

**TSA**<sup>TM</sup>

# The Repositioning of Technology Enabled Care from 2020 to today

*Alyson Scurfield, Chief Executive*



# Our Strategic Journey

2019

1

**PRIORITY:  
DATA**

DATA RICH,  
INTELLIGENCE POOR

2

**PRIORITY:  
WORKFORCE**

WORKFORCE,  
CULTURE AND CHANGE

3

**PRIORITY:  
PARTNERSHIPS**

PUBLIC PRIVATE PARTNERSHIPS:  
SHARING RISKS AND REWARDS

2020



# “Building Back Better”



## TSA PRIORITIES

### 1 THE VOICE OF AUTHORITY IN TEC

Our voice in Health, Housing and Care sectors to enhance the understanding, development and adoption of technology in care. We will serve as trusted, authoritative representative of the TEC community and ensure members and sector are more broadly represented with decision makers in government and beyond.

### 2 THE TEC KNOWLEDGE HUB

We will be the trusted source of knowledge for those working in the broad Health, Housing and Care sector and our memberships. We will establish a knowledge-based community of practice and an information-rich hub for novel connections that match needs and opportunities.

### 3 THE TEC PROFESSIONAL BODY

We will set and maintain professional standards in Technology Enabled Care through the development of the QSF. We will develop and implement quality standards that drive the practical delivery of technology solutions, improving outcomes for people. We will build skills and enhance the standing of organisations and people working in the care sector.



2021 > 2022  
**BUSINESS PLAN**



# Sector Partnerships and Collaborations



NHS England and NHS Improvement



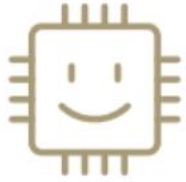
Department  
of Health





# Recommendations

## “The role of technology in a reformed social care system”



**Technology enabled services need to be proactive** and co-produced with people, their families and carers.



**Digital infrastructure, skills and approaches in adult social care must improve** so individuals and the care workforce can maximise digital opportunities.



**People must own and control their health and social care data** and enable access by the right people, at the right time.



**More collaboration is needed in care and support** across all levels, so services and policies are joined-up and contribute to the wider wellbeing of people, their families and carers.

# Technology Enabled Care Forms Key Part of Adult Social Care White Paper

## Policy - Implementation

**“The right care,  
in the right place,  
at the right time”**

**“Making every decision  
about care a decision  
about Housing”**



Policy paper

## **A plan for digital health and social care**

Published 29 June 2022

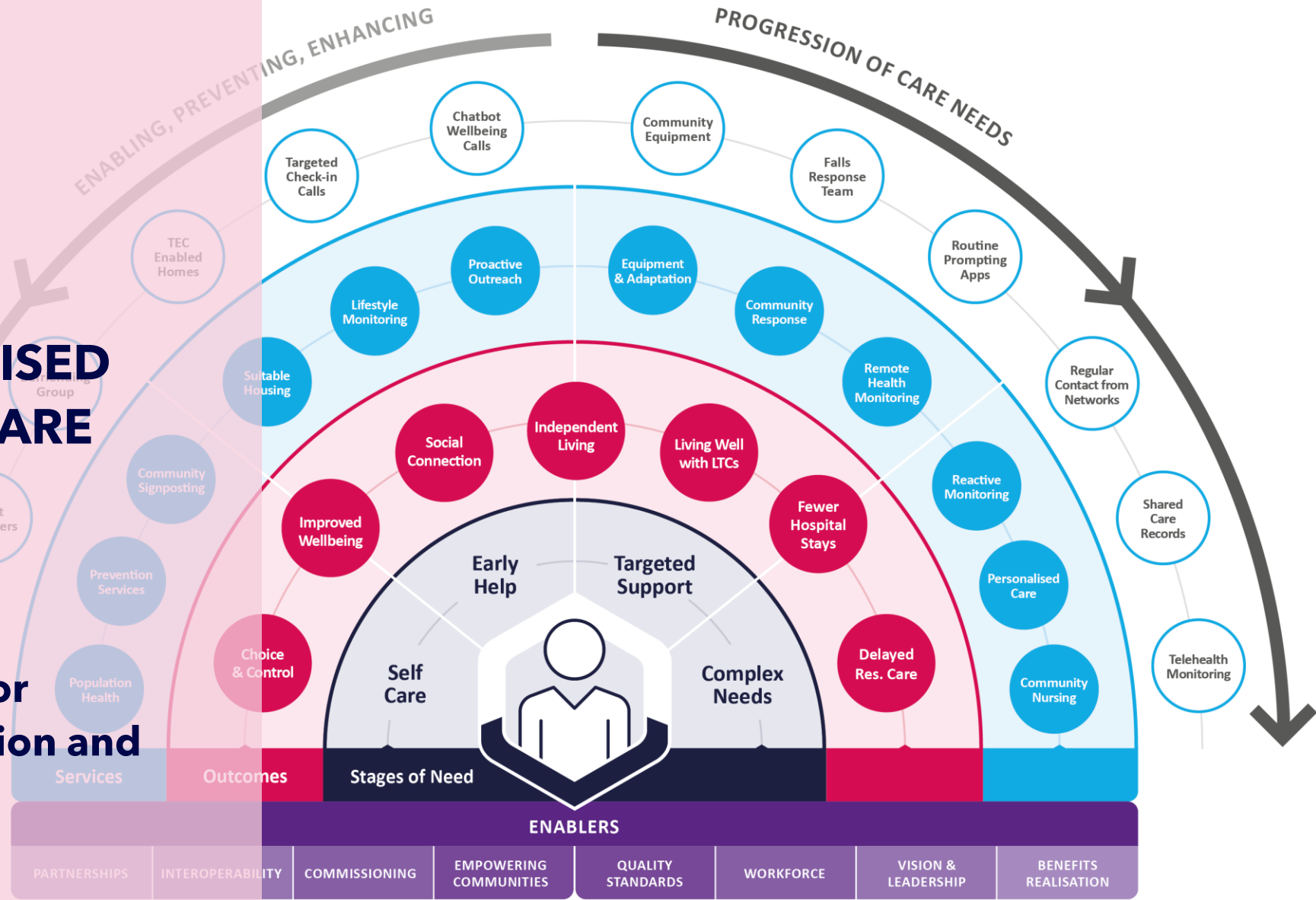
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of Health

# THE PERSONALISED INNOVATION CARE MODEL

The key enablers for successful integration and implementation





# TAPPI2: from Principles to Implementation

## OBJECTIVES

- Test 10 TAPPI principles in locality 'testbeds'
- Gather the evidence of what is possible
- Challenge what is perceived to be impossible
- Co-produce a 'TAPPI Framework'

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



Housing LIN

*Connecting people, ideas and resources*



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enabled care



Remarkable research  
for healthy ageing

THE DUNHILL MEDICAL TRUST

#TAPPI





## Engagement

# 40%

Increase in engagements during the current business plan (compared to previous two years)

# TSA Guidance

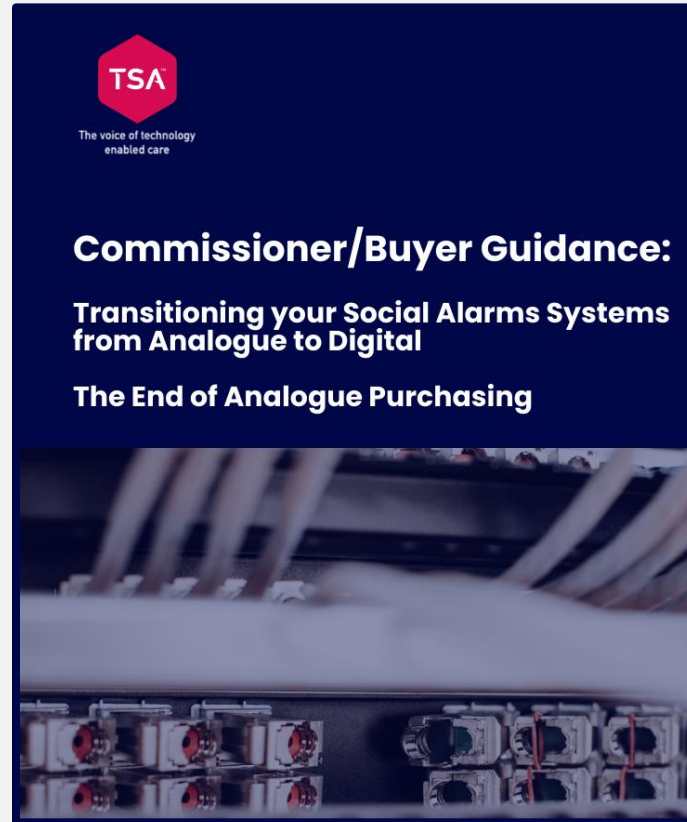
## Quality Improvement Programme Board



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**Managing Risk and Future-Proofing the Technology Enabled Care Sector**

TEC Services Association's Technology Strategist Steve Sadler reveals the key findings and survey results from TSA's Special Interest Group 14 of the medium and emergent risks within the TEC landscape.



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**Commissioner/Buyer Guidance:**  
**Transitioning your Social Alarms Systems from Analogue to Digital**  
**The End of Analogue Purchasing**



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GUIDANCE DOCUMENT FOR TECHNOLOGY ENABLED CARE (TEC) ALARM RECEIVING CENTRES (ARC)  
**AMBULANCE CALL HANDLING TOOLKIT**



IMPLEMENT AND TRAIN TEAMS    TEST THE PLAN    REVIEW

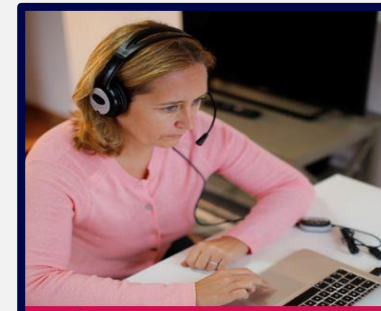
Business Continuity Planning Best Practice Examples & Lessons Learnt from Covid-19 -  
**Safe Working Environments for TEC**

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Infection Control & TEC Equipment Decontamination during COVID-19©

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TSA Q&A Guides  
**Home Working Technology**  
During the COVID-19 Crisis©



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Safe Working Environments  
GUIDANCE FOR COMMISSIONERS DURING COVID-19:  
SPECIALIZED GROUP LIVING, INSTALLATION & MAINTENANCE OF TEC

# TEC Quality developments

TEC  
Quality

## EQUIPMENT & WHEELCHAIR SERVICES

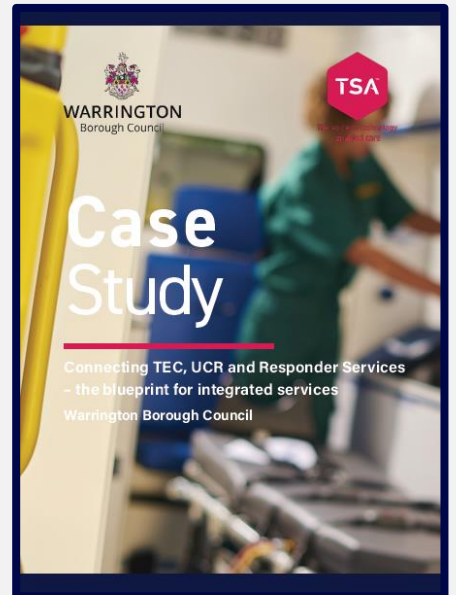



  
National Association of Equipment Providers  
Appropriate equipment in the right place at the right time



## NEW MODULES

Supply Sector/Solutions Provider  
service delivery module




  
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### Technology Enabled Care Call Handling Decision Support Tool

Introduction   Flowchart   999 Questions   Dictionary   Presenting Conditions

TEC Decision Support Tool V1.8 Copyright © TEC Services Association C.L.C. All rights reserved

  
Quality · Safety · Innovation

USERNAME / EMAIL

PASSWORD

Remember username

This is a non-production site

## DIGITAL AUDITING PLATFORM



# Quality Standards Framework

New certifications in 2021

22 Individual organisations

12 Multi sites





# Quality Standards Framework

New certifications/onboarded in 2022

15 Individual organisations

10 Multi sites

TEC  
Quality

TEC  
Quality

Agilisys

mh Millbrook  
HEALTHCARE GROUP

TENDERTEC  
*connected caring*

Cambridgeshire  
County Council

CROYDON | Delivering  
for Croydon  
[www.croydon.gov.uk](http://www.croydon.gov.uk)

Blackwood  
homes | care | support

SENTINEL

GENESIS  
MONITORING SOLUTIONS

vayyar™

Mole Valley Life  
MOBILE • INDEPENDENT • SOCIAL

Pivotell



SKYRESPONSE



WARRINGTON  
Borough Council

Community  
Integrated  
Care

Longhurst  
Group

NRS  
Healthcare

# Workforce Development

TSA



Ensuring the sector and workforce has the right capabilities, **mindset** and **culture** to embed technology-enabled care into service provision.



## VIRTUAL HOUSE



## LEARNING JOURNEYS

### Workforce Development Learning Journeys

Bespoke learning journeys designed and developed to suit your organisation's exact needs in order to build the right knowledge, capabilities and skills at the right time to the right audience.



#### Engage

Enquiring into how we can support your organisation's workforce development needs is the first step into creating an engaged, informed and valued team.



#### Assess

We work with you to understand your requirements, including challenges, goals and objectives, whether that's to improve knowledge and skills or support mental well-being.



#### Define

We define the levels of knowledge, skills and behaviours your organisation needs to succeed. We're then able to create tools and training courses with mix of learning experiences, refresher training and skills enhancement, while encouraging a culture of knowledge sharing.



#### Develop

We build a workplace development strategy that achieves your goals, this may include the creation of tools, bespoke e-learning packages, instructing internal trainers, reviewing current management processes along with performance review recommendations to ensure best practice.



#### Refine

Once the plan has been developed, we present the options, at which point we review and refine your priorities and finalise a plan.



#### Deliver

To minimise disruption, we establish an effective delivery timeline to provide the necessary consultancy services, and implement the tools and training for maximum impact.

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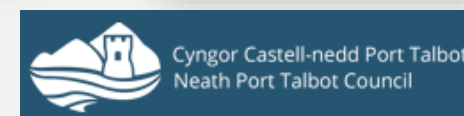
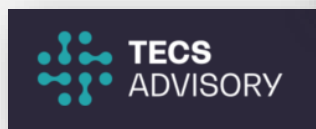
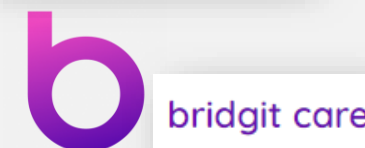
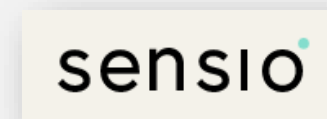
**"Delivering the best care for our population relies on our people having the right skills and knowledge to leverage all digital tools available."**

Stacie Coburn, Director of Performance Cambridgeshire and Peterborough ICS

# NEW TSA Members 2021 to today



KENT TELECARE  
LIFELINE SOLUTIONS LTD







**Together driving  
Change and Action for  
TEC.**

Co-production  
User voice  
Data  
Language  
Integration

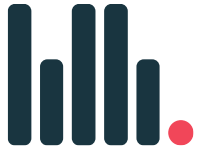




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## Corporate Partners



## Organisational Partners





## **We are together, committed to making a difference**

"...the most important partnership of all is with you, the *people* behind the organisations that make up the technology enabled care sector.

We are all committed to making a difference, to transforming lives for all, and this will be the essence of our business plan.

Alyson Scurfield, CEO