Empowering the Workforce: Building Confidence to Deliver Technology Enabled Care.

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Is this the moment to accelerate workforce transformation?

National ambition is shifting. Workforce capability must keep pace.

The Prime Minister's Challenge

“We will not get the care service we all want until we improve the strength and the capability of care at the very front of the service.”

- Andy Burnham, Speech on Social Care, 29 July 2026

The Direction Of Travel

Prevention	Support people to live independently for longer.
Care At Home	Help people receive support where they want and need it.
Integration	Connect social care, the NHS and community services.
Workforce Capability	Invest in skills, training and the confidence to deliver change.

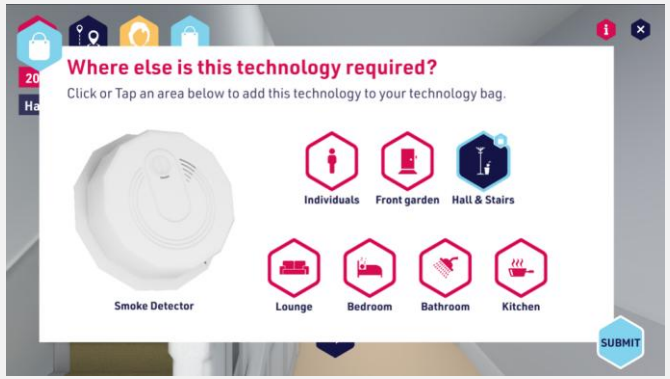
Build on Virtual Home engagement to turn awareness into confident practice, better use of TEC and new models of care.



Bridging the gap between technology and workforce

Three Years of the Virtual Home





2023
Launch and initial adoption

2024
Regional scaling

2025
Embedding in workforce development

2026
Reflections, Virtual Home Enhancement and next phase

Virtual Home Impact

26 Organisations supported through the Virtual Home

93% Of all learners, rated the Virtual Home platform as good or higher

10,000+ Learners currently increasing their TEC confidence with the Virtual Home

TEC Explorer

97% of learners felt their knowledge was good or had increased after using the Virtual Home

99% of learners feel confident in prescribing TEC after completing the course

TEC Expert

93% of learners felt their knowledge was good or had increased after using the Virtual Home

99% of learners feel confident in prescribing TEC after completing the course

3 Years of Regional Engagement – Lessons Learnt

Success Factors

- Leadership support
- Local champions
- Regional funding
- Regional Collaboration

Challenges

- Competing priorities
- Staff turnover
- Capacity constraints
- Uncertainty of continued funding

Opportunities

- Better integration into induction
- Wider reach across provider sector
- New virtual Home content

Template for Success

Strategy

Does it link into overall strategy and workforce development planning?

- How is it communicated to staff?
- Part of culture change programme?
- What are you looking to achieve?

Governance

What is the overarching governance?

- Where does the impact report into?
- Ensure strategic importance and measures are in place
- Keep high on the agenda

Evidence

What evidence is available to share with strategic leaders and regional and local levels?

- Use as evidence for CQC Assessment
- What data do we need to collect that we don't currently have

Adoption

Who drives adoption?

- Local Champions?
- TEC Leads?
- Professional Leads?
- Which categories of staff?

Template for Success

Localisation

Consider policies, processes and TEC solutions that will be needed to ensure alignment to local practice.

Data

Data to be available on a local and national/sector level to measure impact and necessary interventions.

Communities of Practice

How is reflection on practice embedded across the workforce development pathway? Both at a LA level but also across the Region? How does this inform new models of care to realise Government ambition.

TEC Adoption and Impact

How is TEC impact measured? What measures have been put in place? How do the outcomes feed into procurement decisions?

Strategic Ambition: The Impact is Scale

50,000 Learners Over 5 Years

Our ambition:

- Expand reach across adult social care
- Support workforce transformation
- Embed TEC in everyday practice



The voice of technology
enabled care

TEC in practice: improving outcomes for people

A set of integrated tools to build TEC awareness, skills and confidence in real-world practice

Learn

Build core knowledge and understanding of TEC.

TEC Foundation Principles

TEC Advanced Principles

Experience

Explore realistic home environments and see TEC in context

Virtual Tours

Apply & Practice

Develop practical skills through realistic scenarios and challenges.

Learning Scenarios

Practice Challenges

Support Practice

Find Guidance, products and supplier training to support real-world application

What TEC?

TEC Catalogue

Supplier Product Training

A living, sector-informed Virtual Home

TSA's unique position connects real-world sector insight and quality assurance to continually refreshed workforce learning,

- **Membership Engagement**
- **Sector Risk and Innovation Groups**
- **Sector support & engagement**
- **TEC Quality QSF audit learning**



- **TEC Knowledge learning modules**
- **Tours, scenarios & challenges**
- **TEC catalogues**
- **What TEC?**

Partnership with the sector

Listen **Learn** **Update** **Test** **Improve**

You said. We listened. We're building together.

Our shared purpose remains clear: help people live well, safely and independently in their own homes.

Together, we will use Virtual Home and the wider TSA workforce offer to turn shared insight into practical change.

More Impactful Practice

Build workforce knowledge, confidence and capability to make TEC part of person-centred support.

New Models Of Care

Support proactive, preventative and neighbourhood-based approaches that work across organisational boundaries.

Greater Efficiency

Help services make better-informed decisions, use resources effectively and reduce avoidable escalation where possible.

Continuous Improvement

Keep learning, scenarios and TEC catalogues current through partnership, evidence and sector feedback.

Continuing in partnership with the sector

Listen, Learn, Adapt, Deliver and Measure Impact

What Virtual Home can do for you

Turn TEC ambition into confident, consistent everyday practice.

Strengthen CQC assurance

Support evidence of workforce learning, quality and improvement.

Improve outcomes for people

Enable more informed, person-centred use of technology to support independence.

Give staff confidence to act

Practical learning and decision-support tools for better TEC conversations and recommendations.

Reduce variation in practice

Build consistent knowledge and access to the right options, wherever people live.

Support more efficient services

Enable earlier, more appropriate interventions and enhanced support; help avoid unnecessary call-outs.

Future-proof care and support

Equip services to respond to rising demand and changing models of care.

The time to act is now.

Build a confident workforce. Embed TEC. Deliver better outcomes.