

TSA™

**The right care
The right place
The right time**

Nathan Downing

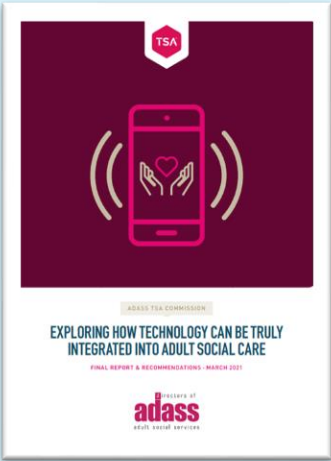
TEC Services Association

29 June 2023



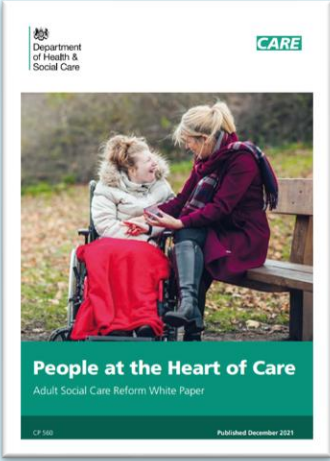
**unlocking
personalised
outcomes**

Unlocking Personalisation: Turning Strategy into Action



ADASS & TSA Commission

March 2021



People at the Heart of Care

Dec 2021



A Healthier Wales: our Plan for Health and Social Care

Oct 2021
(Refreshed Report)



Digital and Health and Care Strategy - Scotland

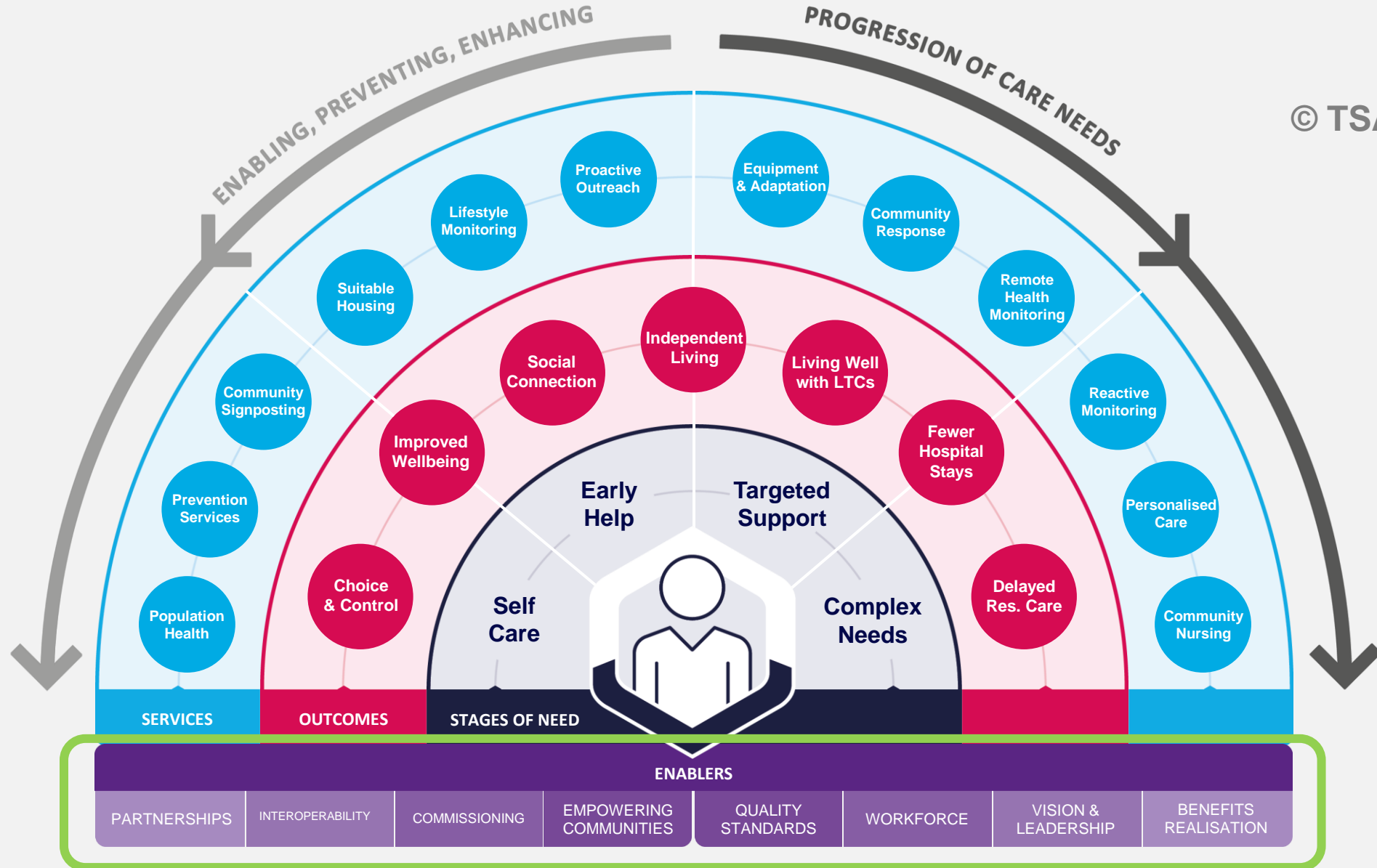
Oct 2021
(Refreshed Report)



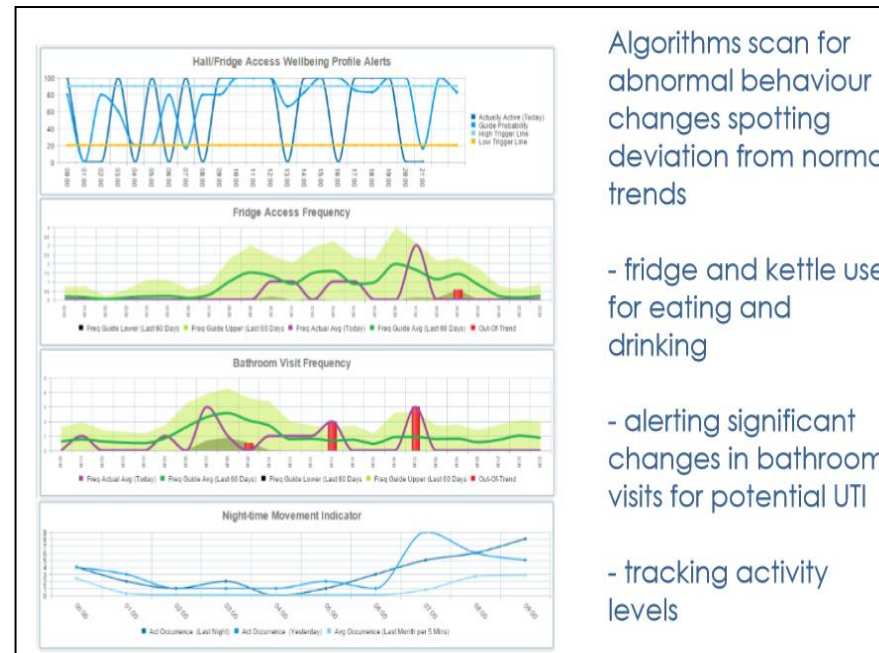
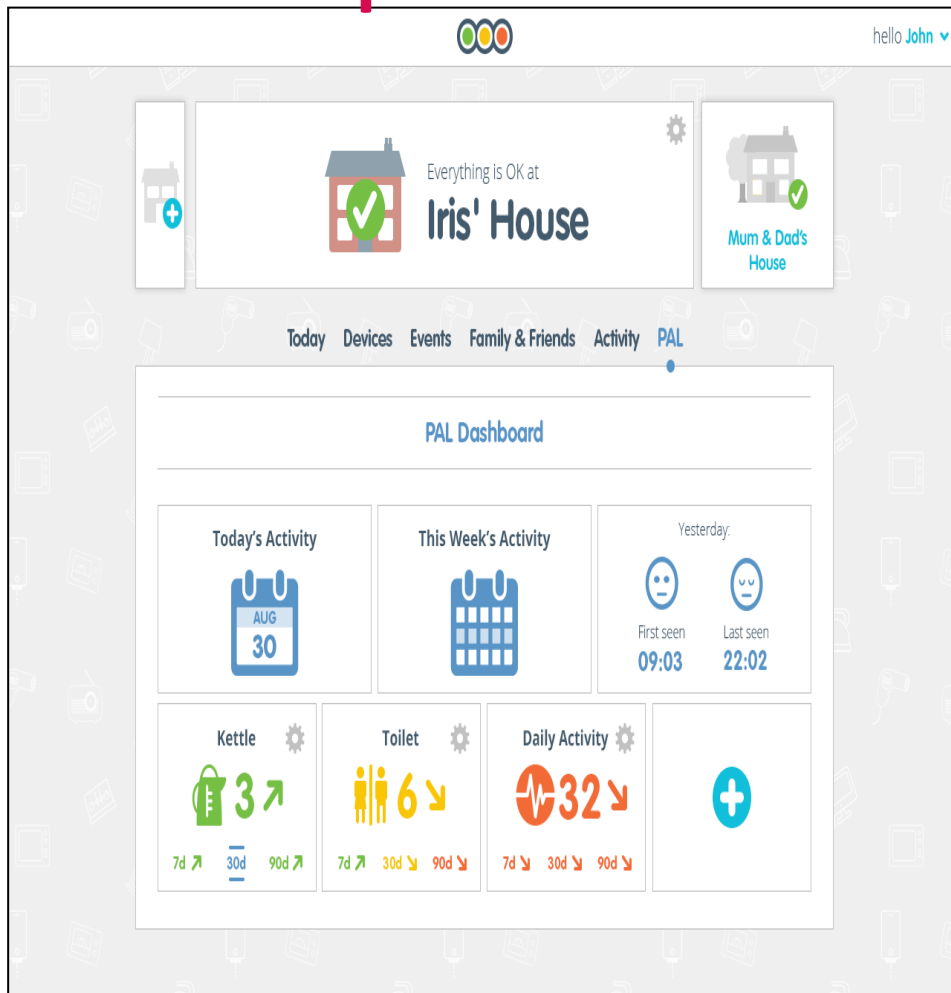
Digital care technology & support services – slowing down the progression of need



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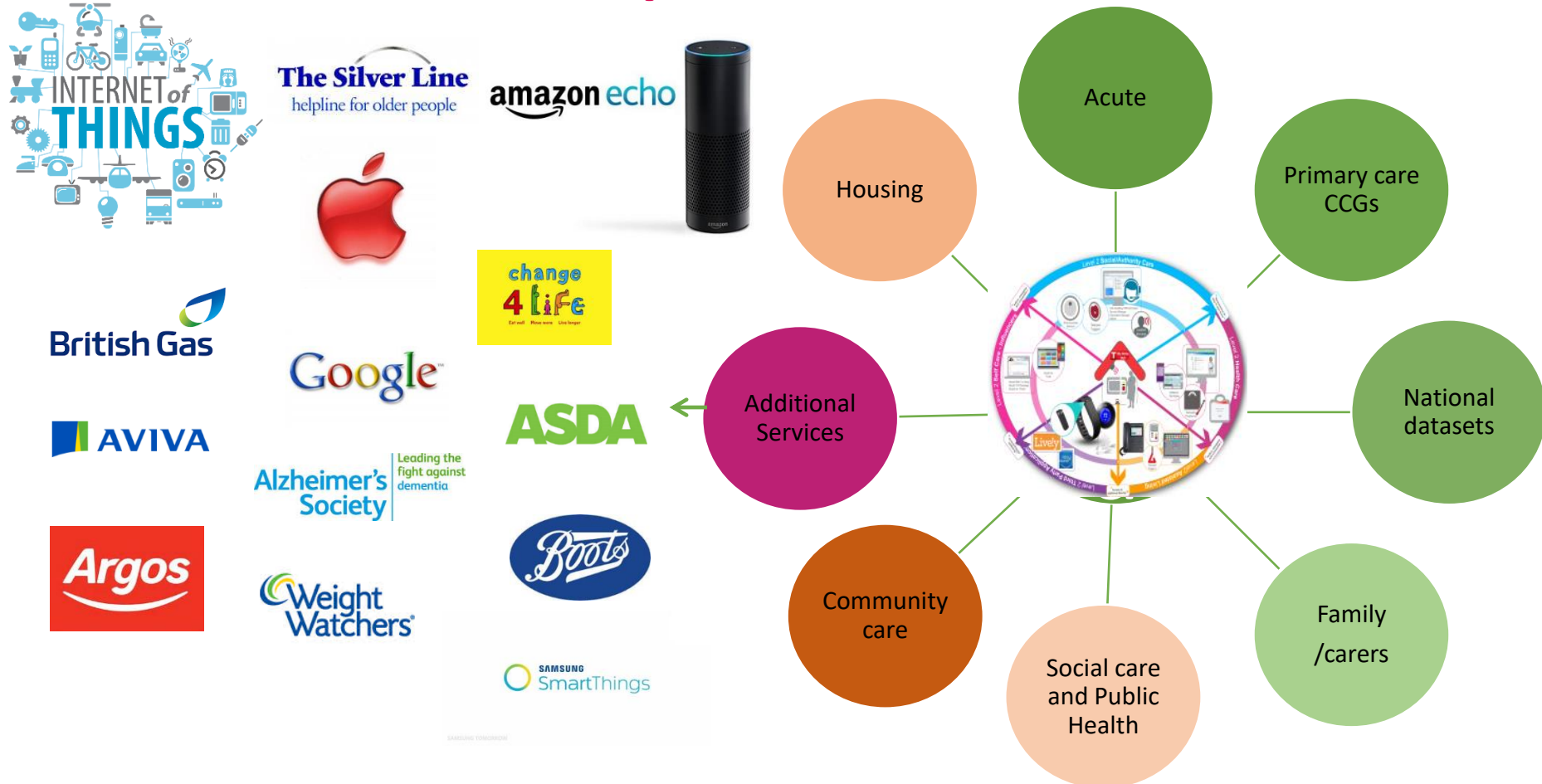


Data analytics & insights to support practitioners & provide information to families



Using connected care solutions to support informed decision making – promoting positive risk taking backed by data & insights ‘enabling support’ rather than ‘just in case support’

The Connected Resident – Enabling Positive Ageing & Independence



Service users, patients, carers – must not be in position of leaving their everyday technology at the door when engaging with TEC services

Technology for our Ageing Population: Panel for Innovation

Principles to Implementation



#TAPPI

<https://www.housinglin.org.uk/Topics/browse/Design-building/tappi/tappi2/>

Key Pathways – enabled by targeted proactive intervention

01

Discharge to Assess

- Evidence strengths, achievements and outcomes
- Right size package of care to reduce dependency and improve self-reliance and independence
- Supports effective pathway from hospital to home through step-down reablement flats (less reliance on care home beds)

02

Reablement

- Support for quicker discharge from hospital with appropriate responder service
- This can help avoid delays in placing the domiciliary care package with service providers
- Assessment allows for right sizing package of care and improving independence in the same way as reablement

03

Long term care

- Utilise insights from digital TEC to review changes in care needs
- Early intervention and proactive calls to allow people to live safely in their own home
- Delay placement in residential care

04

Learning Disabilities and Autism

- Opportunities for proactive care services to enable independence, support education and learning
- Critically important that robust governance in the use of insights protect individuals based on the recognition that TEC is an important enabler.



Key drivers for proactive engagement across Social Care, Health, Public Health and Housing

Delivering proactive (video) calls to identified vulnerable/socially isolated people to promote Public Health messages – e.g. keeping hydrated, preparing for Winter, reminder of exercise routines post reablement

Enabling care delivery at distance - through virtual care visits (medication checks, wellbeing calls) – working in collaboration with domiciliary care agencies to mitigate carer capacity issues

Embedding digital technology within housing provision – effective support of vulnerable tenants (wellbeing clinics, social inclusion) and enabling efficiencies (AI delivering wellbeing checks at scale, concierge services, reminders/calendars, hydration monitoring/insights)



Thank you

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