

# Workforce Development: A Vision for the Future

- **Sir David Pearson**, Chair, TEC Quality (Session Chair)
- **Alex Nash**, Head of Strategy, Access
- **Julie Stone**, Associate - Workforce, TSA
- **Helen Loveday**, Head of Quality and Improvement, TEC Quality



# Workforce Development: A Vision for the Future

David Pearson  
Chair, TEC Quality



# Workforce: Vision for the future

**Alex Nash**

Head of Strategy



# The Challenge

- £6bn shortage in funding over next 2 years
- 11% more on spend in Adult Social Care predicted
- Living wage increase for care staff of 6.5%
- Reduction in central government funding



# Dedicated to Health, Support and Care

We are unique in delivering digital transformation solutions right across the Health, Support and Care landscape, with over 850 specialists supporting local government, the NHS, private providers and the third sector

## NHS Trusts

**45+**

NHS Trusts and  
Organisations using  
healthcare solutions

**150,000+**

Clinicians use  
Access Rio EPR

**14**

NHS Trusts using  
Access Rio  
to deliver virtual services

## Local Authorities

**200+**

Local Authorities  
using Access social care,  
education and youth  
services solutions

**48%**

Councils in England use  
our Market Management  
and oversight solutions

**3,000+**

care placements  
commissioned across  
local authorities

## Care Providers

**350,000+**

care workers rostered  
with Access HSC  
Software per year

**190m+**

hours of home care  
managed per year  
25% of social care hours  
in the UK managed

**600,000+**

active recipients of care  
managed by Access HSC  
software

## Preventative Care

**60,000+**

individuals accessing  
Technology Enabled  
Care

**30,000+**

wearable devices

**687,000+**

visits carried out  
using our Social  
Prescribing solution



## Delivering the vision

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The evolution of an interconnected portfolio of solutions to support the delivery of high-quality Person-centred care



Closer integration of health and social care, to enable an individual's condition to be assessed in wider context



Transformation of health and care delivery, with more focus on prevention, through remote monitoring and assistive technologies - Technology Enabled Care (TEC)



Better use of data and machine learning / AI to drive improved decision making and outcomes





## The problem and power of data

### Connected Devices

Number of worldwide connected devices which equates to 8 devices for every person on earth

60bn  
Devices



### Storing Data

63% of UK organisations store data in different formats including paper

63%  
Multi -  
Format

x2

Data Volume

### Exponential Growth

The amount of data doubles every 3 years

52%  
Untapped  
Value

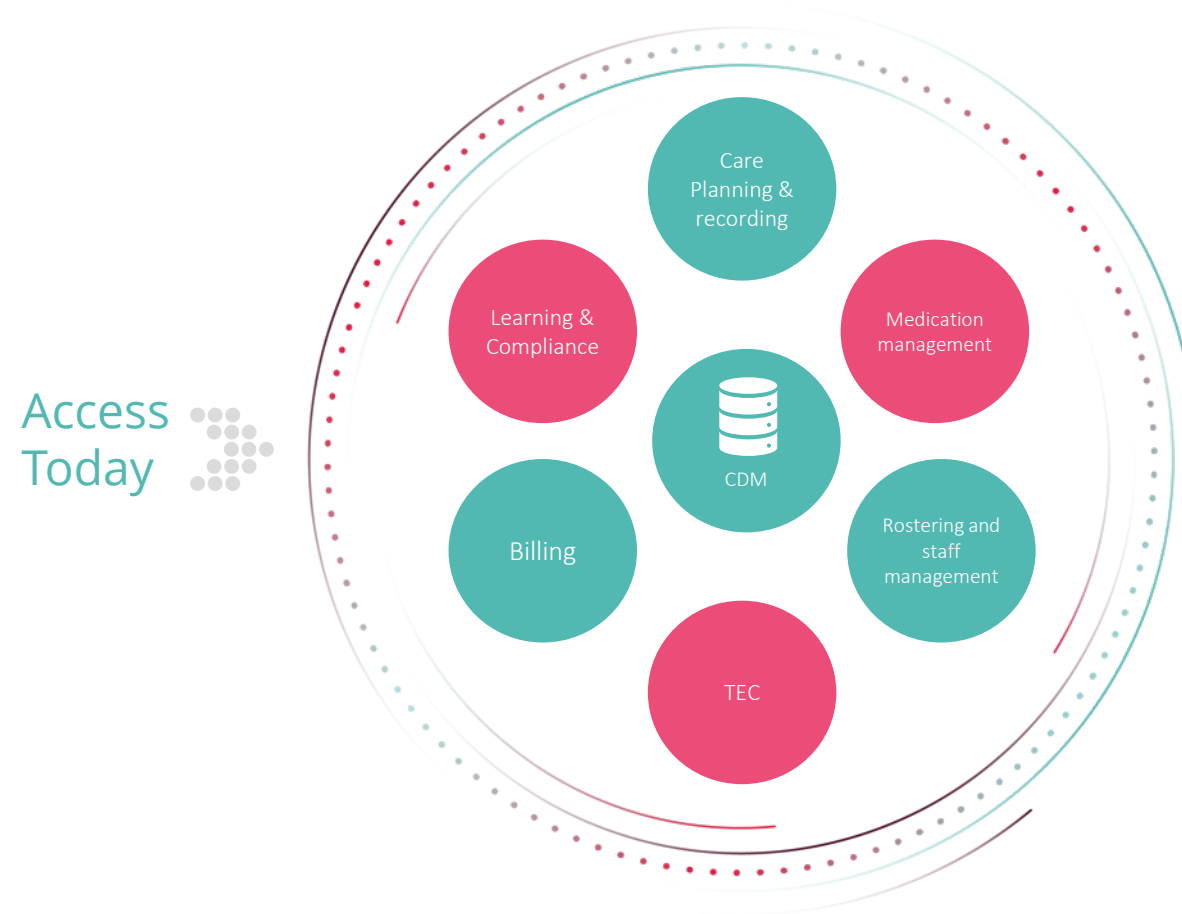
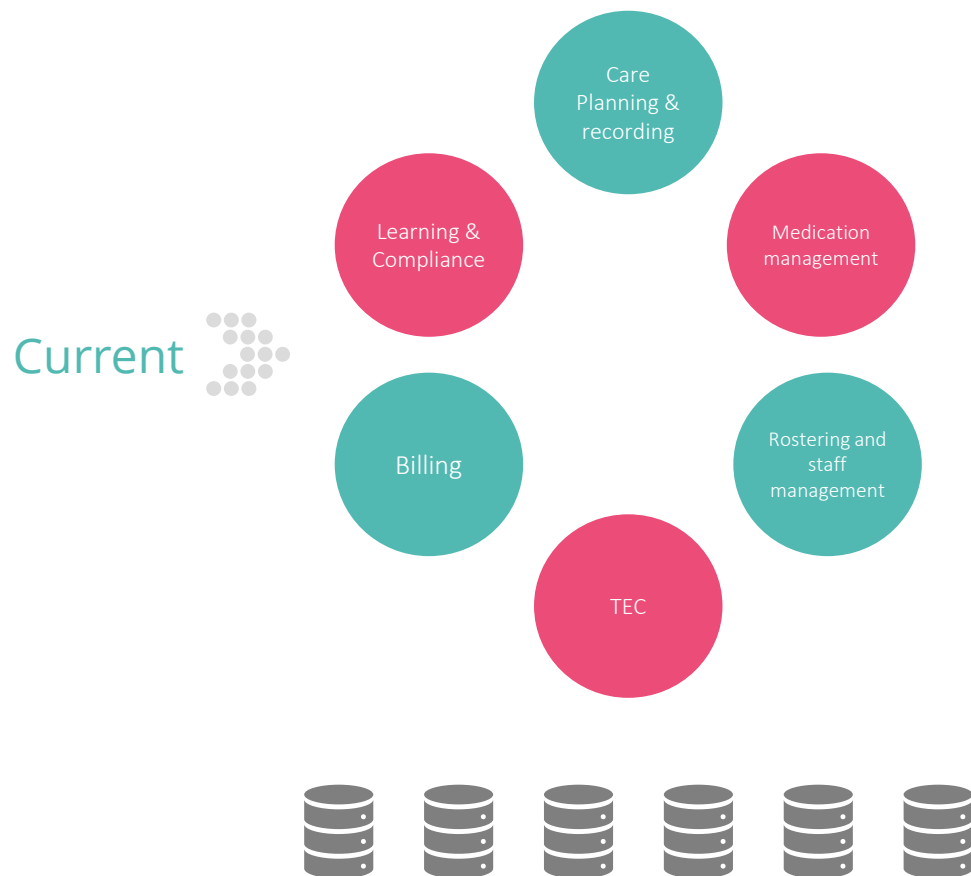


### Driving Value

52% of UK organisations lack the resource or knowledge to drive value from the data they have

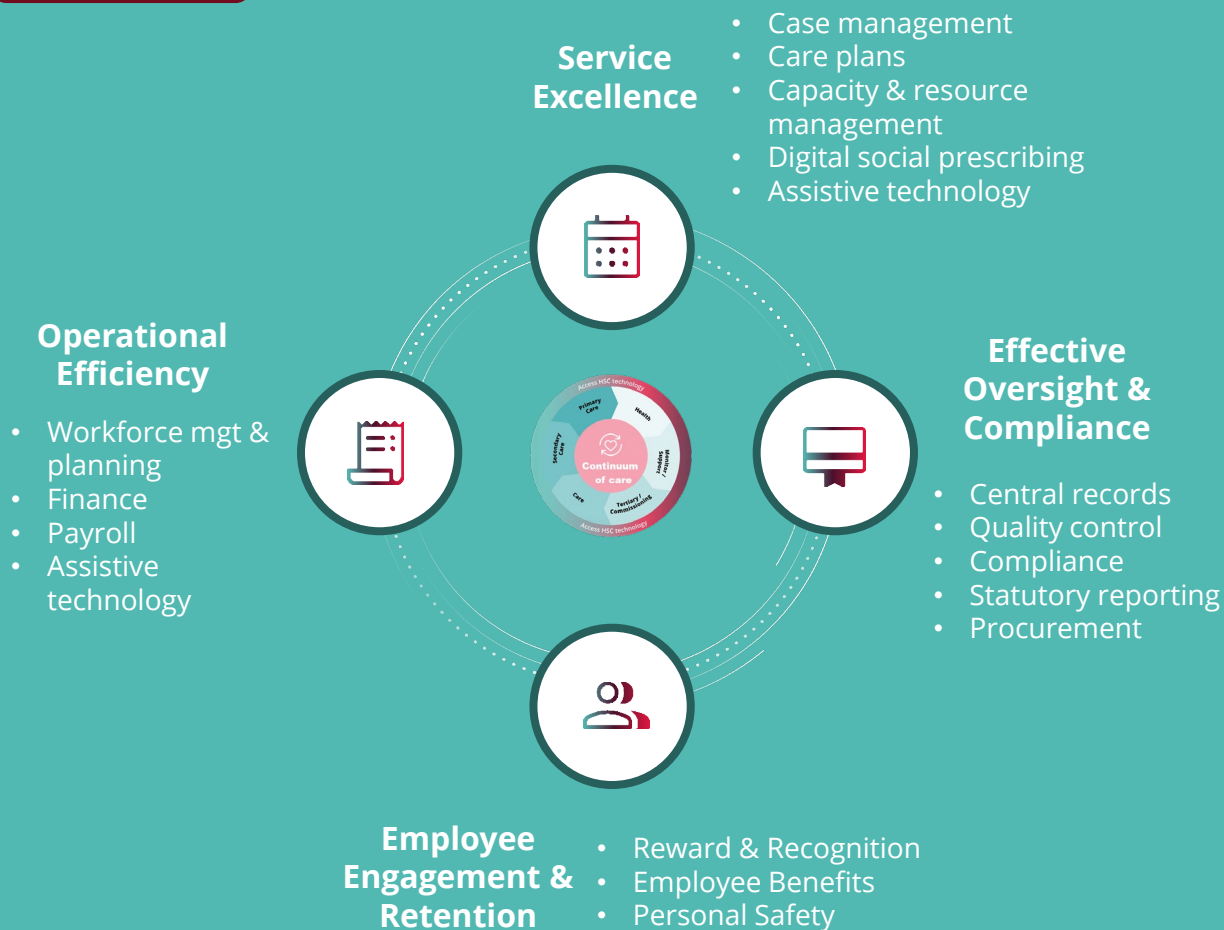


# The journey to hyperconnected care





**HSC**



## Access HSC Portfolio

**The widest eco-system of interconnected Health, Support and Care solutions across the care continuum**

We help public and private health and care providers to **deliver service excellence** and **operate effectively, efficiently and safely**

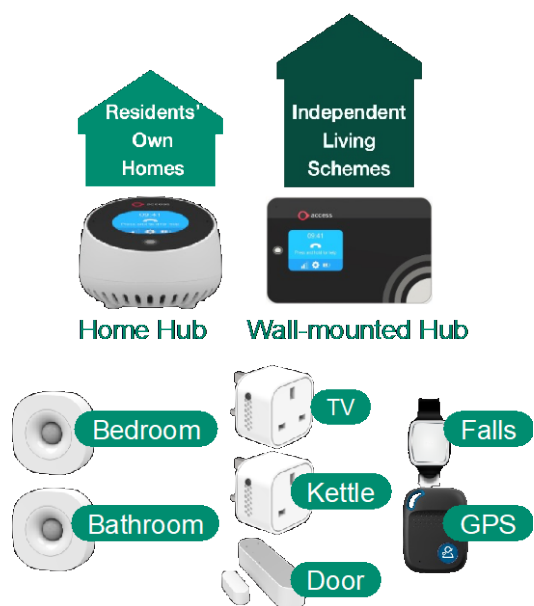
We **ease the pressures of workforce management**, recruitment and staffing, and we can assist with the **retention and engagement of critical staff**

We help all stakeholders to maintain high quality standards and **reduce the anxiety surrounding compliance and governance risk.**

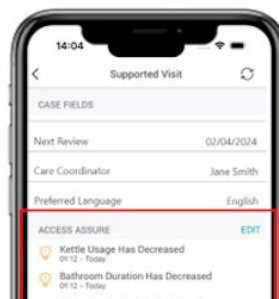
Our range of assistive technologies enable forward thinking care providers to **re-imagine their care delivery** model.

# Looking at the example of Technology Enabled Care?

# Enabling preventative integrated working

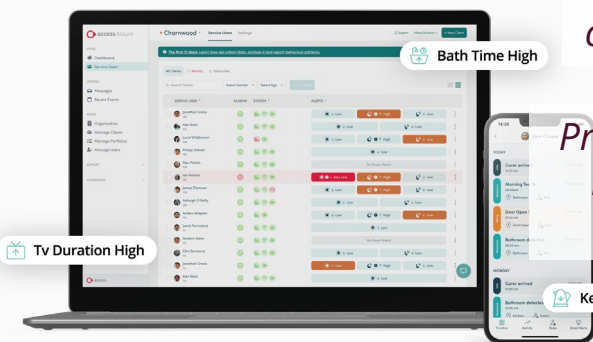


Alerts  
integrated to  
Access Care  
Planner

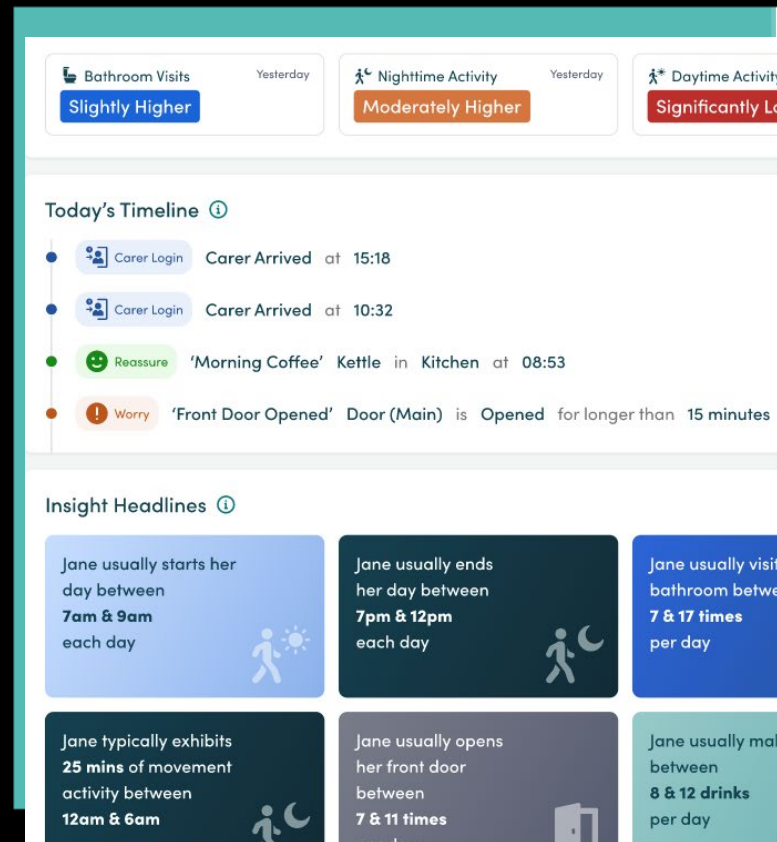


Welfare  
check calls

Preventative  
responder  
service



2. Proactive Monitoring:  
ARC, family/carer &  
responder



1. Activities of Daily Living  
Sensors & Alarm Packs

3. Evidence summary  
reports to right-size  
care at reviews

# Actionable insight from Technology Enabled Care
































































































Increased overnight activity

Increase/decrease in bathroom visit

Increased/decrease in daily activity

Late start of day

Decrease kettle usage

<input type="checkbox"/> SERVICE USER ^	HUB	SENSORS ^	SMART ALERTS ^
<input type="checkbox"/> Jonathan Grace		    	 ↓ Low  ↑ High  ↓ Low
<input type="checkbox"/> Alex Nash		   	 ↓ Low  ↓ Low
<input type="checkbox"/> Lucie Widdowson		  	 ↓ Low  ↑ High  ↓ Low
<input type="checkbox"/> Philipp Steiner		  	 ↓ Low
<input type="checkbox"/> Alex Pickles		  	No Smart Alerts
<input type="checkbox"/> Ian Holmes		   	 ↓ Low  ↑ High  ↓ Low
<input type="checkbox"/> James Thomson		    	 ↓ Low  ↑ High  ↓ Low
<input type="checkbox"/> Kemal Serkans		   	 ↓ Low  ↓ Low
<input type="checkbox"/> Anders Widgren		  	 ↓ Low  ↑ High  ↓ Low
<input type="checkbox"/> Lewis Formstone		  	 ↓ Low
<input type="checkbox"/> Ibrahim Salim		  	No Smart Alerts
<input type="checkbox"/> Clint Sentence		   	 ↓ Low  ↓ Low
<input type="checkbox"/> Jonathan Grace		  	 ↓ Low  ↑ High  ↓ Low
<input type="checkbox"/> Alex Nash		  	 ↓ Low
<input type="checkbox"/> Lucie Widdowson		  	No Smart Alerts

Smart alerts based on changes in routine

# Thank you!

Please visit our Access stand to learn more





# Workforce Development: A Vision for the Future

Julie Stone  
Associate - Workforce, TSA



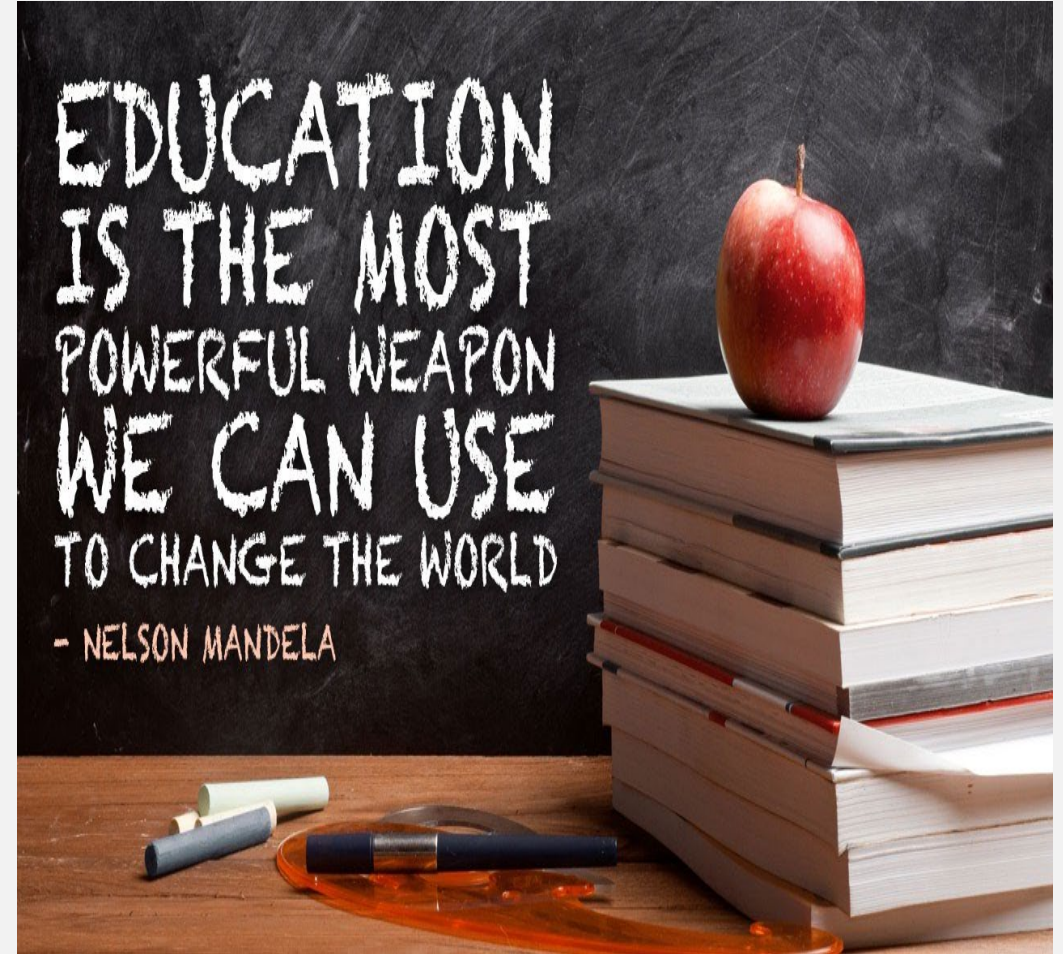


# About me

Over 30 years in Higher Education.

***“Passionate about quality Education and Training for all with the impact of transforming individuals, workplaces and communities through knowledge and skills gain”.***

HE Consultant, specialising in Online and Work-based Learning.





# Research Methodology

- Desk Research – Social Care Sector
- Interview with current client organisations
- Interviews meeting with TSA staff:
  - Workforce
  - Quality
  - Membership
- Interviews with TSA Board Members



# Strategic Sector Context

- New Labour Government:
  - ‘home first’ approach that supports people to live independently for as long as possible.
  - Fair Pay Agreement in adult social care
- Skills for Care: Workforce Development Strategy

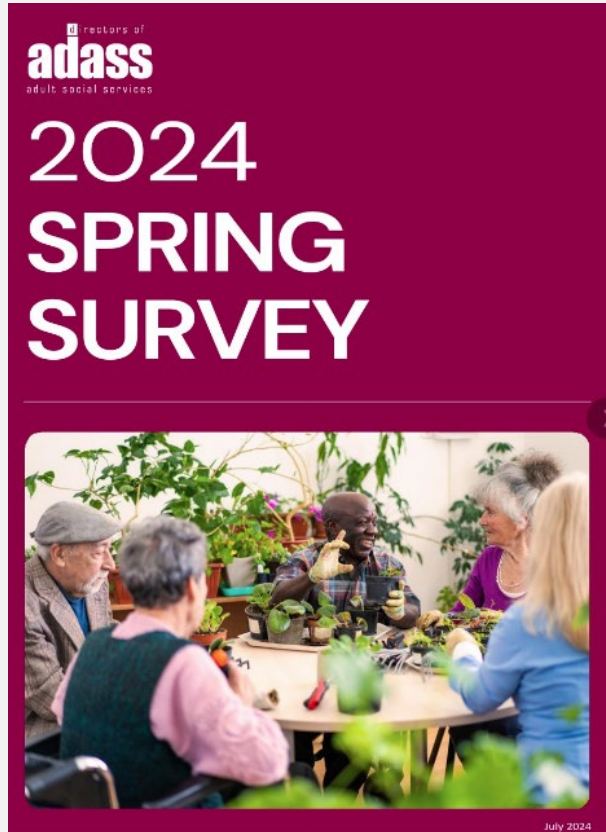
The Skills for Care Workforce Strategy predicts that 540,000 new roles will be required in social care by 2040, alongside the 131,000 sector vacancies.

There is a need to ensure that current/future workforces have the skills needed to meet this demand.

Technology will be pivotal to this.

# National context

TSA



# 72%

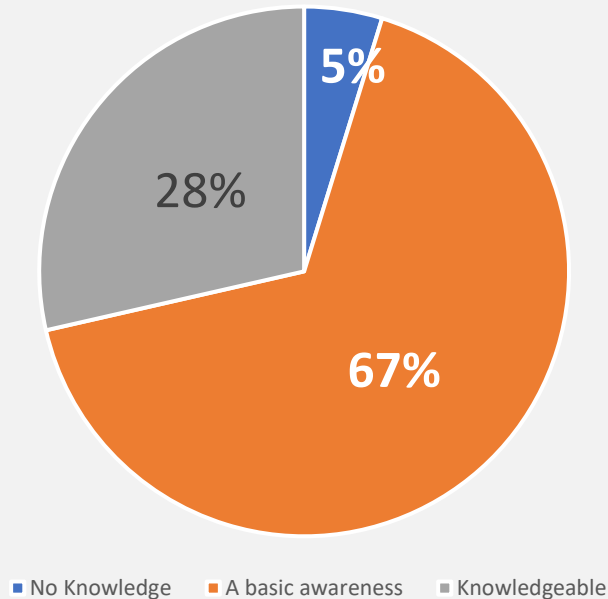
of Councils in England,  
plan to invest in Digital  
and Technology

The top ranked initiative that would make the biggest difference to upscaling and mainstreaming the use of digital technology in ASC is **‘Ensuring staff have the skills and confidence they need to maximise the use of digital tools’**

<https://www.adass.org.uk/wp-content/uploads/2024/07/ADASS-Spring-Survey-2024-FINAL-1.pdf>

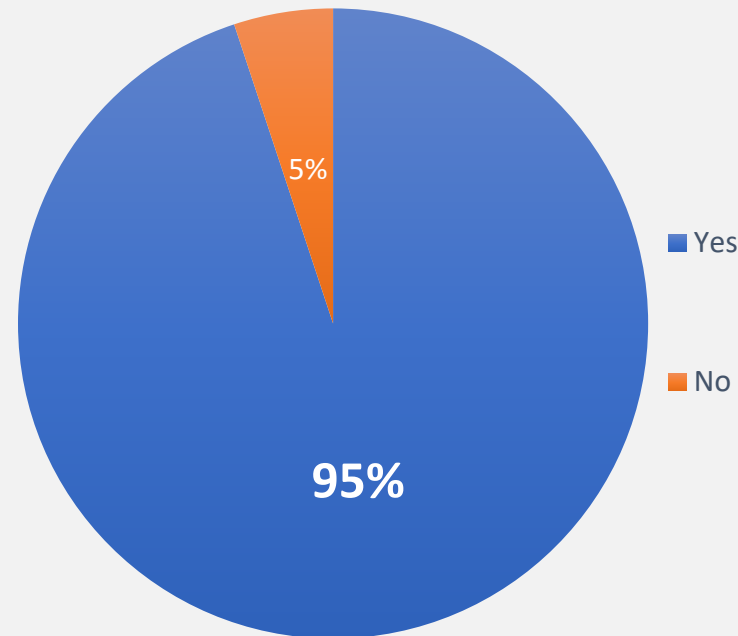
# Survey Feedback

Prior to completing the training, how would you rate your knowledge and understanding of TEC?



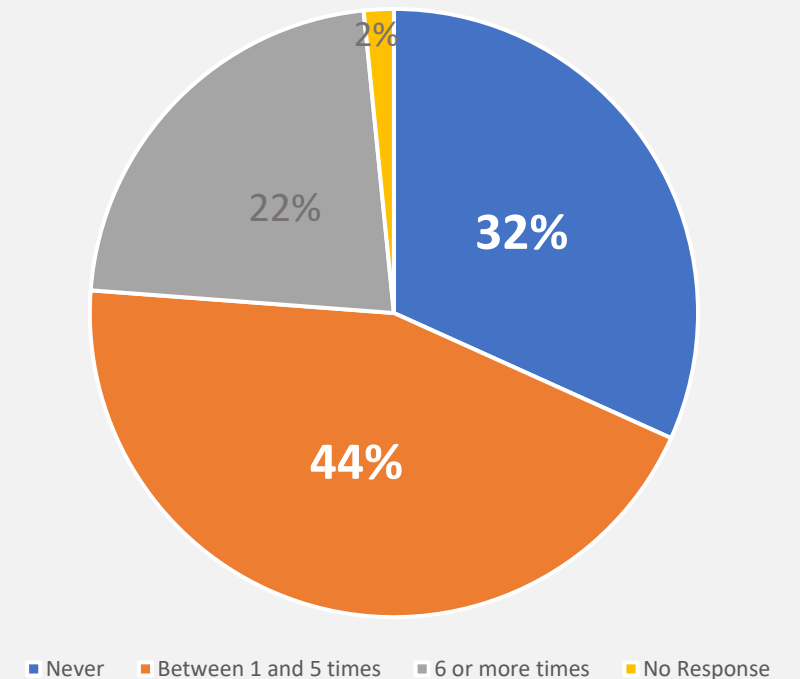
**72% indicated no, or a basic knowledge and understanding of TEC.**

Did the training support you to become more knowledgeable of what TEC is available, and how it can empower someone to live independently?



**95% reported they felt more knowledgeable of TEC as a result of completing this training.**

Prior to completing this training, how often did you refer into your TEC service in the last 6-months?



**75% reported having referred less than 5 times in the previous 12-months, 32% of this cohort had never referred for TEC.**



# Research Outputs

- TSA trusted voice
- Need to focus on core competency - 'Future Remote Care for Independent living'
- QSF sets what the standards are – Workforce provides support for How to Achieve that
- Development of front-line staff will improve knowledge of TEC and increase technology referrals
- Virtual Home – Impact
- No other major player in this space (small, fractured market)

**“Need to do things differently”**

# Corporate Training – Online Learning!

- Upskilling
- Self-paced
- Accessible to all
- More efficient, cost effective
- Reinforces knowledge updates
- Digital Assessment

***“There has been a five-fold increase  
in employer provision of online  
learning opportunities for  
employees.”  
(World Economic Forum)***



# Building our future direction of travel

TSA<sup>®</sup>

## What to do?

Policy Standards  
Risk-based

Quality  
Standards  
Framework

Achieving  
Accreditation  
Status  
(Audit)

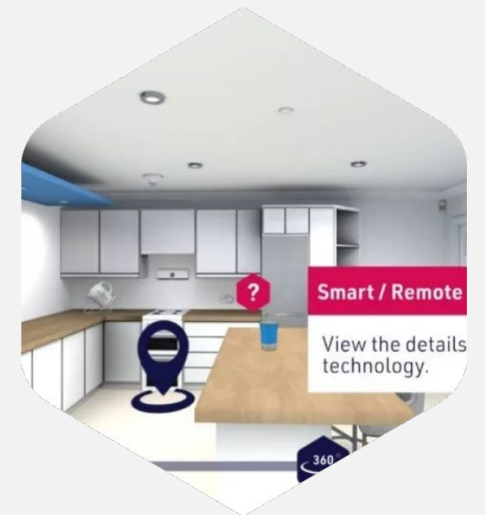
## How to do it:

Core Workforce  
Knowledge

Call Handling  
Assessing & Installation  
Responder

Moving to a Digital  
Mindset

Virtual Property Portfolio  
E-learning: TEC Explorer  
TEC Expert





# Who For?

Those offering remote support services

Local  
Authorities

Private Care  
Providers

Housing  
Associations

Those providing training and development for remote care

Local  
Authorities

Housing  
Associations

Universities

FE Private  
Providers

Private Care  
Providers

FE Colleges

# Roadmap for Workforce Development



- Empowering the future workforce by utilising technology and digital
- Opportunity to embed supporting tools and awareness of TEC within educational qualifications
- Develop a UKAS assurance scheme to ensure quality, safety and digital skills, public sector training tools for digital assessment enhanced by virtual reality hardware

***Start of Workforce Development Plans .....Working in Partnership***

<https://www.skillsforcare.org.uk/Workforce-Strategy/resources/Supporting-resources/A-Workforce-Strategy-for-Adult-Social-Care-in-England.pdf>

# Digital TEC Skills

Helen Loveday  
Head of Quality and Improvement,  
TEC Quality

**TEC**  
Quality



# Sector Risk and Innovation Group:

## Workstream 5.1 Digital TEC Skills

### Workforce Challenges:

- Reflections and feedback from Auditors through the audit process
- TEC Sector issues in recruiting and retaining TEC workforce
- Consistency of Standards and training of staff in the most efficient way
- Skills based testing through UKAS accredited QSF scheme
- Open to all QSF certified frontline staff members
- An understanding of the requirements of the QSF with links to guidance
- The need to professionalise roles within TEC
- Co-produce with TSA members through SRIG group

# Objectives & Scope

1. To work with QSF certified organisations to develop e-learning modules to enhance the competency and skills required by frontline staff delivering services within the TEC sector.
2. To embed e-learning training through the revision of QSF criteria and Scheme Change process.
  - Phase 1 – Assessment & Installation/TEC Monitoring/TEC Responder Services
3. To measure through the annual QSF audit the competency skills of staff.
4. To develop an annual review process to update the training content to ensure the training material, remains current and fit for purpose.
5. Develop a reporting mechanism for TEC Organisations/TQ

# Question?

How important is partnership working in developing these materials for your organisation:

- Not very important
- Important
- Very Important

## Nest Steps

- Appoint members to the SRIG group via ICP
- Collate feedback from members through TSA Surgeries and Member events
- Appoint testing partners (TSA membership organisations)
- Go live for Summer 2025



# Revolutionise TEC Training with the Virtual Home



[workforce@TSA-Voice.org.uk](mailto:workforce@TSA-Voice.org.uk)

- 4500+ people utilising the virtual home across 20+ organisations within UK
- E-learning modules with scenario-based learning to support staff across health, care and housing
- Supporting the need for outcomes-led rather than technology led approaches
- Examples of local authorities seeing sustained increase of >30% in quality referrals into TEC services following application of virtual home solution



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