

TEC

VOICE

THE VOICE OF **TSA**

ITEC is just around the corner

What to expect at ITEC 2023

Introducing key themes at ITEC and hear from speakers, delegates and exhibitors

Plus all of the latest news from the world of TEC

March 2023

The voice of Technology Enabled Care



Alyson Scurfield
TSA Chief Executive

What a programme we have in store for you at ITEC 2023!



With only weeks to go, don't miss out on two days of hands-on workshops, real-life feedback and a showcase of the very latest TEC – all focused on helping you deliver personalised care and support.

There's a fabulous speaker line-up, from senior NHS leaders and social care commissioners to front line professionals and, importantly, people who draw on care and support themselves. ITEC is all about offering a broad range of perspectives on technology enabled care, under one roof.

In our Tomorrow's World session, experts will explain how they are weaving the latest tech advancements - in areas such as digital health and AI – into TEC services.

With ambulance delays sky high and winter pressures now a year-round issue, health leaders and TEC providers will outline the integrated activity that is cutting conveyance to hospitals, speeding up discharge and monitoring patients safely at home through virtual wards.

Housing tenants and staff champions from our TAPPI project will be sharing tips on how to successfully co-produce TEC services, sharing decision making equally with the people who will be using and delivering digital support.

And we'll be hearing from social care practitioners on the rich eco-system of community networks and statutory services, all enabled by TEC, that are helping people to live really good lives.

Excitingly, the TEC Action Alliance will be launching its Green Paper – offering a first view of the evidence it has collected on what people really want from technology-enabled care. Hear its recommendations and next steps.

I hope you enjoy this bumper issue of TEC Voice, giving you a taste of what to expect at ITEC. Look forward to seeing you in Birmingham on 27th and 28th March!.

ITEC Conference: Speaker Focus

How collaborative approaches and integrated Technology Enabled Care support more people at home and in the community, as well as help ease pressures on the NHS

By Tim Straughan, Director of NHS @Home, NHS England



Tim Straughan
Director of NHS @Home,
NHS England

TEC and the role of data are already making on the delivery of frailty, falls and other urgent care community-based pathways. One example is the partnership working in Warrington between the TEC responder service, the local NHS and local council to treat more people at home.

72% of calls that were handled by the TEC responder service working with the UCR service, resulted in the patient being successfully lifted and remaining at home, improving the patient experience and easing pressure on ambulance services. To learn more about this collaborative approach read the [Warrington case study](#) at tsa-voice.org.uk.

Treating more people at home wherever they live, is something those of us working in health and care, whether directly for the NHS, for a tech provider or a responder service, all want to see. Whether you work for a tech provider, a responder service or directly in the NHS or social care organisation we all want to do the best for our patients and service users.

We know that people recover more quickly at home and no one wants to go to hospital unless that is absolutely necessary to get the treatment they need.

At NHS England we've been working closely with colleagues at the TSA to bring providers of tech enabled care and responder services together at a national, regional and local level. This collaborative approach was recently highlighted through the NHS' winter resilience plans.

One of the key actions included ensuring community-based falls response services are available everywhere across England for people who have fallen at home including care homes. This builds on the expansion of **urgent community response services** to reach more people, with providers required to reach at least 70% of patients within 2 hours.

This, along with other actions was co-created with local NHS organisations and clinical leaders and built on best practice and evidence of biggest additional impact.

Through sharing best practice across the country, we have demonstrated the important contribution

We know that people recover more quickly at home and no one wants to go to hospital unless that is absolutely necessary to get the treatment they need.

These improvements are built on great collaborations between national, regional, and local NHS organisations working together with local authorities in partnership with TEC providers and local communities. These 'team of teams' approaches demonstrate the importance of integrated placed based solutions to provide better connected, supported, personalised care to people at home and in the community and help ease system pressures.

As we prepare for winters to come, one thing is certain, the importance of collaboration, integration and TEC is only going to grow.

Tim Straughan will be speaking at the ITEC Conference on Monday 27th March

ITEC 2023

27 - 28 March | The ICC, Birmingham

Introducing our key themes at ITEC 2023



[CLICK HERE FOR MORE INFORMATION](#)

UNLOCKING PERSONALISED OUTCOMES

Under the influence of consumer trends and policy changes, we are experiencing major changes in social care and health, with technology increasingly seen as a critical component of support.

Yet, despite digital being central to our daily lives, we often separate out technology for special treatment when it comes to care or health, as opposed to viewing it as integral to helping us lead really good lives.

To shift this mindset, we must amplify the voice of people with lived experience, so we design and deliver technology that supports what individuals want – their aspirations and ambitions - rather than what suits the system.

The strategic perspective across the UK is beginning to place individuals at the forefront of health, housing, and social care reforms. This vision recognises the role that technology can play in improving outcomes and providing a personalised approach to care delivery. The goal, however, is to make sure that people are always at the heart of these crucial areas of society and the decision-making that drives them



We believe the TEC sector must put the views and opinions of people with lived experience at the heart of its work. In this session, we are introducing a paper developed by the TEC Action Alliance which explores a new narrative for TEC and examines transformative, proactive models of care that are focused on helping people live the best lives they can.”

Our speakers will outline research on attitudes to technology enabled care, along with a characterisation of exemplar proactive services: their ingredients for success and the barriers they have overcome. We’ll use these insights to discuss how other TEC providers can replicate new person-centred care models so they, too, can unlock personalised outcomes in the future.

INTEGRATION IN ACTION

The NHS is facing mounting pressures with growing waiting lists, record-high A&E waits, and ambulance delays. Social Care, too, is under unprecedented strain, with 500,000 people awaiting a social care assessment or review and 165,000 social care vacancies, alongside very high demand for social care services.

The demands of the aging population, combined with the challenges posed by COVID-19 and flu, have made the need for innovative and integrated care models more crucial than ever.

This session will delve deeper into the future of health and care, looking at Integrated Care Systems, and how they will use it TEC. A panel debate will focus on strengthening safe, quality services, building resilience for future winter pressures and how cross-collaboration between community-based teams and emergency services and new referral pathways can better support people and reduce pressure on health and care systems.

We will highlight the successes of exemplar TEC services which have reported a 75% drop in alarm calls directed to ambulance control, 85-94% of people remaining at home when their call-out is handled by

TEC responder teams and a 68-85% reduction in conveyances to A&E when integrated care solutions are used. These outcomes clearly show the powerful impact of effective, personalised services that can be achieved through integrated care systems – something that can be replicated nationwide.

The session will also explore the potential benefits and barriers of integrated community care and support options enabled by technology.

It is imperative that we embrace the use of technology in healthcare to deliver effective and personalised services, particularly in light of the mounting challenges faced by the healthcare system. The strategic leaders and thought leaders in this session are at the forefront of making this challenge a reality and delivering a better healthcare service for all.



TOMORROW'S WORLD

Unlock the art of the possible with 'Tomorrow's World', exploring how technology advancements will shape the future of Technology Enabled Care. In this session, industry leaders and experts will dive into how data-driven technology is key to boosting innovation and improving patient outcomes. Learn about the latest advancements in areas such as digital health and AI, how they are transforming the way that care is delivered, and how the advancements in care are providing a positive impact on society.

Attendees will have the opportunity to hear about exciting case studies, from the UK all the way to New Zealand, that continue to revolutionise independent living and allow people to take ownership of their lives and conditions - unlocking personalised outcomes for patients.

Hear how 'Virtual Wards' - a model of care in which patients with stable chronic conditions are monitored remotely using technology, rather than being admitted to a physical hospital ward - allows for more efficient use of healthcare resources and provides improved health and wellbeing outcomes for patients.

The importance of the switch from analogue to digital in health and social care will also be addressed, and how this switch will provide a major opportunity for innovation and improvement in technology-enabled care.

TSA will also present initial plans for their "State of the Nation" report, due to be released in November.



[CLICK HERE TO BOOK YOUR PLACE
itecconf.org.uk](https://itecconf.org.uk)

Join us to gain a deeper understanding of the possibilities and opportunities that technology can bring to the world of healthcare. Embrace the future and see how technology can empower individuals to take control of their lives and conditions, unlocking personalised outcomes along the way.

DELEGATE FOCUS:

Izabella Gruszczuk

STOCKPORT HOMES



Tell us a little bit more about yourself and your organisation

I am a Project Manager at Stockport Homes (an Arm's Length Management Organisation), working with our in-house Alarm Receiving Centre, Carecall, on their transition to digital. The service has around 3,500 dispersed customers and 1,500 customers in grouped schemes, all spread across the Stockport area.

We handle approximately 185,000 emergency alarm calls per year and the service has operated for nearly 40 years! As a part of my role, I've spent a lot of time learning about the digital shift in particular the work that Openreach are undertaking, what other Service Providers are doing and any guidance provided by the TSA.

What are the key benefits you have received from being a TSA member within the past year?

Being a member of the TSA and receiving their guidance related to the digital shift has been instrumental to Stockport Homes understanding the direction of travel for the service and developing our plans.. It has been invaluable to be able to attend various events, in person and online, to meet other organisations, make connections and learn more relating to.

Coming into the organisation only in May 2022, and having no experience TEC industry, I had a big learning curve ahead of me, and TSA have been at the centre of my learning journey and provided support.

What are you looking forward to hearing most about at ITEC 2023?

I am excited to hear more about the co-production, models of digital care and how to show leaders in health, housing and care the value of TEC. Personally, all these areas are of great value in understanding what the future might hold and to create exciting plans for a delivery of exceptional 'Technology Enabled Care plans' for customers living in both dispersed and grouped housing.

What would you like to see/hear from our ITEC exhibitors?

I would like to see what the ITEC exhibitors plans are for the future. There is now a good level of understanding in terms of what the digital solution(s) are, and it would be great to understand how the exhibitors see their platforms and products supporting connected living and collaboration with housing, health, and social care

ITEC 2023 
VISIT THE EVENT
WEBSITE TO BOOK YOUR PLACE
itecconf.org.uk



INTRODUCING:

Rich Amos

PERSON WITH LIVED EXPERIENCE

WM ADASS Regional Co-Production Advisory Group

Allow me to introduce myself. I was born in Stourbridge, went to school in Wolverhampton, spent 13 years in Gloucestershire, and moved to Shropshire in 2020. I'm interested in sports (including my beloved Wolverhampton Wanderers!), travelling, and exploring. I like to take on new things and push myself to see what I'm capable of, and have a passion for reducing the inequalities disabled people face and promoting the voice of those who struggle to get heard.

When West Midlands ADASS recently created a regional co-production advisory group, I knew I had to be a part of it. I felt my insight into the challenges I've personally faced in housing, support and care needs could make a real difference to people's lives.

I think the value of co-production begins with recognising the identities of the people who are involved. It has become the norm to classify people as just 'service users', however, this can imply a position of weakness, rather than strength. The term is also too generic – 'service user' is simply someone who 'uses services' and applies across a multitude of industries.

If we go back to a human level of what people offer and who people are, there's a multitude of identities that need to be understood in order to deliver the best care - whether that's a portrayal of socioeconomic challenges, family history etc, it's about recognising who people are for who they are.

The most important phrase when I think of production is 'equal partnership'. It's about the shift of power from organisations to both organisations and individuals - it becomes shared power and shared decision-making.

Through a culture of co-production, I'm hoping more people feel enabled to be closer to the table as part of discussions to be able to influence and shape their own lives and outcomes.

Following the success of West Midlands ADASS advisory group meetings, I was asked to speak at the TSA My Home, My Care, My Way in Birmingham in October 2022.

I have done public speaking since school, but there were definitely some last minute nerves. However, I think that is part of the appeal - that feeling when you're about to go on stage. You're putting yourself out there and you don't know how it's going to go. But I felt my message was important, and I hoped it was well received.

This has led to me being on stage to talk at ITEC 2023. I'm honoured to be able to attend this flagship event and contribute to the programme, and I hope having my voice heard is important in helping others.

I look forward to seeing you there.

Rich Amos will be speaking at the ITEC Conference on Monday 27th March

Update from the Technology Enabled Care Action Alliance

Jeremy Hughes CBE, Director of the TEC Action Alliance, outline the goals for the upcoming Green Paper launching at ITEC 2023



Jeremy Hughes CBE
Director, the TEC Action Alliance

"I know what we ought to do - I just don't do it."

How often have I heard that?

There's been plenty of guidance about how we should listen more to the voices of those with lived and learned experience of care services. There are 'I' and 'We' statements that have been adopted in the Government's 'People at the Heart of Care' White Paper. But we're not doing it consistently and we're not changing the way the system works to put people and their living needs ahead of the needs of the 'machine'. But all this is about to change.

The Technology Enabled Care Action Alliance was set up a year ago to bring about the change that has for long eluded us. For the first time it brings together specialist care technology companies, generalist technology providers like Microsoft, telecoms companies like Verizon, care providers,

commissioners and charities in one place. Informing all is the central voice of people with lived and learned experience. The Action Alliance is co-chaired by Alyson Scurfield from TSA and Clenton Farquharson from TLAP.

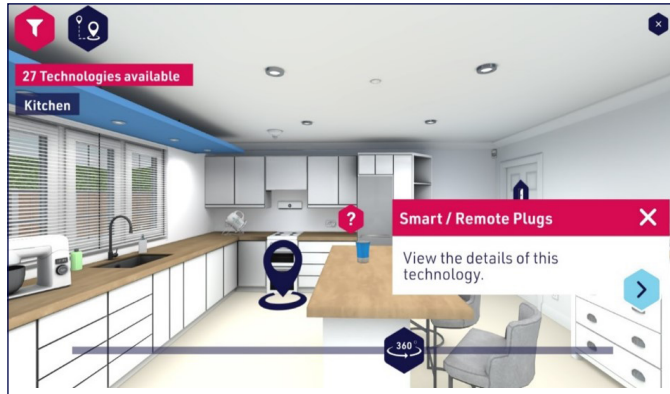
We're not changing the way the system works to put people and their living needs ahead of the needs of the 'machine'. But all this is about to change.

At ITEC in March we will be publishing a Green Paper which highlights exemplar case studies of evidence based impact of technology to improve care services drawn from across Great Britain. It also gives voice to people with lived experience through focus group input and surveys. Nine perspective pieces in the Green Paper have been written by experts from different sectors to highlight what needs to change if we're going to really deliver the potential of technology to support lives of those drawing on health and care services. From the challenge set out in the Green Paper there will then be a summer of engagement in order to produce a White Paper at the end of the year. This will set out clearly what each part of the care system needs to do differently if we are going to achieve our goals. To help with that we are also publishing at ITEC Get Started with Co-production' guide that gives you some ready made tools to listen more clearly and fruitfully to people who can help make your organisation more successful.

Find out how you can join in at ITEC or visit our website: www.tec-action.org.uk

Workforce update

Our workforce is facing unprecedented challenges. Increased demand for services, supporting people with more complex needs, an increase of 52% in the number of vacant posts - the highest it has been in 10 years, and challenges of recruitment and retention.



Now, more than ever we need to invest in our workforce to ensure they have the right knowledge and skills to deliver good quality services, and ensure they feel valued for their dedication in enabling the dignity and independence of the people they support and their families.

The State of the Adult Social Care Sector and Workforce 2022 report by Skills for Care published in October identified the need to invest in learning and development as being essential.

It reported investing in learning and development reduced the average staff turnover rate to 31.7% amongst those that received some form of training compared to 41.2% amongst those that hadn't; and continued investment in staff training reduced the average turnover of workers who received more than 30 instances of training (24.7%) when compared to care workers with one instance of training (33.8%).

One of TSA's core aims when it comes to workforce development is about creating the right environment for TEC to thrive; ensuring our workforce have the right knowledge, skills, and behaviours to deliver good quality services. We do this through our **virtual group courses**, which can be booked to the end of the year; through our **Learning Journeys** that support organisations in ensuring their workforce have the right skills to undertake their roles, and by developing new skills and behaviours and through our exciting new **Building Your TEC Knowhow** eLearning tool, designed to build knowledge, understanding, and confidence in TEC.

What's coming up?

The highlight of March will be the **ITEC 2023 conference** on 27th and 28th March where you can explore the Building Your TEC Knowhow eLearning tool, speak to us about your learning and development requirements or attend one of our interactive workshops.



THE DIGITAL HEALTHCARE SHOW

26 - 27 APRIL 2023 + ExCeL LONDON

The Digital Healthcare Show are excited to announce that the conference programme is now live. This year's conference will take place on 26-27 April 2023 at ExCeL, London and will feature a diverse line up of expert speakers, engaging panel discussions and informative sessions.

With five tailored content theatres focused on data, analytics, AI, the digital future, digital transformation, interoperability, accessibility, automation and technology enabled care, the event is designed to help attendees enhance their skills and stay up to date on the latest industry trends.



Registration is free for all healthcare and allied healthcare professionals and is available to book [here](#)

Some of our top speakers at this year's Digital Healthcare Show include:

- **Matt Whitty** - Director of Innovation, Research & Life Sciences, NHS England
 - **James Austin** - Director of Data Strategy and Policy, NHS Digital
 - **Linda Vernon** - Acting Digital Culture and Transformation Clinical Lead, Lancashire and South Cumbria ICB
 - **Minal Bakhai** - Director for Primary Care Transformation, NHS England
 - **Tara Donnelly** - Director of Digital Care Models, NHS England
 - **Stephanie Somerville** - Programme Director of Community Transformation, NHS England
 - **David Sgorbati** - Chief Analyst, The Health Economics Unit
- For further information and to register [click here](#)**



TAPPI: Co-production underway

It's been a busy few months on the TAPPI project with staff champions at our six testbeds working with tenant champions to explore how technology can improve their lives.

We've seen lively discussions at coffee mornings, TEC showcase events and co-production zoom meetings, with tenants sharing their views on what they and other residents want from technology.



Tenant coffee morning at Bield Housing & Care

Media Coverage

Dr Lynne Douglas, chief executive of Bield Housing & Care, our Scottish testbed, has written an insightful piece for Holyrood.com about why Bield is involved in this project and what they hope to achieve:

“Equipment and tech-enabled devices are often given to older people without meaningful conversations first. Asking someone about their passions and what they want to do more of in life helps to personalise digital solutions. It also means we don't make decisions on behalf of individuals and then run the risk of them not engaging.”

Dr Lynne Douglas

Read Lynne's full comment piece here



Personal Stories

We're capturing these ambitions, along with the challenges, in a series of case studies about our inspiring tenant champions. These stories will be shared over the next few months along with photos of residents testing technology. We want to communicate not just the opportunities that TEC offers, but also the barriers to be overcome, so watch this space to read about tenants' real experiences.

ITEC 2023 - meet the TAPPI team

We're very excited that Jolie Goodman and Pete Fleischmann from Co-production Works, TAPPI's co-production delivery partner, will be speaking at ITEC in March, along with some of our brilliant tenant champions. Find out all about co-production and get some valuable tips on how to get the process right.

For further details on TAPPI2, visit: www.housinglin.org.uk/TAPPI2



Rachel Mason, of 24/7 Grid, wins the Digital Service Transformation award



A huge congratulations to Rachel Mason, founder of 24/7 Grid and members of TSA, for winning the Digital Service Transformation award at the recent #digihealthcare23 event in Edinburgh!

Rachel's visionary approach, "People want to live a life, not a service," with Social Work Scotland has clearly resonated with judges and stakeholders alike, earning her well-deserved recognition for her outstanding work.

Even though Rachel couldn't attend the ceremony in person, her spirit and impact were felt throughout the event. We are thrilled to share this wonderful achievement and celebrate Rachel's contributions to digital service transformation.

We're proud to be part of a community that recognises the importance of innovation and excellence in digital service delivery, and we extend our warmest congratulations to Rachel and the entire 24/7 Grid team.

Rachel will be exhibiting alongside the 24/7 Grid team at ITEC 2023 - be sure to give her stand a visit.

Other Member News

In other member news, CareLineLive have announced that an innovative hospital discharge model implemented by one NHS Trust leads to additional release of 60 beds daily.

Docobo have released a highly intriguing article Virtual Wards - what's new for the NHS in 2023, and Oysta have developed social care devices that can help patients be discharged three days earlier than before, trials have shown.

For all of the latest member news, visit the member news section on our website.

Influencing and Lobbying

Alyson Scurfield and Charlotte Dugdale speak at Digital Health & Care Scotland

TSA's Chief Executive Alyson Scurfield and Head of Membership Services Charlotte Dugdale were honoured to have recently been invited to speak and attend the Digital Health & Care Scotland conference in Edinburgh. They expressed their gratitude for the opportunity to share their insights on Technology Enabled Care and Unlocking Personalised Outcomes with such a distinguished group of professionals.

During the two-day event, both Alyson and Charlotte attended insightful and inspiring sessions that opened their eyes to the amazing work being done by thought-leaders in the health and care sector. They were inspired by how the speakers and attendees were making a huge difference in the industry and changing people's lives across the UK through the use of digital technology.



A huge thank you to all who made this event possible, including the organisers, sponsors, and all the attendees who participated and shared their knowledge and expertise. They emphasised the importance of collaboration and partnership in driving innovation in the health and care sector and using digital technology to transform the lives of people around the world.



The voice of technology
enabled care

The industry and advisory body for technology enabled care



Quality · Safety · Innovation

**Embedding quality, safety and innovation in technology
enabled care**

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