Our Purpose

TSA

We are the trusted voice and source of knowledge to enhance the understanding, development and adoption of technology in care.

TEC Quality

We drive quality by setting standards for the sector to improve outcomes that matter to people.

People's everyday lives enriched, enhanced and enabled by technology-enabled care

Our Vision

TEC Quality

TSA™

Horizon Scanning – Over the Next 5-10 Years

Need will increase due to demographic changes and services will be under continuing pressure to meet need and demand in a timely manner; there will be a continuing challenge in the recruitment and retention of the workforce.

Difficult for local services to strike appropriate balance between immediate risk and prevention.

Technological developments will provide increasing opportunity to deliver personalised, cost-effective health, care and support with better use of data and personal information to identify and address need.

The digital transition will be complete, enabling people to use "internet of things" to promote independence and safety as part of the blending of virtual and physical support.

Technology presents major opportunities, but there are risks from failure of systems, inappropriate use of TEC, inadequate knowledge and training of staff. Assuring the quality and effectiveness of application is very important.

Realising Our Vision

Adoption of proactive & preventative services that avoid crises and provide better connection into the local community

TEC integrates with health & care in terms of people, process and data

Digital enablement of care and support, where services are driven by both personal and population data

Care and support is personalised and co-produced

People have access to alternative, at-home support and interventions, enabled by technology

Care workforce has awareness, digital skills & flexibility

TSA

TEC Quality

Unlocking Personalisation: Turning Strategy into Action

People at the Heart of Care

Dec 2021

Delivery plan for recovering urgent and emergency care services

January 2023

Time To act

April 2023

Wider Adoption of Proactive & Preventative TEC

Common challenges of demographic change, frailty and workforce. Traditional models of social care not effective / sustainable

Local authority trading company since 2018 offering a range of services including:

- Alarm call handling for telecare and telehealth (35,000+ connections)
- Proactive calls
- The Blue Army – a hospital-based team providing support for patient admission and discharge

94%

remaining at home in the community; avoiding conveyancing into hospital.

'With these solid foundations, this whole system approach provides West Wales the unique opportunity to safely transform the health and care landscape urgently and meaningfully to achieve sustainability plans'

Samantha Watkins, Managing Director, Delta Wellbeing

Moving to a Standardised Approach to Coordination of Care

Warrington Borough Council has integrated Urgent Community Response (UCR) with Alarm Monitoring & Falls Response Services.

They have adopted a **Home First philosophy** as an alternative to an ambulance calls.

85% of calls resolved by Falls Response team: successfully lifted, treated and remaining at home, with no Emergency Services escalation

'An integrated approach allows us to join up the dots with a community model focus; integration of systems and services will enable us to identify the needs of the population at neighbourhood level'

Caroline Williams, Director Adult Services (DASS), Warrington Borough Council

Developing Innovation in Service Delivery
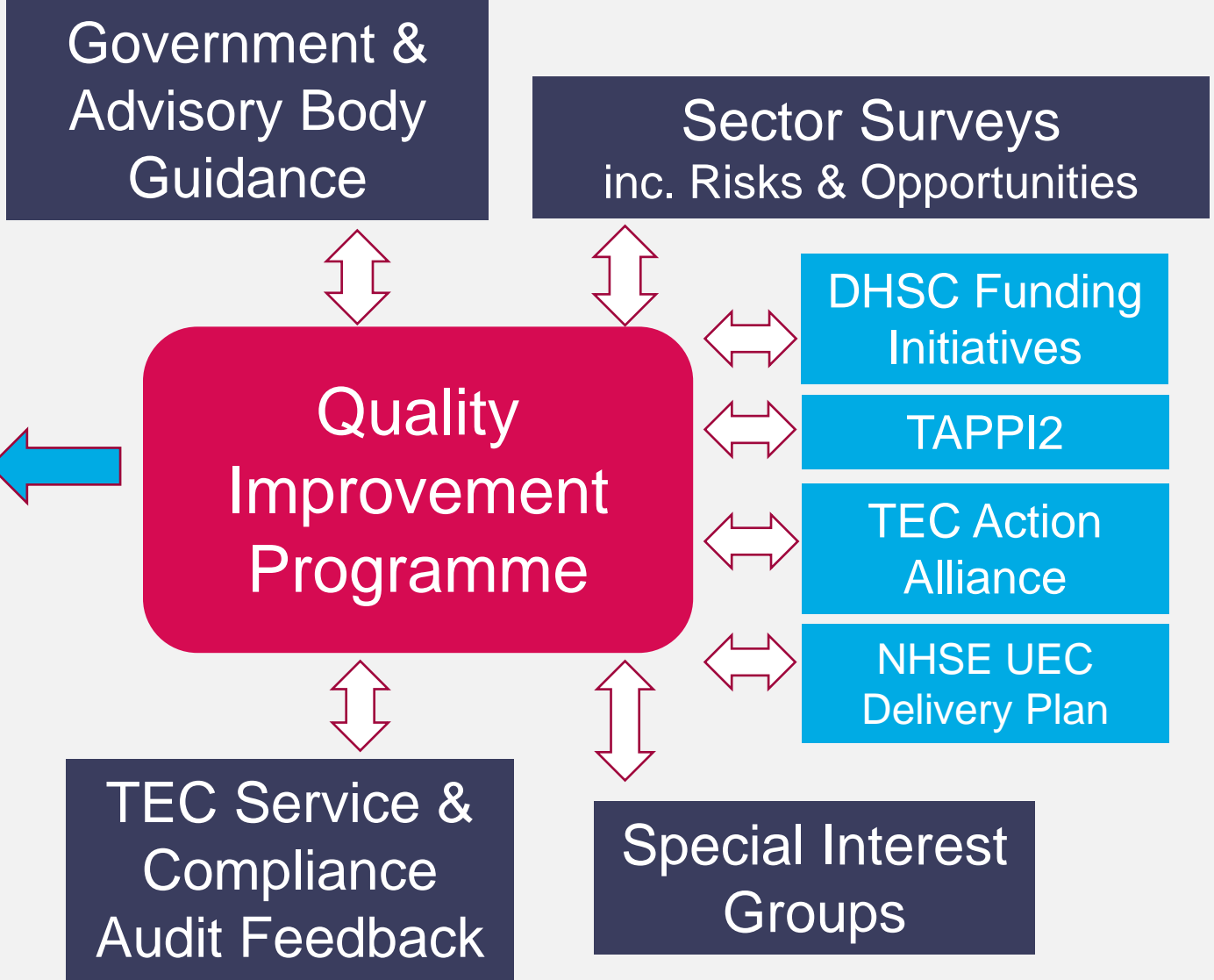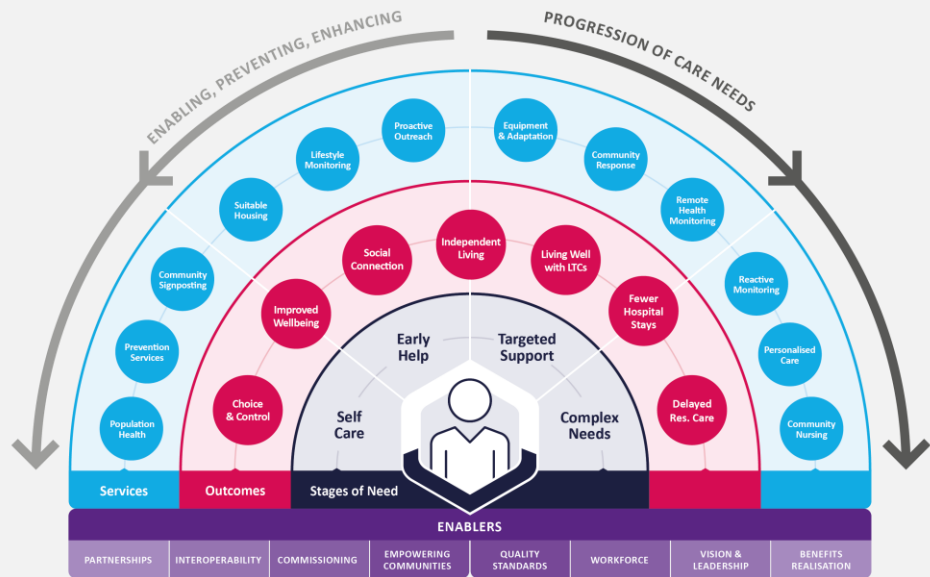
Continuous improvement through:
- Quality standards
- Guidance & practical tools
- Educational content

Government & Advisory Body Guidance

Sector Surveys inc. Risks & Opportunities

Quality Improvement Programme

DHSC Funding Initiatives

TAPPI2

TEC Action Alliance

NHSE UEC Delivery Plan

TEC Service & Compliance Audit Feedback

Special Interest Groups

The End-to-End Resilience of Technology Enabled Care Solutions. V1.2 August 2023

Revision of the original document from last year

This document gives guidance on what is required for the outputs from the SIG 8 and 10 deliverables.
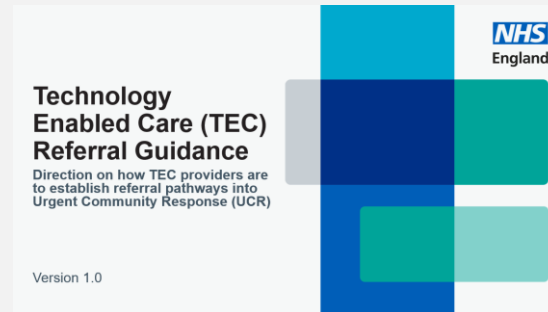
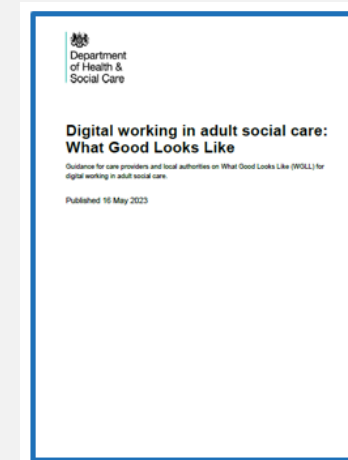# Endorsing Quality, Safety and Continuous Improvement

Delivery plan for recovering urgent and emergency care services

January 2023

Technology Enabled Care Referral Guidance

November 2023

Digital working in adult social care: What Good Looks Like

May 2023

Today's Contributions

Session 1

- **Debra Edwards**, Co-Production Champion
- **Matthew Winn,** Chief Executive, Cambridgeshire Community Services NHS Trust and Specialist advisor to NHS England on Intermediate Care
- **Caroline Williams,** Director Adult Services (DASS), Warrington Borough Council
- **Claire Laing**, Service Policy, Design and Implementation Lead - Community Care, Primary, Community and Personalised Care Directorate: NHS England

Session 2

- **Helen Loveday**, Head of Quality and Improvement, TEC Quality
- **Pauline Fahy**, Assistant Director Community Services - Health and Care in the Community, NHS England - London Region
- **Tina Yarnton**, Regional Delivery Partner Urgent and Emergency Care - Community Digital Regional Lead, NHS England – East of England

Session 3

- **Nathan Downing**, Director of Membership & Consultancy Services, TSA
- **Tim Barclay**, CEO, Appello
- **Lee Balfour**, Sales Director, Everon
- **Lewis Sheldrake**, Lead Commissioner – Innovation and Personalisation, London Borough of Barking & Dagenham
- **Stuart Cole**, Independent Living Services Manager, Mole Valley District Council

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Innovation Showcase:

Thank you