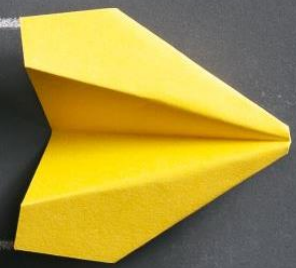


TSA™

Gloriously ordinary lives

Turning ambition
into action



A yellow paper airplane is shown in flight, moving from left to right across the center of the slide. It has two white lines trailing behind it, suggesting speed. The background is dark grey with several other dark grey paper airplanes scattered around, some pointing in different directions.

“ You’ve had this vision for the last 10 years, its taken a pandemic and all the pressures since for the rest of us to catch up. ”

Senior NHS England Official



The challenge

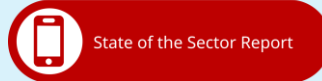
Demand is outstripping BAUs ability to respond



State of the sector



Huge untapped potential





The burning platform

434,000+ care assessment backlog

6.7 million 75-85 by 2028

440,000 more staff needed by 2035

85+ growing by more than a 5th

461,000 +75s are living alone

6 million carers

12-13,000 people ready for discharge

8

The opportunity

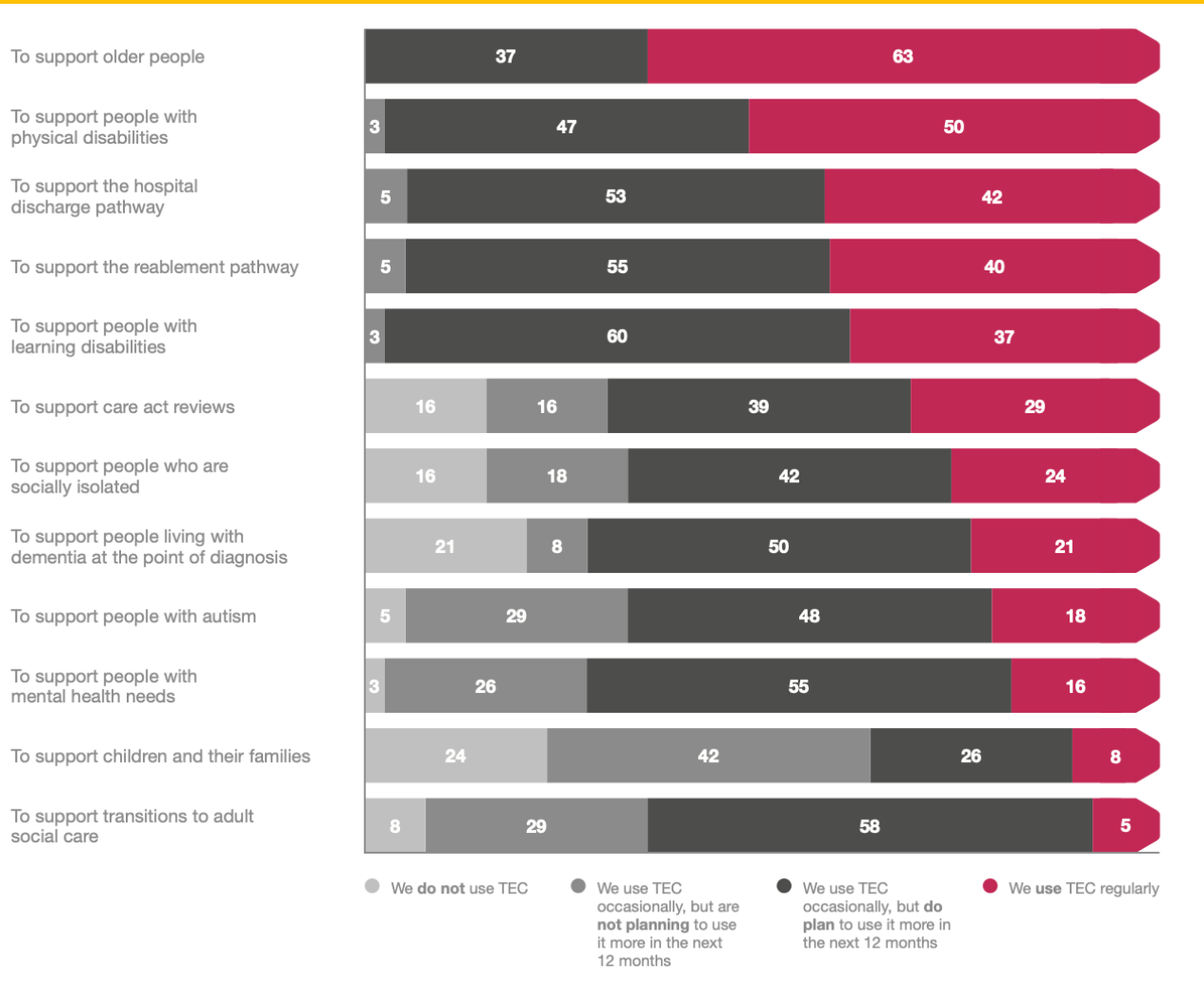
“ With increasing demand for older people services, we plan to increase our use of TEC even more, as a preventative measure and also to decrease the need for the more traditional care.

Survey of senior leaders in adult social care, 2024

/10

**councils believe
the case for the
wider use of TEC
has been PROVEN**

Having the right offer



“ 100% of adult social care leaders told us TEC is a vital part of their social care offer.”



Technology-enabled lives:

Delivering outcomes for people and providers

MARCH 2023



CHALLENGE PAPER



Implementing TEC so we can all live gloriously ordinary lives

MARCH 2024



ACTION PAPER



View the Action Paper

What people want

- 1 To know more about the ways in which technology can meet their needs
- 2 To do more for themselves
- 3 To maintain control where possible
- 4 Peace of mind
- 5 It to be seamless and compatible with technology they already use
- 6 It to be personalised and offer genuine choice
- 7 Design, functionality and wraparound services are important, and people want a say in how these are developed
- 8 Some people struggle to access or adopt technological solutions
- 9 To be reassured around privacy and have autonomy around how data is managed



A common language

WHAT DO PEOPLE WANT FROM TEC?

COMMON TEC LANGUAGE

This diagram reflects the language that people themselves use when considering their day to day needs and desires, and how technology may enhance this. It shows a common language for describing the functions of TEC.

Supporting people to live gloriously ordinary lives

GUIDE

Functions of TEC

Examples of how TEC can support people's needs and ambitions



14 Implementing TEC so we can all live gloriously ordinary lives

1 Staying well by being connected to others

Helping me to stay connected and socialise with family, friends and the community

- Communication: phone calls, email, texts
- Video software
- Social media
- Voice assistants

Helping me to communicate effectively

- Smartphone or computer tools
- Touchscreen enabled communication devices
- Speech generating devices

2 Living well in and around the home and community

Supporting me to manage my home environment

Supporting me to carry out everyday tasks

WHAT DO PEOPLE WANT FROM TEC?

3 Living safely in and around the home and community

Helping me to move around safely at home

- Aids and adaptations
- Modern and non-stigmatised design
- Access to maintenance & repairs

Providing (urgent) support when I need it outside the home

- GPS pendants/tracking devices
- Smart Watches
- Community response service

Providing access to help when I need it urgently

- General telecare
- Fall detector
- Sensors (property exit, heat, bed)
- Sensors worn on the body
- Voice activated assistant
- Smartwatch
- CCTV camera
- Helpline button
- Response teams

4 Accessing quality information, advice and support

Supporting access to information and advice when I or my family need it

- Access to technology experts
- Independent advice on TEC options
- Website resources
- Demonstration facilities to try before buy
- Voice activated assistants
- Digital health and care records
- Easy 'how to use' guides



16 Implementing TEC so we can all live gloriously ordinary lives

5 Monitoring and managing own care, health and wellbeing needs

Helping me to monitor and keep track of my health and nutrition needs

Supporting me to interact with health and care providers

Supporting me to manage my own care and support needs

- Home health monitoring devices
- Remote (video) consultation
- Self-management apps for diet, nutrition, mental health, exercise, pain
- Hydration support
- Wearables for health & fitness

6 Drawing on proactive support to maintain wellbeing, health and care

Early intervention is available when I experience changes to my physical needs and behaviour

- Passive monitoring systems and sensors
- Early warning alerts
- Smartphone apps to check wellbeing
- Outreach call services



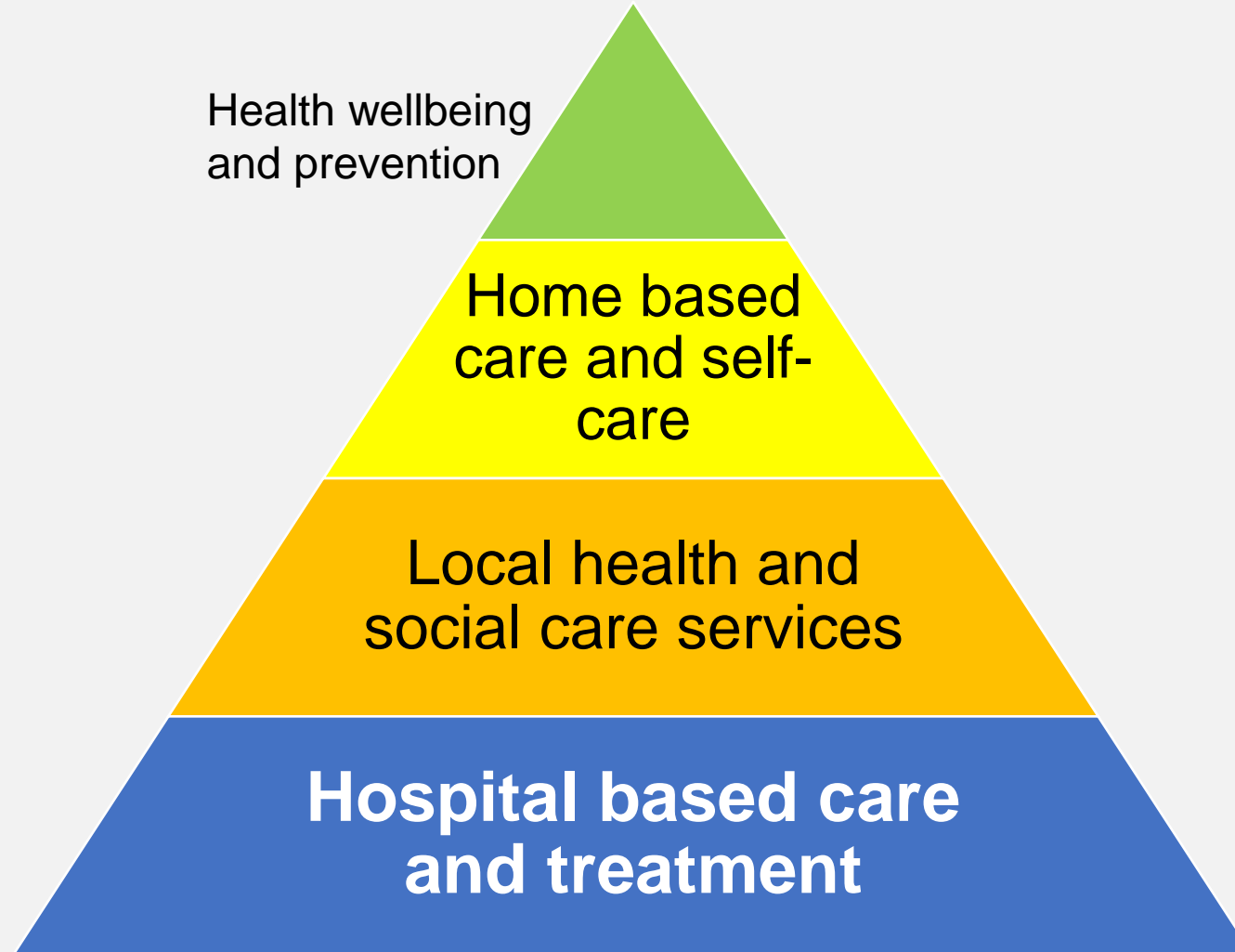
Implementing technology to help people live really good lives: What people want from technology enabled care

Author: Dr Sarah Alden - 2020

Dr Sarah Alden has written a full report detailing her research for the TEC Action Alliance. You can read it here. The report provides a comprehensive description of all types of TEC including a breakdown of the research that informs each classification. Feedback from people who draw on care about product and service design is also included.

In her examination of the literature, Sarah went beyond the functional characteristics of TEC, to provide very strong feedback on the values and principles that should be followed through all TEC design and implementation. These might be best described as 'non-functional' aspects of TEC. The main points are summarised below, and all quotes were gathered through the focus groups and interviews that Sarah conducted.

17 Implementing TEC so we can all live gloriously ordinary lives



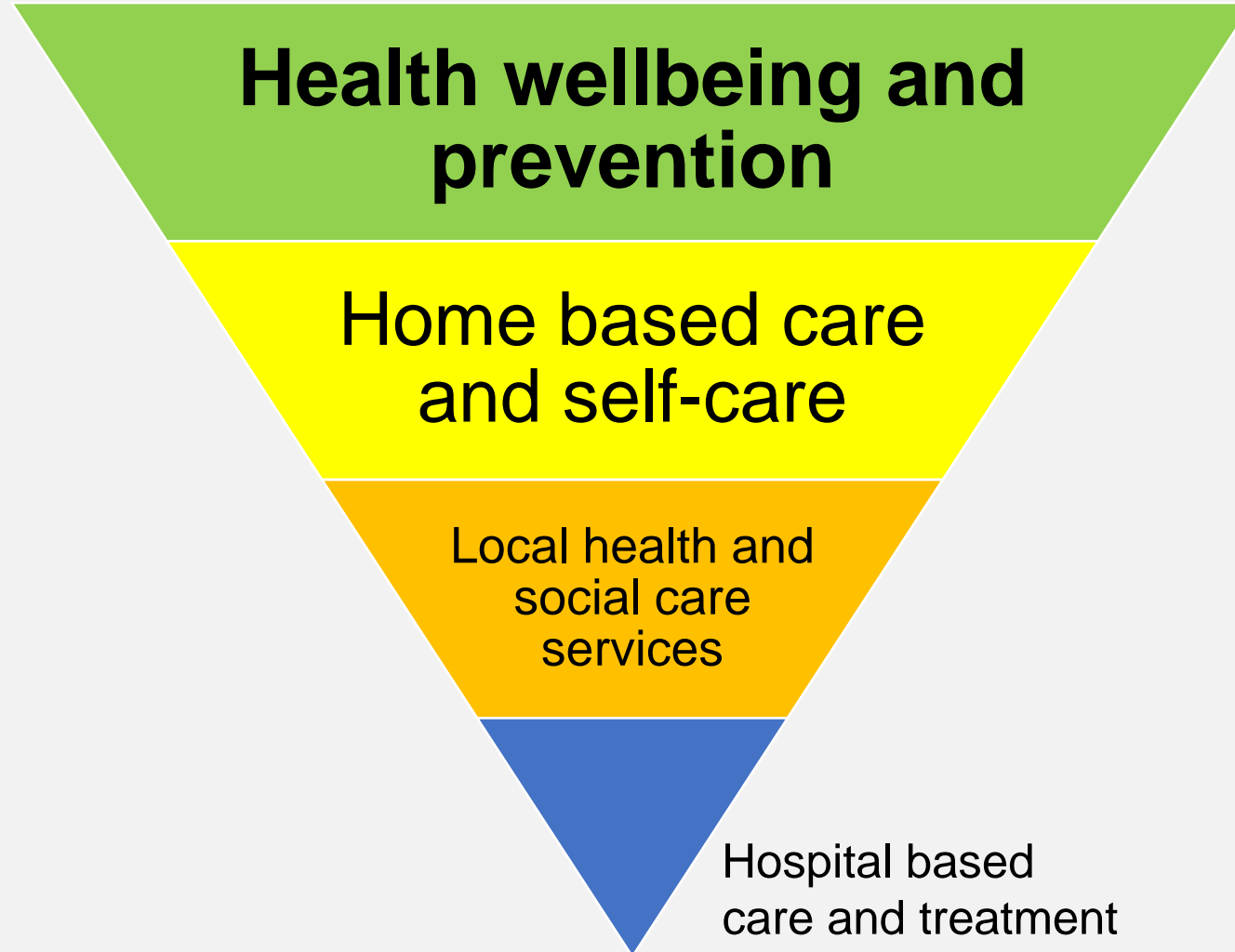
Health wellbeing
and prevention

Home based
care and self-
care

Local health and
social care services

Hospital based care
and treatment

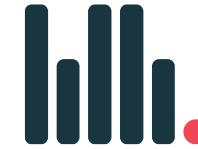
Present state



Future state



With thanks to our TEC Action Alliance Partners



Building the case

Focus on:

- Outcomes people want
- Demonstrating impact
- Effective implementation

*The risk of adopting TEC solutions
is smaller than the risk of an
unsustainable Business As Usual*



Innovation

“ What we want in the future is not what we’ve always bought. Sometimes when commissioning cycles come around, we rush and buy what we’ve always bought. My advice to colleagues is to use innovation clauses. Think ‘what will a contract look like in seven years’ time?’ and commission that, because that’s where people’s expectations will be.

Iain MacBeath, Strategic Director, Adult Social Care & Health for Bradford Council and Director of Integration for Bradford District Community NHS Trust



ESSEX COUNTY COUNCIL

Essex County Council are calculating their return on providing connected care platform Anthropos Detect (Vayyar) to people at risk of falls:

The key parameters include:

£2000 Reduction in ambulance callouts
@£200 per callout

25%  25% of ambulance callouts
result in a 6-hour wait

1 DAY 1 hour on floor =
1 day in hospital

£800 Average daily hospital stay
cost of £800

Essex County Council predicts cost savings of
£62,400 per year per residential care home so a
total financial saving of £124,800 per annum, just on
emergency costs

This does not include the increased likelihood of
costs for reablement and enhanced care following
hospital discharge

£62,400

SAVINGS PER YEAR
PER RES. CARE HOME

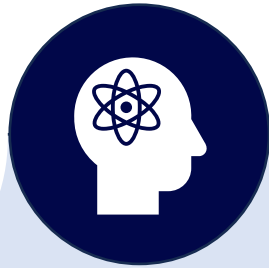
£124,800

TOTAL SAVINGS PER ANNUM
ON EMERGENCY COSTS

[FIGURES PROVIDED BY ANTHROPOS]

A common evaluation framework

Adoption and Spread:
using the NASSS
CAT tools



Economic Evaluation:
NICE budget
impact analysis
(BIA)



Innovation & Change:
logic models included
in use case
descriptions

Consistently
applied to support
aggregation



Technology Evaluation:
adaption of NICE
evidence standards
for digital health
technology



Implementation Evaluation:
use case descriptions



An agenda for action

Scaled but tailored

We must address the perceived conflict between personalisation and scale.

Evidence framework

We need to move away from pilots to a body of evidence.

Build trust

Trustable TEC needs to be easily recognisable.



Re-focus on people

We need to re-focus on people, their families and unpaid carers.

Get ahead of the curve

We need to get ahead of the curve by supporting people who self-manage their health and wellbeing.

Boost awareness

Awareness of TEC options and benefits must be accelerated.

A word cloud centered around the phrase "Next Steps". The words are arranged in various orientations and sizes, using a color palette of white, light blue, and orange. The background is a dark blue gradient.

Next Steps

Other words include: STRATEGY, IDEAS, Progress, Process, MEETING, Business, Future, Innovation, Dialog, IDEAS, Forum, Discuss, Communicate, Progress, Communication, SOLUTIONS, QUESTIONS, Exploration, IDEAS, Connection, Session, INPUT, TALK, Creativity, BUSINESS, FUTURE, PROPOSAL, FORWARD, Strategy.

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Chair



Alyson Scurfield
Chief Executive



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Ros Roughton
Non-Executive
Director



Roy Sandbach
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Director



Sam Watkins
Non-Executive
Director

A black and white photograph of George Burns. He is wearing round glasses, a plaid shirt, and a jacket. He is holding a cigar in his right hand and a white cup in his left hand. The background is a wood-paneled wall with a framed picture in the upper left corner.

I look to the future because that's where I'm
going to **spend the rest of my life.**

— *George Burns* —

Shaping the future



Horizon scanning



Strategic risk management



Influencing for change



Informing our strategy



The voice of technology
enabled care

Thank you

www.tsa-voice.org.uk