Our Mission

TSA

Drive Transformation and Growth of the TEC sector strengthening Partnerships, Data & People.

TEC Quality

Ensure Quality and safety setting, developing standards and providing independent and trusted audit and certification.
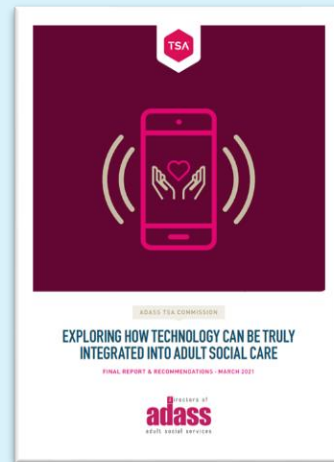
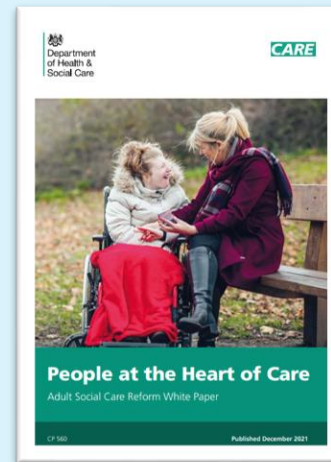# Unlocking Personalisation: Turning Strategy into Action

TSA Sector Insight Report

July 2020

ADASS & TSA Commission

March 2021

People at the Heart of Care

Dec 2021

Levelling Up the United Kingdom

Feb 2022

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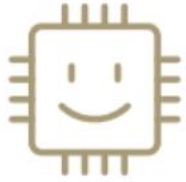
Technology enabled services need to be proactive and co-produced with people, their families and carers.

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.

https://youtu.be/ZxWMKugQWEA

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

TSA

ENABLING, PREVENTING, ENHANCING

PROGRESSION OF CARE NEEDS

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Proactive Outreach

Lifestyle Monitoring

Suitable Housing

Community Signposting

Prevention Services

Population Health

Equipment & Adaptation

Community Response

Remote Health Monitoring

Reactive Monitoring

Personalised Care

Community Nursing

Independent Living

Social Connection

Improved Wellbeing

Choice & Control

Living Well with LTCs

Fewer Hospital Stays

Delayed Res. Care

Early Help

Targeted Support

Self Care

Complex Needs

SERVICES

OUTCOMES

STAGES OF NEED

ENABLERS

| PARTNERSHIPS | INTEROPERABILITY | COMMISSIONING | EMPOWERING COMMUNITIES | QUALITY STANDARDS | WORKFORCE | VISION & LEADERSHIP | BENEFITS REALISATION |

Quality . Safety . Improvement

Elevating standards and driving continuous improvement in Technology Enabled Care

TEC Quality

UKAS PRODUCT CERTIFICATION

- ✔ CQC Quality Assurance Framework

Care Quality Commission

- ✔ Decision support tool for Technology Enabled Care service providers

NHS England and NHS Improvement

- ✔ Universal Response Service

NHS England

Workforce Development

46.5%

Of people said they are NOT very confident that staff have the tools and skills to deploy digital solutions
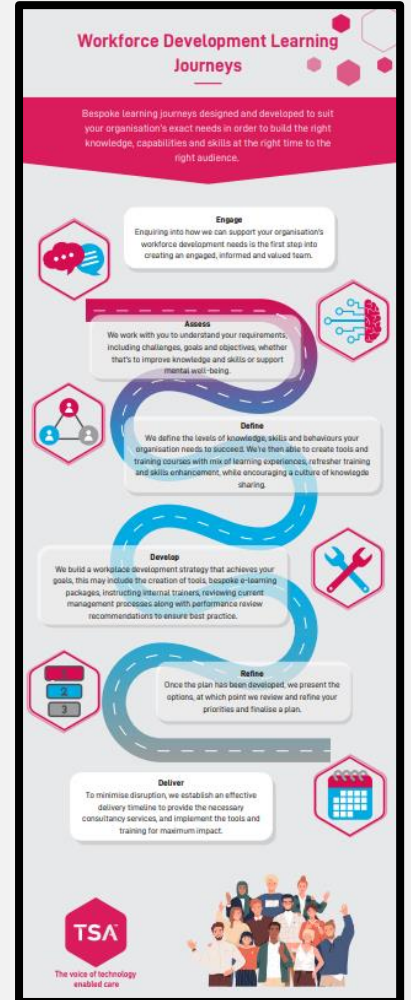
Ensuring the sector and workforce has the right capabilities, **mindset** and **culture** to embed technology-enabled care into service provision.

"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

VIRTUAL HOUSE
"immersive learning"

- 27 Technologies available
- Kitchen

Smart / Remote Plugs
View the details of this technology.

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 workforce 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.

TSA
The voice of technology enabled care

TAPPI 2 - Personalisation in ACTION

Housing LIN

TSA — The voice of technology enabled care

Remarkable research for healthy ageing — THE DUNHILL MEDICAL TRUST

Co-production

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

Workforce, vision and leadership

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

Standards

We should work with technology providers and other adult social care stakeholders to drive the adoption of quality standards.

Evidence evaluation and benefits realisation

Wellbeing and cost benefits continuously collated

Creation of the blueprint

What good looks like

Hands on Support in the community

Delivery of a Personalised Care Innovation Programme

Tappi Framework

CO-PRODUCTION WORKS

Cambridge Centre for Housing & Planning Research

Thank you