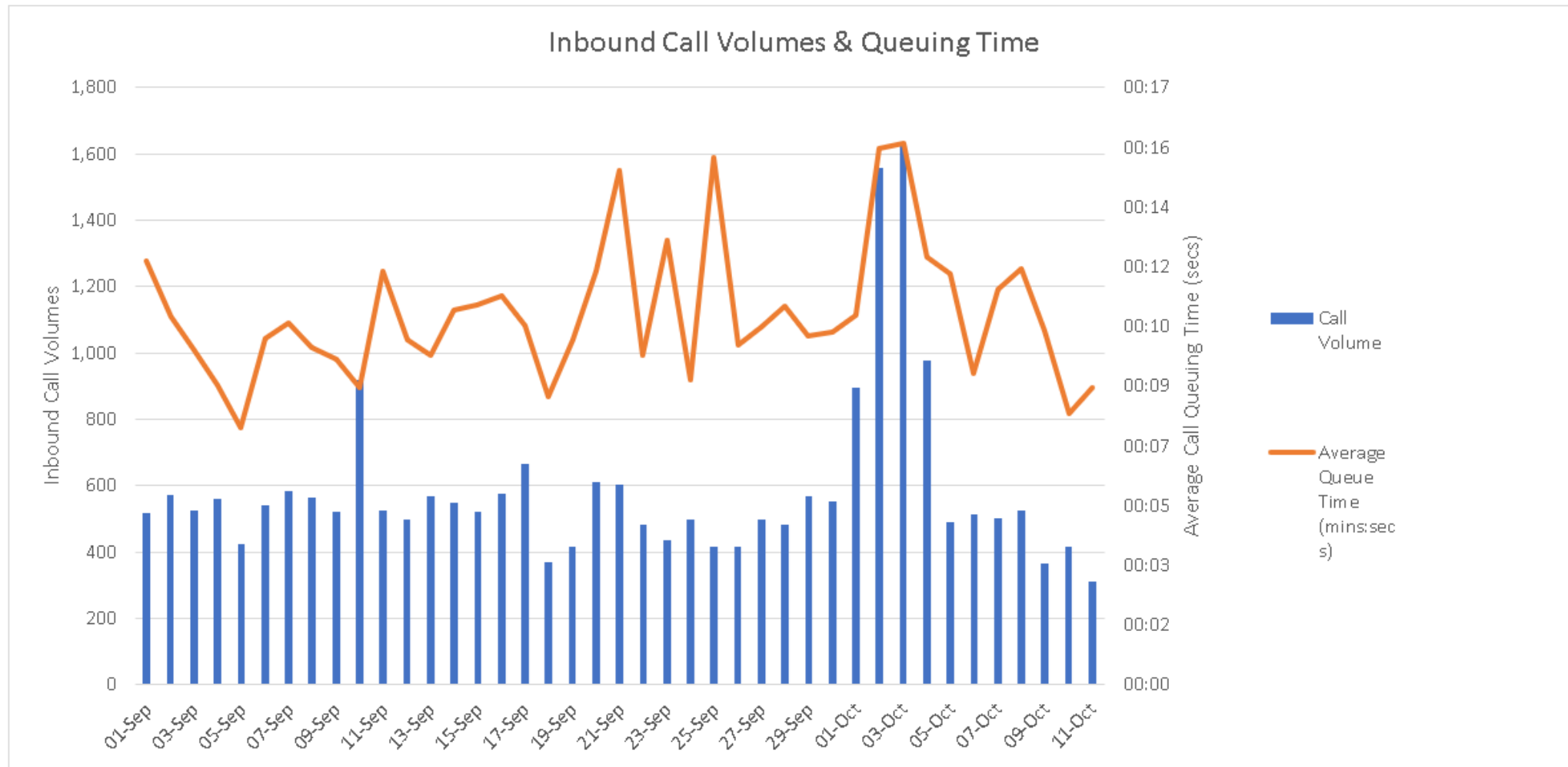


In/Out	In
Automatic / Manual	Manual

Less Than 180 Seconds	Pass/Fail
Yes	99.98%
No	0.02%
Grand Total	100.00%



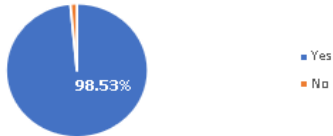
Jontek Example – Inbound Volumes v Queue Time



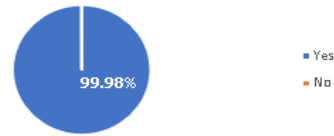
Jontek Example – Overall Dashboard

CALL HANDLING DASHBOARD

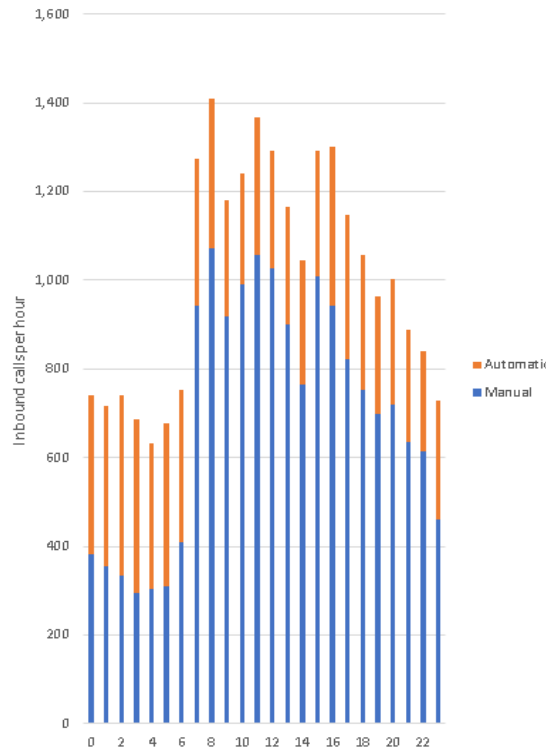
Answered with 60 Seconds (Target 97.5%)



Answered with 180 Seconds (Target 99%)



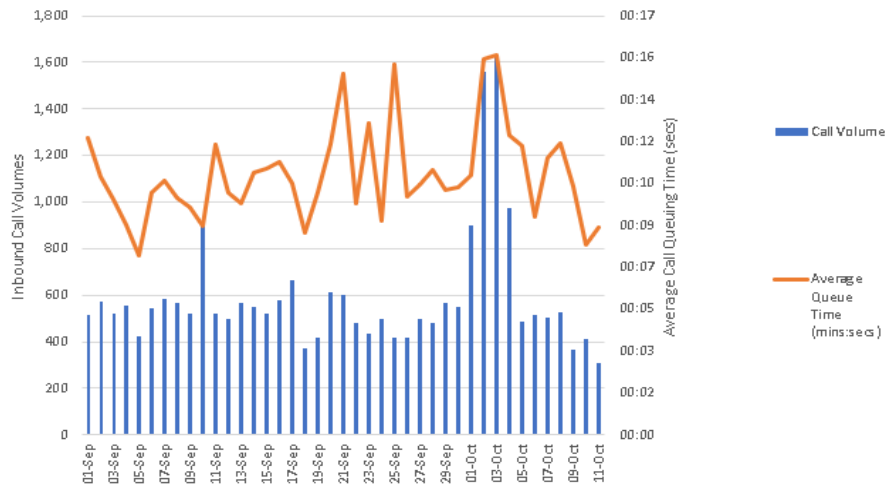
Inbound Hour of Day



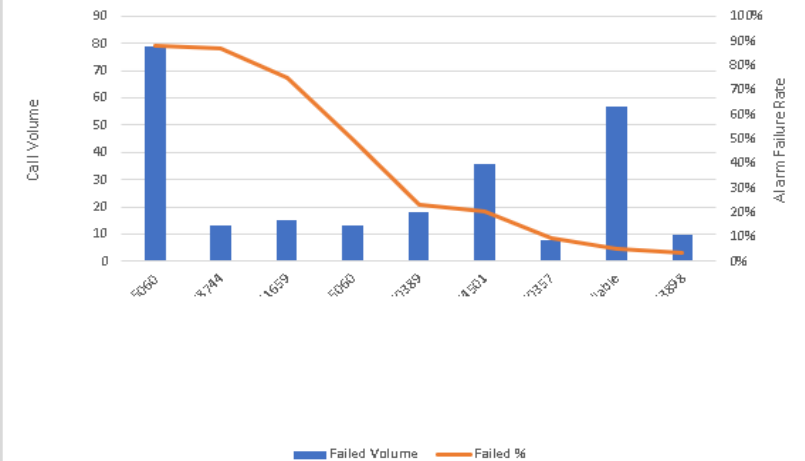
Alarm Failure %



Inbound Call Volumes & Queuing Time



Top Alarm Call Failures





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Alarm Failure Monitoring – Tunstall Example

Tunstall Example – Incoming Calls Export

ARRIVAL_TIME	EQUIP_ID	MEANING	REASON
02/07/2021 18:20	14087007	Integral button	Anxiety
02/07/2021 18:21	14083744	Handshake failure	Handshake Failed
02/07/2021 18:26	14086540	Fire alarm/Smoke detector - Landing	Smoke Detector-Reason Known
02/07/2021 18:43	14083661	Manual trigger - Fall det fall	False Alarm
02/07/2021 18:59	14087141	Manual trigger - Fall det button press	False Alarm
02/07/2021 19:09	14087182	Manual trigger - Fall det fall	False Alarm
02/07/2021 19:18	14085152	Manual trigger - Fall det button press	False Alarm
02/07/2021 19:26	14087001	Manual trigger - Fall det button press	False Alarm
02/07/2021 19:30	14084626	Auto battery low - Fall det auto low batt	Background Call
02/07/2021 19:39	14083649	Auto battery low - Hall	Background Call
02/07/2021 20:10	14083213	Medical reminder no ack	Medication Reminder
02/07/2021 20:12	14087848	Manual trigger - Fall det fall	False Alarm
02/07/2021 20:14	14087727	Manual trigger - Fall det button press	False Alarm
02/07/2021 20:34	14087141	Manual trigger - Fall det button press	False Alarm
02/07/2021 20:48	14070429	Manual trigger - Fall det fall	No Response
02/07/2021 20:50	14082960	Manual trigger - Fall det fall	False Alarm
02/07/2021 21:14	14083298	Manual trigger - Fall det button press	Anxiety
02/07/2021 21:15	14086719	Mains failure	Power Failure
02/07/2021 21:29	14087606	Manual trigger - Fall det button press	Assistance Required
02/07/2021 21:30	14083749	Manual trigger - Fall det fall	False Alarm
02/07/2021 21:40	14083455	Auto battery low - Fall det auto low batt	Background Call
02/07/2021 21:51	14087390	Periodic	Periodic Call
02/07/2021 22:02	14087797	Handshake failure	Handshake Failed
02/07/2021 22:14	14085876	Auto battery low - Fall det auto low batt	Background Call
02/07/2021 22:17	14087859	Chair/Bed Alarm	Bed Occ
02/07/2021 22:20	14087893	Manual trigger - Fall det button press	False Alarm
02/07/2021 22:24	14086433	Fire alarm/Smoke detector - Landing	Test Call
02/07/2021 22:26	14086879	Periodic	Periodic Call
02/07/2021 22:27	14086433	Fire alarm/Smoke detector - Landing	Test Call
02/07/2021 22:37	14083415	Auto battery low - Fall det auto low batt	Background Call
02/07/2021 22:44	14085575	Auxiliary input - Bed/chair absent	No Response
02/07/2021 22:46	14086433	Fire alarm/Smoke detector - Landing	Message
02/07/2021 22:47	14084828	Manual trigger - Fall det fall	False Alarm
02/07/2021 22:49	14087075	Handshake failure	Handshake Failed
02/07/2021 22:49	14085561	Auxiliary input - Bed/chair absent	False Alarm
02/07/2021 22:51	14087075	Handshake failure	Handshake Failed
02/07/2021 22:51	14085561	Integral button	False Alarm
02/07/2021 22:52	14087075	Manual trigger - Fall det button press	False Alarm



Tunstall Example – Top Dispersed Failures

Equip ID	Incoming Calls				Fails				% Fails			Av Fails
	Jul	Aug	Sep	TOTAL	Jul	Aug	Sep	TOTAL	Jul	Aug	Sep	%
1.4E+07	5	168	4	177	2	28	0	30	40%	17%	0%	19%
1.4E+07	19	28	30	77	5	11	9	25	26%	39%	30%	32%
1.4E+07	28	22	44	94	5	7	8	20	18%	32%	18%	23%
1.4E+07	29	12	31	72	5	2	12	19	17%	17%	39%	24%
1.4E+07	2	17	0	19	0	16	0	16	0%	94%	0%	31%
1.4E+07	6	1	14	21	3	0	9	12	50%	0%	64%	38%
1.4E+07	22	8	27	57	4	3	2	9	18%	38%	7%	21%
1.4E+07	13	17	22	52	3	2	4	9	23%	12%	18%	18%
1.4E+07	8	21	5	34	1	5	2	8	13%	24%	40%	25%
1.4E+07	16	1	1	18	7	0	0	7	44%	0%	0%	15%
1.4E+07	88	30	30	148	7	0	0	7	8%	0%	0%	3%
1.4E+07	9	10	5	24	2	2	2	6	22%	20%	40%	27%
1.4E+07	6	11	5	22	0	6	0	6	0%	55%	0%	18%
1.4E+07	11	15	1	27	3	3	0	6	27%	20%	0%	16%
1.4E+07	10	16	23	49	3	2	1	6	30%	13%	4%	16%
1.4E+07	0	18	76	94	0	4	2	6	0%	22%	3%	8%
1.4E+07	76	72	48	196	0	4	2	6	0%	6%	4%	3%
1.4E+07	21	13	9	43	2	1	2	5	10%	8%	22%	13%
1.4E+07	13	0	0	13	5	0	0	5	38%	0%	0%	13%
1.4E+07	1	29	9	39	0	4	1	5	0%	14%	11%	8%
1.4E+07	26	5	0	31	5	0	0	5	19%	0%	0%	6%
1.4E+07	3	5	3	11	1	3	0	4	33%	60%	0%	31%
1.4E+07	4	4	9	17	1	0	3	4	25%	0%	33%	19%
1.4E+07	0	7	4	11	0	4	0	4	0%	57%	0%	19%
1.4E+07	8	8	7	23	1	2	1	4	13%	25%	14%	17%
1.4E+07	9	10	1	20	2	2	0	4	22%	20%	0%	14%
1.4E+07	14	6	10	30	2	1	1	4	14%	17%	10%	14%
1.4E+07	18	8	20	46	1	1	2	4	6%	13%	10%	9%
1.4E+07	34	7	0	41	3	1	0	4	9%	14%	0%	8%
1.4E+07	18	42	12	72	0	2	2	4	0%	5%	17%	7%
1.4E+07	8	24	20	52	0	0	4	4	0%	0%	20%	7%
1.4E+07	14	13	25	52	1	0	3	4	7%	0%	12%	6%
1.4E+07	2	2	3	7	0	1	2	3	0%	50%	67%	39%
1.4E+07	4	2	1	7	2	1	0	3	50%	50%	0%	33%
1.4E+07	4	2	1	7	2	1	0	3	50%	50%	0%	33%



Tunstall Example ARC – Dispersed Failures Summary

Category <input type="checkbox"/>	Alarms	Alarm %	Total Calls	Total Fails	% Fails
No Failures	1,449	89%	15,413	0	0%
Sub 3%	46	3%	23,368	547	2%
4% to 9%	64	4%	1,495	116	8%
10% to 19%	53	3%	913	161	18%
20%+	17	1%	473	140	30%
Grand Total	1,629	100%	41,662	964	2.3%



Jontek Example ARC – Top Scheme/Dispersed Failures

	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Total Inbound	Total Failures	%	Location								
	Inbound	Failures	Inbound	Failures	Inbound	Failures	Inbound	Failures	Inbound	Failures	Inbound	Failures									
6	2	14	3	76	20	130	29	147	38	244	160	155	34	119	19	15	2	906	307	34%	Scheme
21	2	71	20	234	55	287	59	224	58	169	34	139	32	179	40	24	2	1,348	302	22%	Scheme
11		43	7	229	4	216	17	243	48	134		90	5	163	9	206	175	1,335	265	20%	Scheme
13	3	38	7	219	45	155	44	177	42	181	42	161	41	147	27	18	4	1,109	255	23%	Scheme
9		34	5	105	19	194	39	242	29	136	26	122	22	164	23	29	7	1,035	170	16%	Scheme
2		32	8	61	10	101	30	128	36	103	22	84	24	60	13	7	2	578	145	25%	Scheme
15	3	67	1	250	11	371	20	574	60	356	21	178	7	146	9	21	4	1,978	136	7%	Scheme
6	1	23	3	113	7	124	14	374	25	263	18	189	37	102	5	18	2	1,212	112	9%	Scheme
2	1	9	2	13	2	66	16	282	35	30	9	21	3	105	25	1		529	93	18%	Scheme
87	82																	87	82	94%	Person
4	1	16		176	8	287	9	440	13	373	21	307	16	436	9	74	4	2,113	81	4%	Scheme
10	2	17	4	47	7	85	6	127	5	79	3	93	6	468	45	3		929	78	8%	Scheme
20	2	25	3	82	9	115	5	155	32	138	10	107	4	96	10	15		753	75	10%	Scheme
19	5	40	5	131	3	127	11	141	10	123	5	119	33	96	18	18		814	72	9%	Person
14		18	1	71	9	110	5	1,986	40	96	7	87	4	62	4	12		2,456	70	3%	Scheme
6		26	4	96	8	140	7	146	20	147	10	117	10	115	8	24	1	817	68	8%	Person
4		19		83	6	66	5	78	7	76	6	102	27	78	15	8		514	66	13%	Scheme
3	2	1		27	7	13	2	54	31	31	8	32	6	32	8			193	64	33%	Scheme
		32		136	14	77	13	90	23	36	9							371	59	16%	Person
3		1		26	19	13	9	7	2	16		26	15	21	13	1	1	114	59	52%	Scheme
												14	4	261	38	49	13	324	55	17%	Person
10		20		132	14	178	5	127	7	127	2	197	11	160	10	28	1	979	50	5%	Scheme
3	2	4		9	1	23	6	17	8	21	6	34	14	30	12	2		143	49	34%	Scheme
6		32	1	91	9	137	6	130	10	111	5	239	11	115	6	18		879	48	5%	Scheme
3		29	3	133	5	130	6	133	9	131	8	152	12	129	4	16	1	856	48	6%	Person
4		12	8	23	9	31	7	14	26	10	24	5	25	7	4			163	46	28%	Scheme
10		93	1	155	5	141	7	122	3	109	2	127	12	148	5	29	6	934	41	4%	Scheme
7		63	1	123	6	131	6	189	8	133	4	124	6	136	4	23	2	929	37	4%	Scheme
		51	4	101	3	71		61	8	82	14	41	3	57	3	8		472	35	7%	Scheme
11		24	1	73	5	72	5	113	6	98	10	112	4	104	3	30	1	637	35	5%	Scheme
1		26		71	5	80	5	92	3	180	13	101	6	103	6	14	1	668	34	5%	Scheme
				66	4	126	3	114	10	98	3	116	13	84	1	8		612	34	6%	Person
		26	5	68	3	101	7	78	3	119	8	76	3	78	3	12	1	558	33	6%	Scheme
5		13		59	5	52	6	57	4	64	5	56	4	55	3	11	1	372	28	8%	Scheme
1		2		6		32		51	22	24		17	3	9		1		143	25	17%	Scheme
				3	2	6	2	8	6	8	4	6	4	11	7	1		43	25	58%	Person



Jontek Example ARC – Scheme/Dispersed Failures Summary

Type	Fails	Pass	Total	% Failures
Dispersed	310	11,524	11,834	2.6%
Scheme	1,625	15,607	17,232	9.4%
Grand Total	1,935	27,131	29,066	6.7%

Type (All)

Category	Alarms	Alarm %	Total Calls	Total Fails	Total Fails
No Failures	778	83%	8,046	0	0%
Sub 3%	24	3%	7,498	130	2%
4% to 9%	46	5%	8,257	487	6%
10% to 19%	35	4%	3,688	467	13%
20%+	54	6%	2,933	916	31%
Grand Total	937	100%	30,422	2,000	6.6%

Type Dispersed

Category	Alarms	Alarm %	Total Calls	Total Fails	Total Fails
No Failures	618	88%	6,602	0	0%
Sub 3%	12	2%	3,197	39	1%
4% to 9%	24	3%	1,255	87	7%
10% to 19%	20	3%	413	58	14%
20%+	31	4%	367	126	34%
Grand Total	705	100%	11,834	310	2.6%

Type Scheme

Category	Alarms	Alarm %	Total Calls	Total Fails	Total Fails
No Failures	4	7%	418	0	0%
Sub 3%	11	20%	4,266	90	2%
4% to 9%	19	35%	6,906	395	6%
10% to 19%	9	17%	3,176	396	12%
20%+	11	20%	2,466	744	30%
Grand Total	54	100%	17,232	1,625	9.4%





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A2D Commissioning Guidance

A2D Commissioning Guidance - Contents



Commissioner / Buyer Guidance – Analogue to Digital

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Commissioner / Buyer Guidance – Analogue to Digital

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A2D Commissioning Guidance – Analogue-Only Statement



STATEMENT

Organisations must no longer procure social alarms that can only establish connections to Alarm Receiving Centres using analogue tone-based communication. It is mandated that those organisations that have an ongoing requirement to communicate in analogue protocols (e.g. ARC infrastructure has not been upgraded) must procure 'hybrid' social alarms that communicate in both analogue and digital protocols (and can be switched remotely without the need for an on-site reprogramming).

A2D Commissioning Guidance – A2D Risk Matrix

Alarm User home status	The highest risk category is living alone
Alarm User access to alternate means of communication	The highest risk factor is that the alarm user does not have access to other means of communication in the event of alarm failure
Existing Social Alarm age	The older the equipment, the higher the risk score
Existing Social Alarm digital compatibility	Analogue only equipment showing the most risk
Existing Social Alarm fault history	The greater the history of faults, the higher the risk
Existing Social Alarm protocol compatibility	Analogue tones carrying greatest risk
Landline Communication Provider	BT provides the most reliable landline connectivity
Landline Exchange early migration programme	Alarm user is within an exchange area earmarked for early migration to digital
Signal Coverage	Higher risk score for alarm users located in an area or building with poor cellular signal coverage

A2D Commissioning Guidance – ARC Data transfer

It is recommended that, going forward, any specifications and contracts make specific provision for the format, content, frequency, alterations, timescales and cost of customer data to be provided as part of contract exit clauses. The current recommendation, based on experience from around the sector, is:

- **Format:** SQL database
- **Content:** Entire contents of database
- **Frequency:** Minimum 3 extracts
- **Alterations:** Minimum of 2 rounds of required alterations
- **Timescales:** Maximum of 5 working days notice to complete each extract
- **Cost:** Included within the quoted contract price

A2D Commissioning Guidance – Link



<https://www.tsa-voice.org.uk/campaigns/digital-shift/social-alarms-systems-from-analogue-to-digital/>





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SIG10: Device-Peripheral Interoperability

SIG10: ARC-Device-Peripheral Interoperability

Objective	To produce guidance for the application of existing digital interoperability standards between social alarms and ARCs and to develop new standards for interoperability between social alarms and peripherals from differing manufacturers.
Background	<p>Within the TEC industry there are many examples of a lack of interoperability and integration between various devices and platforms whether they are social alarm devices and platforms, IoT devices and platforms or case management systems. This deficit manifests itself in several ways:</p> <ul style="list-style-type: none">• Budget Holders and Commissioners are unable to easily commission new ways of working as they are tied to existing technology• Individuals in need of support cannot use their own devices (e.g. smart phones or watches) to work with social care alarms• Individuals are put at risk when Service Providers change suppliers without understanding the full impact of the lack of interoperability of devices and platforms• Service Providers have to enter the same information on different platforms• Service Providers must manage multiple different platforms with different access methods to manage their devices and platforms• Commissioners are unable to obtain a holistic picture of an individual receiving service from Social Care, Health and Technology Enabled Care

SIG10: ARC-Device-Peripheral Interoperability

Progress to date

Working Group 1 (Device/ARC)

- Focused on TS50134-9 & BS8521-2
- Identified 7 areas of focus:
 - Glossary
 - Heartbeats/Periodic
 - Encryption
 - Authentication
 - Field Codes
 - Speech Profile
 - CLI dependency
- Draft Guidance to be completed November 2021

Working Group 2 (Device/Peripheral)

- Focus on Social Alarm peripherals
- Identified two potential suppliers for building an interoperable peripheral
- NDA distributed to suppliers

Progress expected next month

Working Group 1 (Device/ARC)

- Complete Application Guidance draft

Working Group 2 (Device/Peripheral)

- Complete NDA signatures
- Progress to next stage of analysis of a potential protocol

Risks / issues

Working Group 1 (Device/ARC)

- Risks
 - Competing vested interest
 - Alignment with GW12/Cenelec
- Issues
 - Encryption for digital dispersed landline connectivity

Working Group 2 (Device/Peripheral)

- Risks
 - No existing protocol satisfies all the supplier requirements
 - Common Device Identification
 - Bandwidth for all devices
 - Buy in of suppliers
 - Requires NDA
- Issues



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Attendee Feedback

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