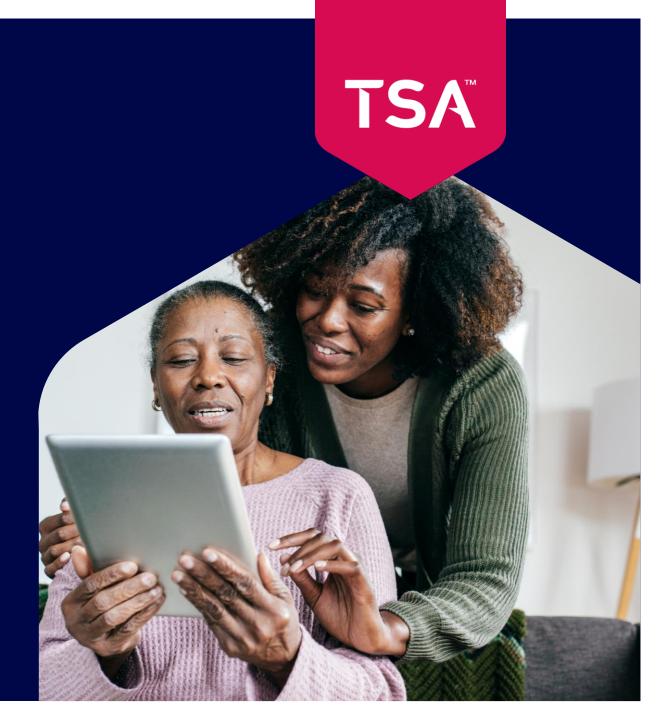
TSA Surgeries Round 2

July 2023





01 Membership



TSA

How to make the most of your TSA membership

- Utilise your membership support calls
- Support network for sharing, learning, challenging
- Marketing opportunities
- Support for your whole workforce
- Engage with all our virtual and face to face events

How else can we support your service & worforce? How can TEC be broader utilised, i.e across children/young adults services?

> What funding can be accessed to support investment in digital, proactive TEC solutions?

> > How do we find out what new TEC solutions are on the market?

How can we raise the profile of our TEC service and create new referral pathways?

> What questions should we be asking to TEC suppliers as part of stakeholder engagement process?

TS/



02 The Quality Standards Framework (QSF)

TSA

999/NHS/TEC Quality Project Update

The project continues to develop a 'Universal Response Service' to alleviate NHS pressures on ambulance and hospital services.

- Decision Support Tool training rolled out to 133 QSF certified organisations for use in TEC Monitoring Centres to support the UCR pathway.
- Decision Support Toolkit page on the TEC Quality website, includes guidance material and information.
- Decision Support Tool reviewed and updated and reversioned as part of the Scheme Change Process
- Preparation underway for the Winter of 2023/24 to include a new NHS 'blueprint' document to assist the opening of pathways – 999/111/UCR/TEC Providers – to be launched September 2023.
- Testing of the 'blueprint' across the country but intensely in the Northeast from July to August 2023.
- Continue to write case studies to show good working practice of Health integration across the country.

QSF Scheme Change Process

Underway for 2024 and will include:

- Revision of the QSF Handbook available on the TEC Quality website
- The addition of an 'Improvement Need' process to support Organisations experiencing a high level of challenges.
- Refresh of the 10 Common Standards and Delivery Modules.



Additional Developments for 2023

• Testing of the Digital Auditing Platform during August and September 2023

TS/

- Release of SIG 15 Infection, Prevention and Control guidance material
- Refresh of the Fire Guidance and training materials in conjunction with NFCC



03 Workforce Development

TSA

Update

Virtual Training and Workshops

Enquiries and bookings to:

training@tsa-voice.org.uk

https://www.tsa-voice.org.uk/tsa-trainingservice/book-a-virtual-workshop2/ CPD Accredited Call Handling CPD Assessing & Installation of TEC Role of a Responder Mental Wellbeing Suicide Awareness Persuading & Influencing Skills

Enhancing the Service Users' Experience

Conflict Management

Handling Difficult Conversations

Experienced Call Handling

Call Quality Monitoring

Leadership, Management & Coaching



Virtual Training and Workshops in July

Enquiries and bookings to:

training@tsa-voice.org.uk

https://www.tsa-voice.org.uk/tsa-trainingservice/book-a-virtual-workshop2/ 18th July - Experienced Call Handling

26th July - Suicide Awareness

27th July - Mental Wellbeing





Enquiries to:

training@tsa-voice.org.uk

- Largest of England's 42 integrated systems with 3.2m people
- Digital & workforce are 2 of 6 priority workstreams in their strategic plan
- ADASS regionally commissioned the Building Your TEC Knowhow
- 10/12 local authorities across the region and a Housing Association
- More than 1000 users so far
- 25% reported feeling more confident in recommending TEC
- Feedback from councils within the Northeast region using the virtual house have seen between 22-35% increase in TEC referrals since they have started using it and its e-learning content to support TEC awareness raising

THE VIRTUAL HOUSE



TSA

https://www.youtube.com/watch?v=r8p8uYubBUo&t=5s



04 TSA Marketing Update

TSA

Marketing Member Benefits

Email your content to:

marketing@tsa-voice.org.uk

TSA's members are as some of the most passionate and innovative entities within the TEC sector – and we want to do all we can to help showcase the important work that you do.

Included in your member benefits is a variety of marketing support, ensuring maximum visibility for your company across the TEC Sector and beyond.

We've recently evaluated and updated these benefits, to ensure that we are working with our members in the best and most productive way – we have outlined the support offered here.

Marketing

Member Benefits

Email your content to:

marketing@tsa-voice.org.uk

Utilising your member benefits:

- Your 'Lightbox' within our <u>membership directory</u> gives you the opportunity to showcase and raise the profile of your company.
- Case studies: If you have a story to tell about results generated by your product or service <u>then we want</u> <u>to hear from you.</u>
- Include news of the latest developments within your company <u>on our website</u> – you can also submit your press releases to us and we will feature them on this page.
- TSA will advertise any vacancies withing your company on our Industry Jobs website page. Please see <u>previous examples here</u>
- Events retweet— if you are planning any events or webinars, TSA are happy to share these via our Twitter page - please simply ensure to tag us into your launch tweet <u>@TSAVoice</u>

Ts & Cs for submissions

Email your content to:

marketing@tsa-voice.org.uk

Ts & Cs for submissions: case studies and members news

- A maximum of two articles/case studies may be submitted per month, per member
- These are to be genuine news pieces, and not heavily lean towards sales
- All images are to be supplied by the member -
- All submissions will be reviewed by TSA prior to publication to ensure content is relevant and acceptable
- We reserve the right to edit submissions before publication



Building a Business Case for Investment in TEC

Download here



Connecting TEC, UCR and **Responder Services**

Download here



Preparing for a **Digital Future**

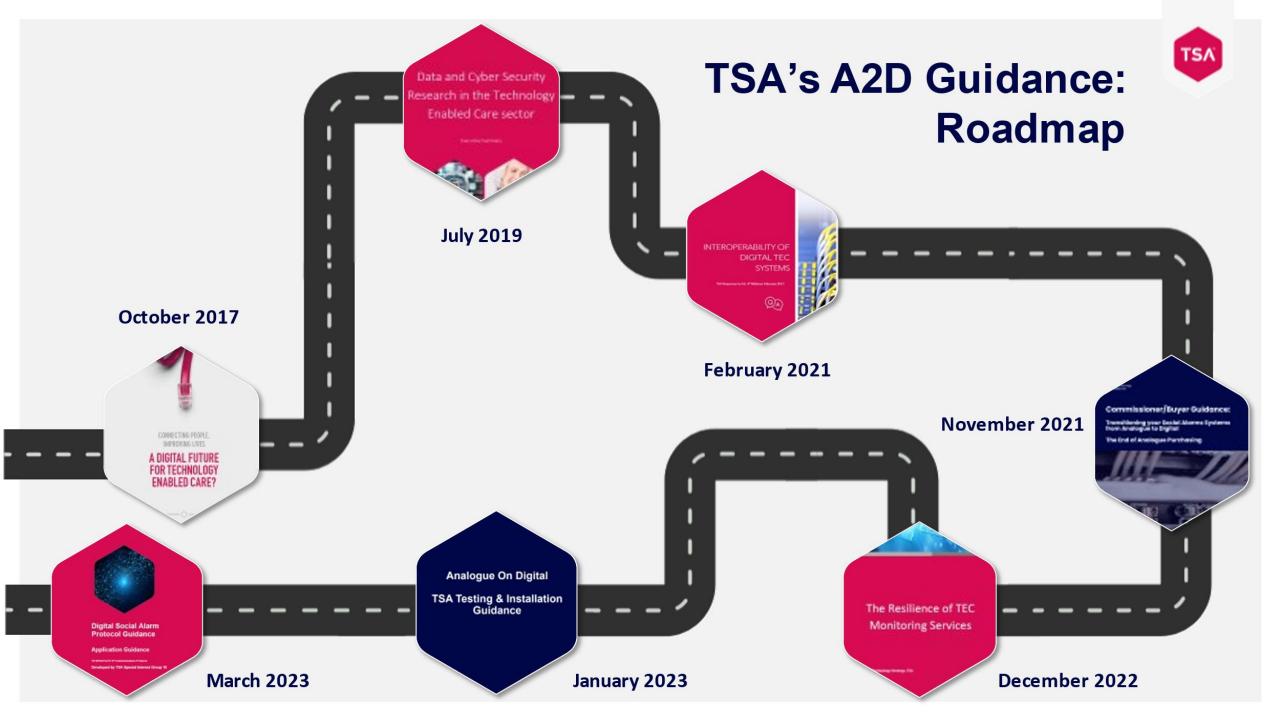
Download here





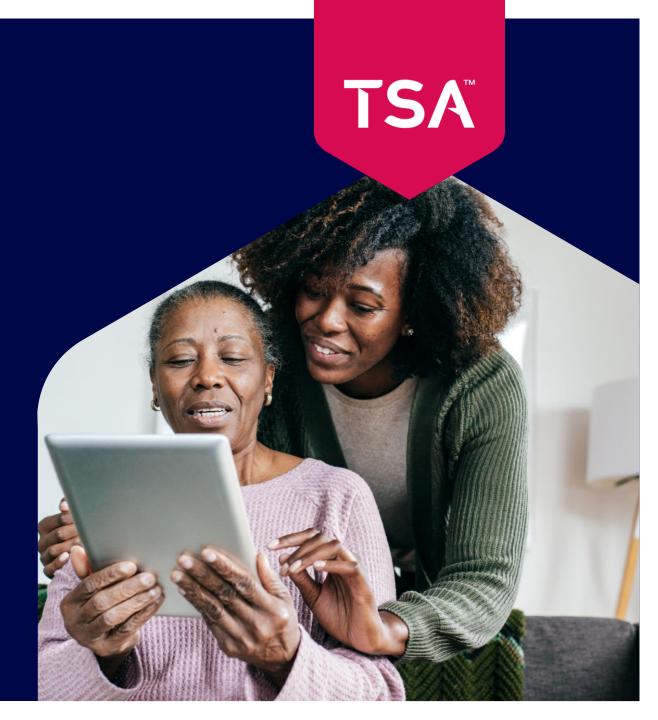
05 Digital Transition

TSA



Webinar Recap

Digital Devices IoT Devices



Webinar Replays & Slides Download



Past Events

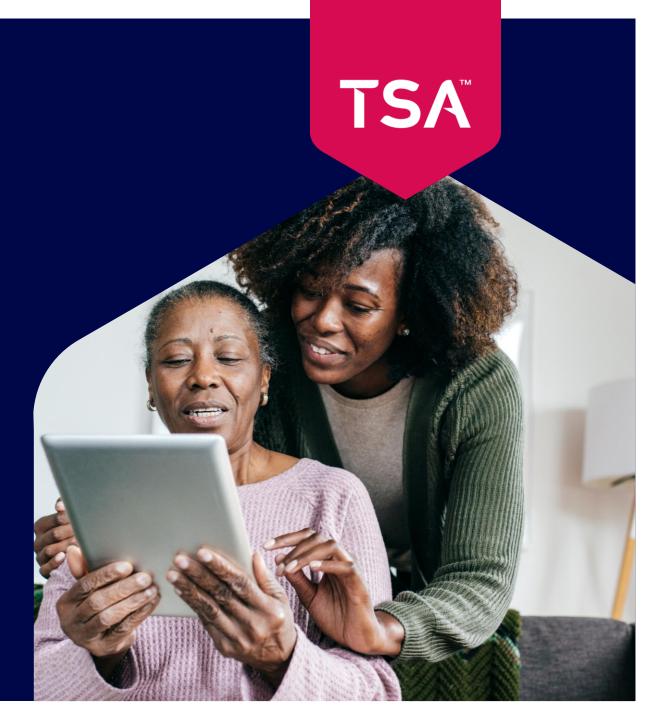
The following events have taken place, please click the links below for event information:

Please see below a list of past TSA events, webinars and virtual surgeries:

Event Date	Event Name	Location	Further Event Information
27 - 29 June 2023	Housing 2023	Manchester Central	Click Here
14 June 23	Embracing the Future: IoT - Innovations in TEC for Health, Housing & Social Care	Online	Click Here
8 June 23	Re-energising Housing: Future Ambitions for New Models of Housing	Online	Click Here
23 May 23	My home, my care, my way	Ramside Hall Hotel, Durham	Click Here
27 - 28 March	ITEC 2023	ICC, Birmingham	Click Here
2 March 23	TSA Virtual Surgery	Online	Click Here
28 February 23	Inspiring your TEC plans for 2023	Online	Click Here
23 February 23	TSA Virtual Surgery	Online	Click Here
9 February 23	All IP Webinar - Digital Social Care Alarms Update	Online	Click Here

Digital Survey

% Digital Connections



Dispersed Device Results



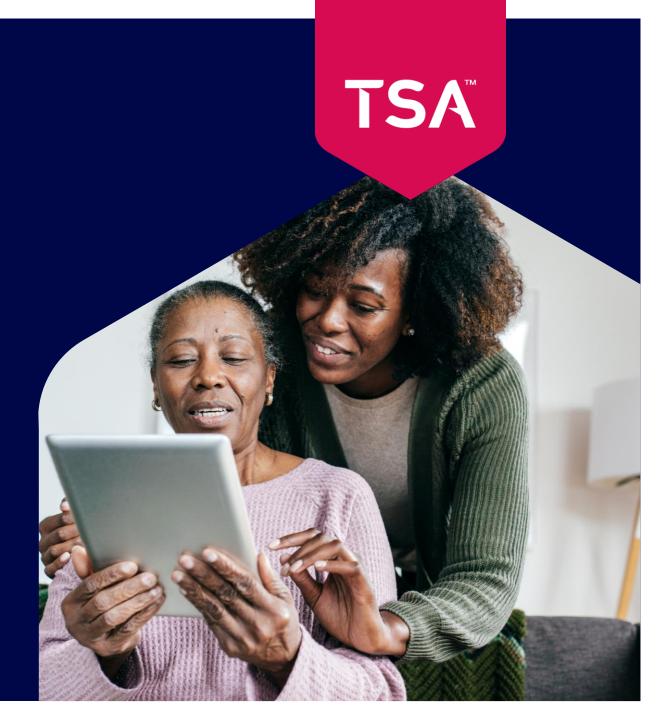
ARC Type	No.of ARCs	Total Dispersed Units	Total Digital Dispersed	% Digital Dispersed
Analogue	14	73,750	9,812	13%
Digital	19	103,339	28,513	28%
Grand Total	33	177,089	38,325	22%

Grouped Living Results



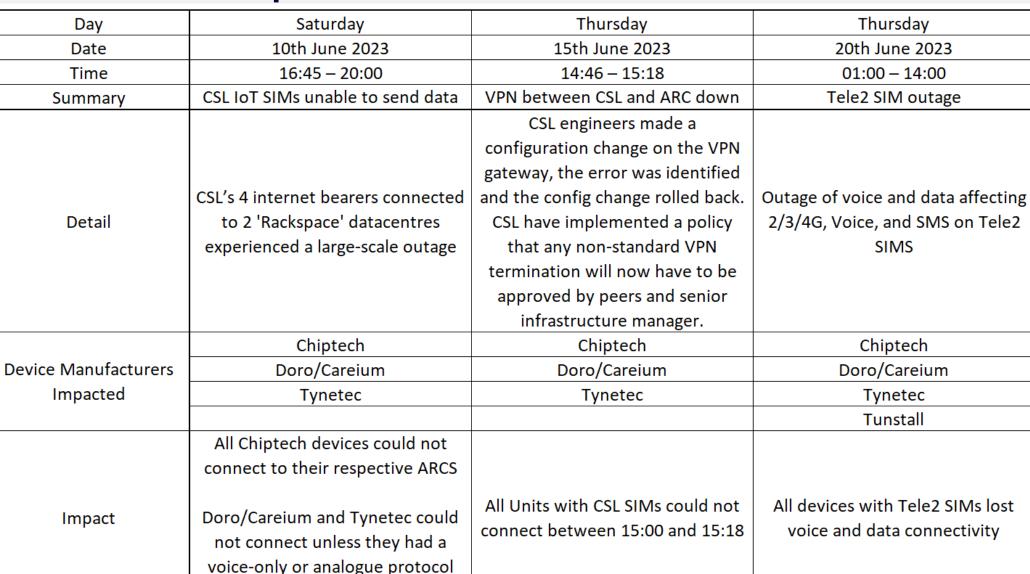
ARC Type	No.of ARCs	Total Grouped Living Sites	Total Grouped Living Connections	Total Digital Grouped Living Sites	Total Digital Grouped Living Connections	% Digital Schemes	% Digital Scheme Connections
Analogue	14	508	15,488	16	650	3%	4%
Digital	19	1,767	47,978	42	1,882	2%	4%
Grand Total	33	2,275	63,466	58	2,532	3%	4%

Recent Disruptions to Digital Service



Overview of Disruptions

configured into the devices



CSL/Tele2 Disruptions Webinar



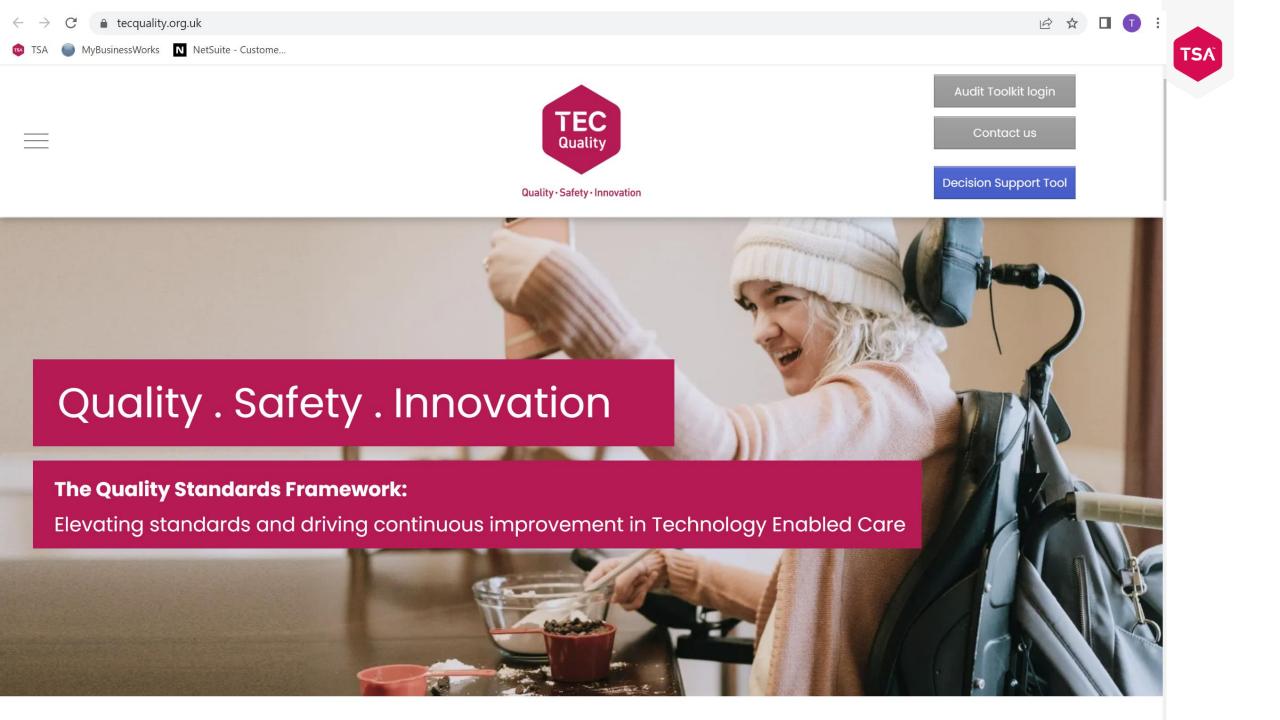
TSA

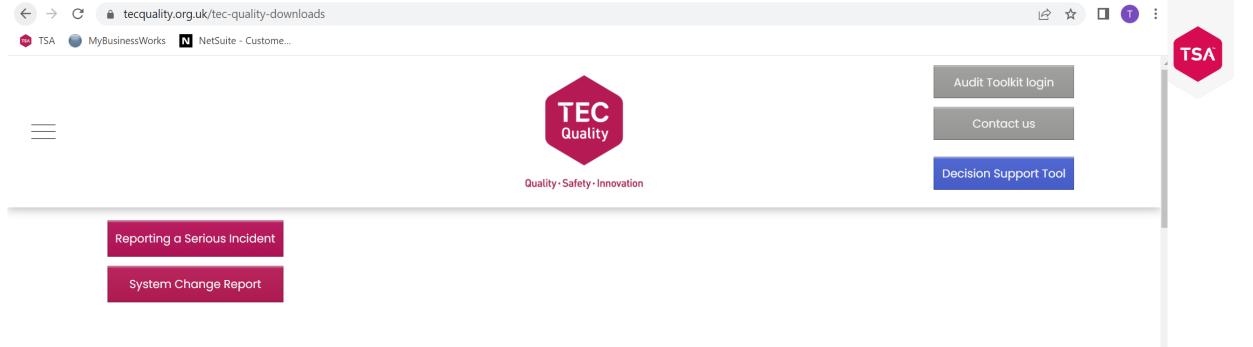
TEC Service Providers: Failure of Life Critical IOT Connectivity Services



The voice of Technology Enabled Care

The TSA is the industry and advisory body for technology enabled care (TEC) in the UK





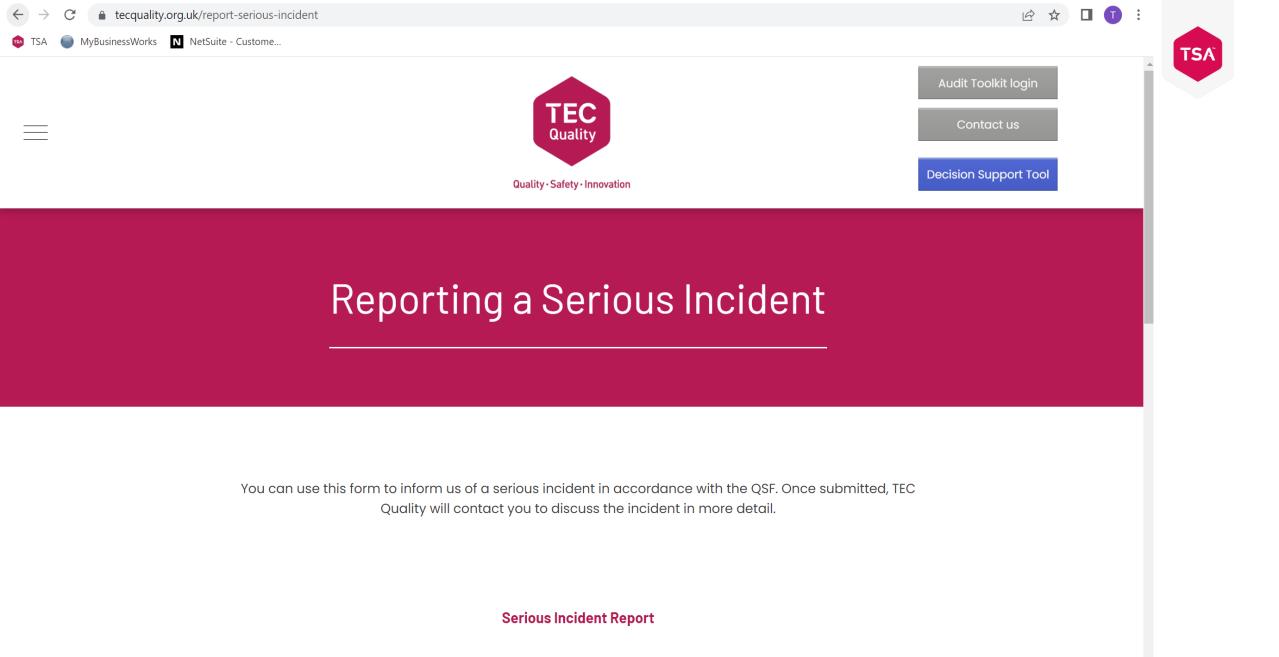
Please remember, your renewal audit <u>must</u> be conducted within one month of your audit certification date

QSF Audit Toolkit

Access to resources to guide you through the Quality Standards Framework.

Here you'll find guidance on completing your audit journey and how-to guides on how to manage your evidence uploads, Measures of Excellence and **Fire Detection Equipment**.

<u>RECENT SCHEME CHANGES (April 2023) - click here for the Notification of Change document</u>



Name of person reporting the incident:

Your organisation:

\leftarrow \rightarrow C $rightarrow$ tecquality.org.uk/report-serious-incident			🖻 🛧 🔲 🕕 🗄					
🔨 TSA 🕘 MyBusinessWorks 🛛 NetSuite - Custome				TS/				
	Quality - Safety - Innovation							
Serious Incident Report								
Name of person reporting the incident:		Your organisation:						
Email:		Contact phone number:						
Date of incident:	Time of incident:							
dd/mm/yyyy t	1 :	O						
Details of the incident:								
Please detail any other agencies that have	been involved in the inciden	t:	1					
		_						

Send Report

Developing Resilience Standards in 2023



TSA

The End-to-End Resilience of Technology Enabled Care Solutions

Overview of the Resilience Standards

- Produced in collaboration with TEC industry stakeholders as part of Special Interest Group 008
- Standards focused on
 - The tiering of TEC services Reactive / Proactive / Preventative
 - The principles of resilience
 - Data protection & security
 - Availability of TEC
 - Annualised Availability
 - Maximum single instance downtime
 - Recovery objectives
 - Transit time of alarm to monitoring centre
- Aim to formalise these standards into the Quality Standards Framework

TEC Service Types

- Reactive (Priority 1)
 - Real-time
 - Life-critical call handling, including telecare alarms, smoke detectors, fall detectors.
- Proactive (Priority 2)
 - Personalised outbound
 - Welfare check calls
 - Medication reminders
 - Activities of daily living monitoring
 - Other proactive services in response to a personal care plan.
- Preventative (Priority 3)
 - Wellbeing apps
 - Health questionnaires
 - Advisory outreach services to a population of vulnerable people at risk.

Standards already embedded into the QSF

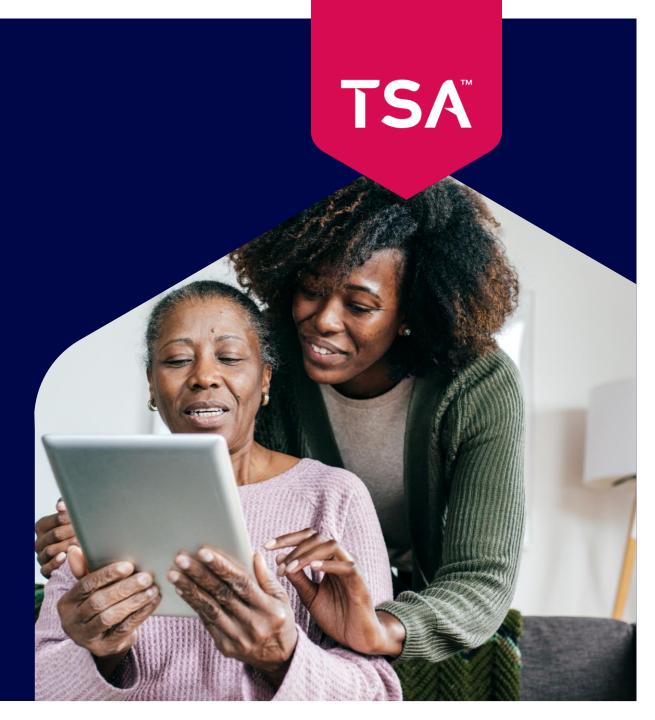
- 1. Define the intended purpose(s) of the services
 - Reactive
 - Proactive
 - Preventative
- 2. Is the service fit for purpose?
 - Understand the underlying technology
 - Document the expected downtime
- 3. Agree the operational parameters
 - Contractual commitment to annualised uptime
- 4. Monitor those operational parameters
- 5. Identify the Technical Design Authority
 - End to end accountability to the QSF
- 6. Data Protection & Security
 - Cyber Essentials
 - Data Security & Protection Toolkit (DSPT)
 - Cyber Essentials Plus
 - ISO 27001

Proposed additional QSF resilience standards

- 1. Annualised Availability
 - Often quoted in % terms (e.g., 99.9% = 2hrs downtime)
 - Proactive
 - Preventative
- 2. Minimum Availability for a given scale of reactive service
 - Active Service Users ('000s) x Downtime p.a. (Hrs) must be less than or equal to 480
 - 160 thousand users / 480 = max 3 hrs downtime per annum
- 3. Maximum Tolerable Single Instance Downtime

Sorvico Typo	Maximum TEC Equipment & Monitoring Service Downtime						
Service Type	12hrs	4hrs	60mins	20mins	10mins		
Preventative	Compliant	Advanced Compliance	Outstanding Compliance	Outstanding Compliance	Outstanding Compliance		
Proactive	Non- Compliant	Compliant	Advanced Compliance	Outstanding Compliance	Outstanding Compliance		
Critical	Non- Compliant	Non- Compliant	Compliant	Advanced Compliance	Outstanding Compliance		

Openreach 'On the Day' Guidance



On the Day Overview

- Managed Install Openreach engineer will know in advance it is a Telecare installation
- Sufficient time will be allowed for the install
- Ability to provide Voice ReInjection (VRI) plate to utilise existing extension wiring
- Battery BackUp provided as part of the installation (if requested)
- Openreach engineer will ask customer to press pendant/unit pror to work taking place
- Engineer will speak to ARC and inform them that migration is taking place
- Engineer will ask the ARC for a number to call from his mobile if the migration is unsuccessful to inform the ARC
- Engineer will install digital voice solution and ensure voice working both inbound and outbound (if either fails then engineer will revert to analogue service and send notes back to the Communications Provider)
- Once voice is working then the engineer will connect the analogue Telecare unit into the back of the router and ask customer to test pendant/unit
- If unable to connect to ARC after three attempts, then Engineer will call the number provided by the ARC and inform them of the failures to connect
- The ARC will then take the next appropriate steps to ensure the safety of the customer

Key A2D Activities in 2023

<u>Q1</u>

- UK Digital Survey
- Digital Device Webinar
- A2D sessions @ TSA Conference

<u>Q2</u>

TS/

- Publication of updated test results
- IoT Device Webinar
- Digital Reliability Guidance

QG

- 'On the Day' A2D Guidance
- ARC Platform Webinar
- Cloud ARC Platform Guidance

<u>Q4</u>

- Online lead-times for digital devices
- Grouped Living Equipment Webinar
- Grouped Living A2D Guidance

Ongoing Activities

Quarterly Member Surgeries Comms Provider digital roll-out publications 121 A2D Member Support Updates to Existing Guidance Digital Helpdesk A2D Blogs & Interviews

Digital Device / ARC Interoperability





Thank you

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ALLIP@tsa-voice.org.uk