

TSATM

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17 March 2025



Foundations

Learning from what's out there

TEC Action Alliance

Technology-enabled lives:

Delivering outcomes for people and providers

MARCH 2023

CHALLENGE PAPER

The cover features a dark blue background with a starry pattern. It includes the TEC Action Alliance logo and several circular inset images showing diverse people, including older adults, interacting with technology and each other.

TEC Action Alliance

Implementing TEC so we can all live gloriously ordinary lives

MARCH 2024

ACTION PAPER

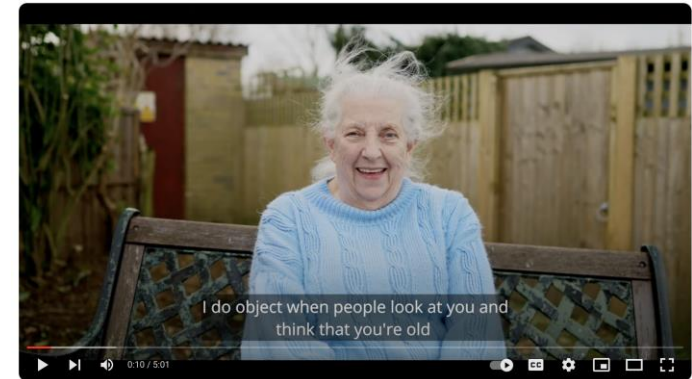
The cover has a bright orange and white geometric design. It features the TEC Action Alliance logo and several circular inset images showing people in various settings, such as a classroom, a meeting, and a person using a headset.

#SocialCareFuture

About Noticeboard Changing the Story Glimpses of the Future Resources Do your bit

Changing the Story

The screenshot shows a vibrant, collage-style image of diverse people and animals. Below the image is a video player with a yellow background and a cartoon illustration of a man sitting in a chair, with a potted plant and a framed picture on the wall.



Talking to people with lived experience



Building on the Sarah Alden's key findings

Supporting people to live gloriously ordinary lives

FUNCTIONS OF TEC

How TEC can support people's needs and ambitions

Examples

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

- Video doorbell
- Smart lightbulbs, blinds, heating, plugs
- Smart speakers
- Smart meters
- Smart sensor lights
- Door entry system
- Smart door locks/opener
- Vibration pads
- Voice control

Supporting me to carry out everyday tasks

- Voice activated control & reminders
- Smartphone/tablet for entertainment
- Smartphone payment & banking
- Smartwatches
- Smart toilets (voice activated)
- Medication dispensers
- Robotic vacuum cleaners

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

- Smartphone apps:
- Help with public transport
 - Connecting to volunteer helpers
 - Weather checks

Supporting me to keep mentally and physically well and do things I enjoy

- Devices supporting hobbies, learning and games
- Apps supporting people networks
- Video links to interest groups, quizzes



3 Living safely in and around the home and community

Helping me to move around safely at home

- Aids, adaptations or home modifications
- Accessible layout & non-stigmatised design
- Community equipment (wheelchair, bed hoist etc)
- Access to maintenance & repairs

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

- GPS pendants/tracking devices
- Smartwatches
- Community response service

Providing access to help when I need it urgently

- General telecare
- Fall detector
- Sensors (property exit, heat, bed etc)
- 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



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

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.



Implementing technology to help people live really good lives:

What people want from technology enabled care

Author: Dr. Sarah Alden - 2024

Requirements

What we need do more of

Be more person-centred,
not technology centred.

Let's use **“we”**, not
“they”,
be inclusive and
empowering

Be more positive.
TEC makes lives better.

Let's talk about
enjoying life,
not just receiving
services

Be more integrated
rather than standalone

Let's place TEC
alongside
other consumer
technologies



TS

Common language

TSATM

What does TEC mean?

The everyday help we need
to enjoy the lives we want

What does TEC do?

TEC keeps us:

IN CONTROL

Managing everyday life
around our homes

IN TOUCH

Staying connected to our
friends, families and interests

SAFE AND WELL

Keeping ourselves
safe and well

Alignment with Sarah Alden's findings

IN CONTROL

Helping me to move around safely at home

Supporting me to manage my home environment

Supporting me to carry out everyday tasks

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

5 Monitoring and managing own care, health and wellbeing needs

IN TOUCH

Helping me to communicate effectively

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

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

Supporting me to keep mentally and physically well and do things I enjoy

1 Staying well by being connected to others

2 Living well in and around home and community

SAFE AND WELL

Providing access to help when I need it urgently

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

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

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

3 Living safely in and around home and community

4 Accessing quality information, advice and support

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

Further messaging

TSATM

Themes and examples

Sub-themes

IN CONTROL	IN TOUCH	SAFE AND WELL
<p>Managing my home Carrying out everyday tasks such as cleaning, cooking Operating doors, windows, curtains Getting about indoors safely – reducing fall risks</p> <p>Managing my own health medicine reminders, sleep timers, biometric monitoring.</p> <p>Having privacy and autonomy Help to manage/self-direct my budget Keeping my home secure and private</p>	<p>Being in touch with my friends and family Remote monitoring and intervention Remote communication Reducing both the reality of caring workload and the feeling of being a burden Delivering peace of mind</p> <p>Enabling hobbies and interests Integrating with other tech, such as smart speakers, home-hubs, phones. Virtual events, online activities GPS tracking when out of home</p>	<p>Keeping well Monitoring and tracking health, nutrition, exercise and sleep Early detection and intervention, delivered closer to home Accessing advice and support Supporting after health incidents</p> <p>Keeping safe Tracking visitors to the home Reducing and managing risks Triggering urgent help</p>

Specific TEC examples by theme

IN CONTROL	IN TOUCH	SAFE AND WELL
<p>Managing my home Self-tipping kettles, robot vacuums Remote control doors, windows, curtains Ring and other smart doorbell systems Homehubs/Nest etc Grip rails, sit-to-stand aids</p> <p>Managing my own health Smartphone, smartwatch and other wearables for medicine reminders, sleep timers, biometric monitoring, prescription refills</p> <p>Having privacy and autonomy Digital budget management tools Ring doorbells, keysafes</p>	<p>Being in touch with my friends and family Video and voice calls, social media on digital devices, smart speakers</p> <p>Enabling hobbies and interests Apps for interactivity and information smart speakers, home-hubs, phones. Virtual events, online activities GPS tracking out of home</p>	<p>Keeping well Health, nutrition and sleep tracking apps Health monitors (glucose, heart rate) AI data-monitoring programmes Remote advice, support and self-management services Post-hospitalization systems</p> <p>Keeping safe Discreet motion sensors tracking movement Smart doorbells, door alarms, video camera and communications linked to smartphones Neck and wrist alarm pendants, fall detectors</p>

The matrix of messaging

	IN CONTROL	IN TOUCH	SAFE AND WELL
Those of us drawing on care and support	Managing your own home	Human connections, everyday contact	Less to have to think or worry about
Our families and unpaid carers	Feeling close	Always within reach	Peace of mind knowing help at hand
Our health, care and housing support services	Monitoring and intervening if/when	Able to tailor support package	Detection and protection at scale

Who benefits from TEC?

The millions of us who are drawing on care and support	Across the country, millions of us are drawing on care and support. We are young people with learning difficulties, just leaving home for the first time. We are middle-aged people diagnosed with long term health conditions. and we are older people losing some of our mobility, stability or memory. TEC helps us get on with our everyday lives as normal.
Our families and unpaid carers	TEC is also helping our families and unpaid carers by giving them: day-to-day peace of mind from knowing we're safe and well time and space to get on with other things, and ways to step in and help if, and when we need them.
Our health, care and housing support services	We all know our health, care and housing services have limited resources to work with, so it's a real challenge to deliver truly personal care and support to everyone who needs it. Digital services are making that possible. Giving us the tools to help ourselves, and to call for help when needed Remotely monitoring signs of our health, wellness and safety Stepping in to prevent problems or catch them early, and manage them closer to home

Summary of key messaging

TEC services are **the everyday help we need to enjoy the lives we want**

TEC services help us be - **in control - in touch - and safe and well**

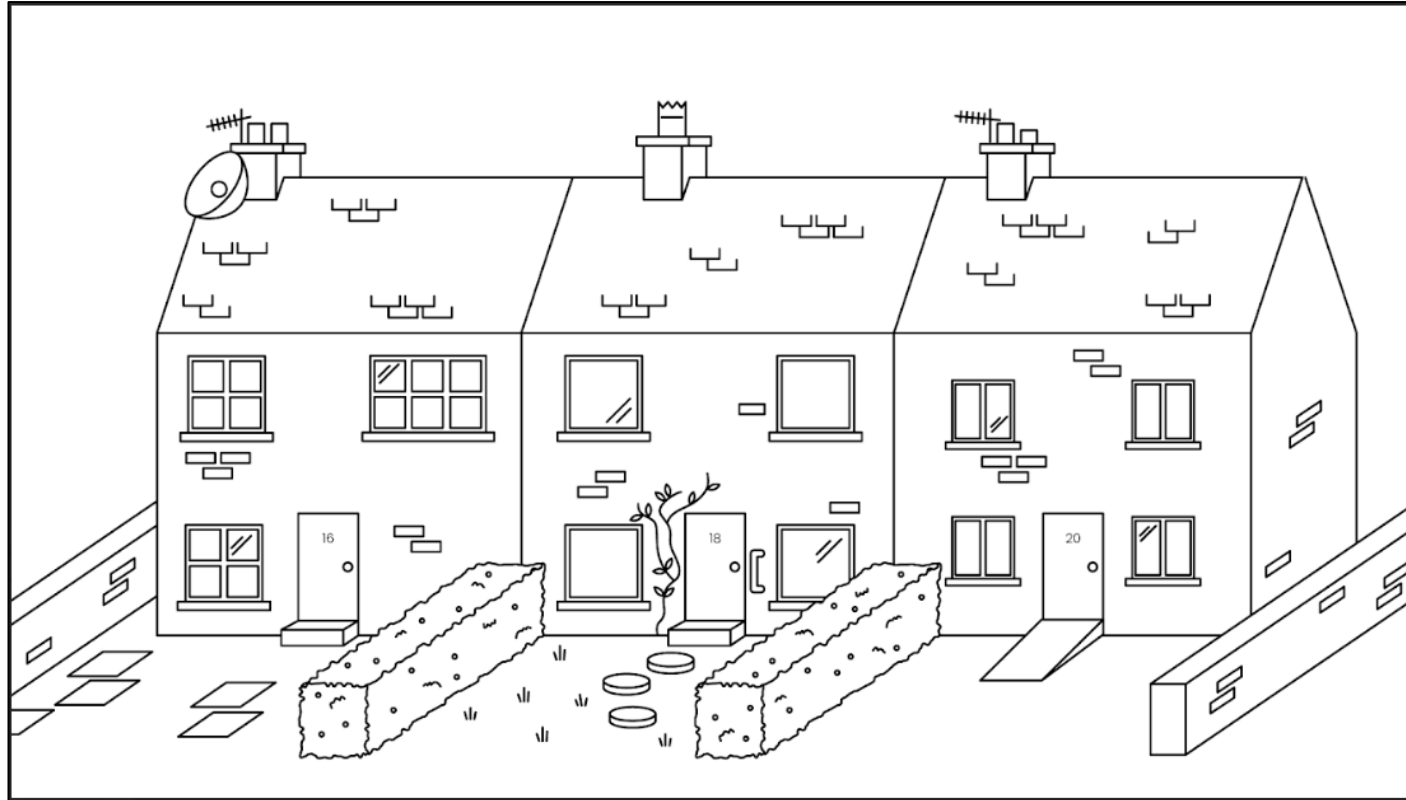
TEC doesn't only help **those of us drawing on care and support:**

It gives **our families and unpaid carers** more peace of mind,

And **our health, care and housing services**
ways to support more people, in more personalised ways.

Campaign assets

The film



Editable poster templates

Technology Enabled Care Services

keep us in control,
in touch, and safe and well



Technology Enabled Care Services

keep us in control,
in touch, and safe and well

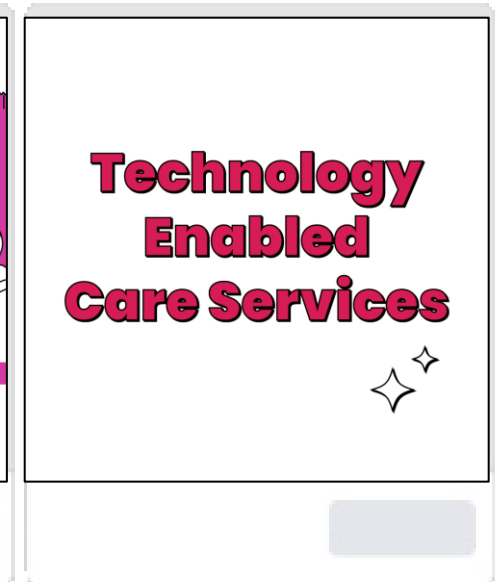
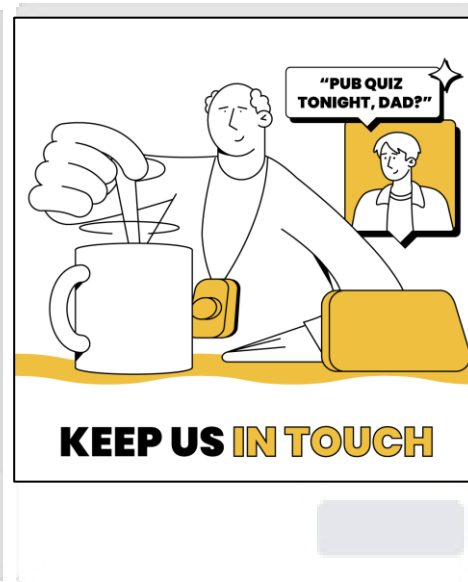
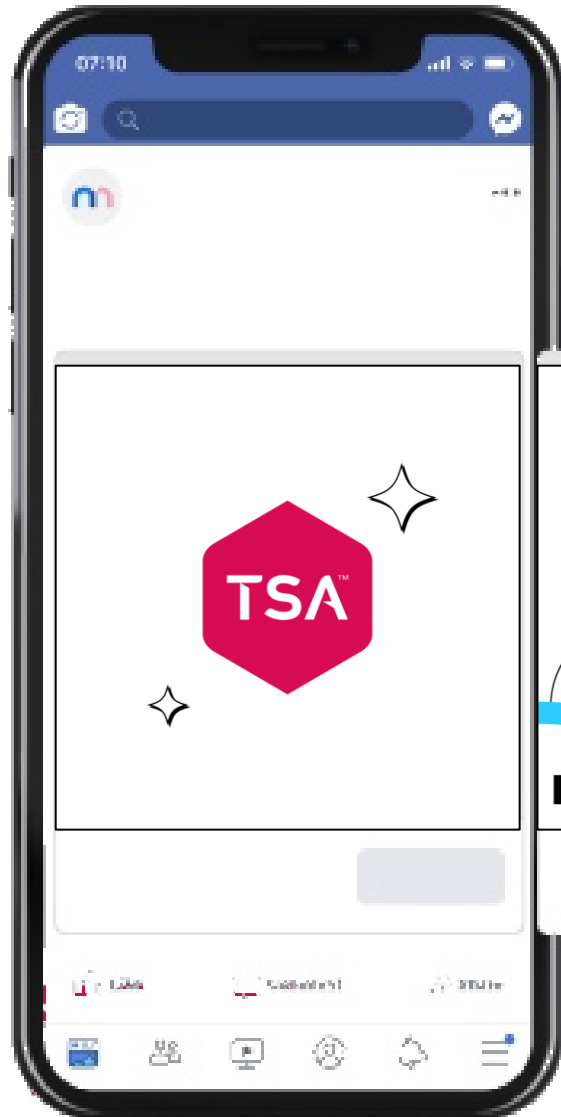


Technology Enabled Care Services

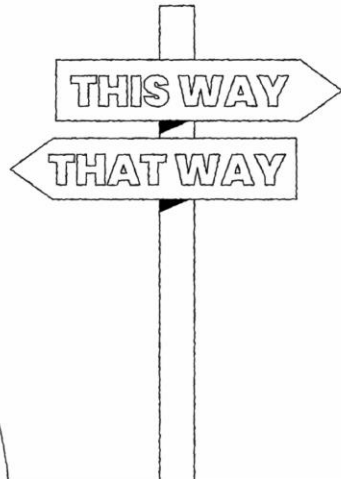
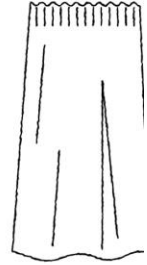
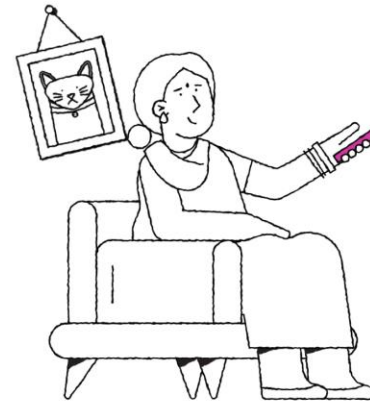
keep us in control,
in touch, and safe and well



Editable social media assets



Short film clips



Campaign resource downloads:

The screenshot shows the TSA website's Resource Library page. The header is dark red with the TSA logo on the left and navigation links: Home, About Us, Digital Shift, Membership, Events, Consultancy, Workforce, News & Views, and TEC Guidance. A secondary navigation bar includes Find TEC Services, ITEC Conference, TEC Quality, Member Directory, and flags for the UK and Ireland. The main content area is light blue and features the heading 'Resource Library' with a horizontal line below it. Five resource cards are displayed in a grid, each with a title and a 'READ MORE' button.

Home / [TEC Guidance](#) / Resources

Resource Library

- TEC Responders & Winter Resilience [READ MORE](#)
- Case Study Guidelines [READ MORE](#)
- TSA Business Plan: 2023-2025 [READ MORE](#)
- Risk Management Toolkit [READ MORE](#)
- State of the Sector Report 2024 [READ MORE](#)
- Leadership Report [READ MORE](#)

Speaker Q&A Session



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Behavioural
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Rich Amos

Lived Experience
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