

TSATM

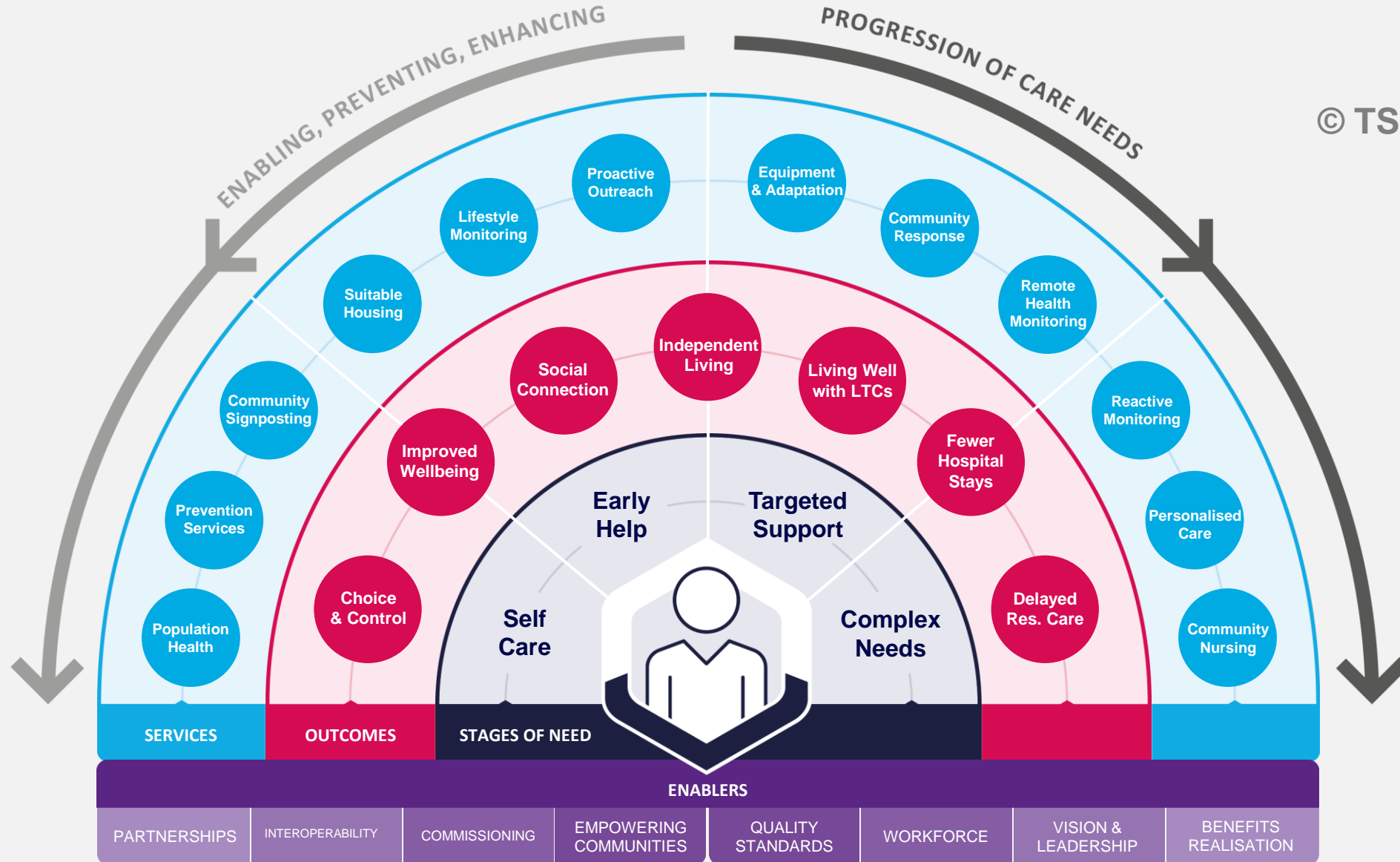
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Digital care technology & support services – slowing down the progression of need



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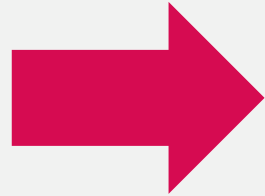
Supporting the Shift Towards Proactive & Preventative Services



TSA™

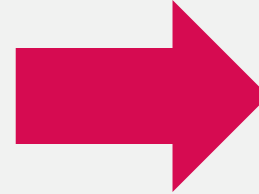
TRADITIONAL

A combination of physical care and reactive services only



DIRECTION OF TRAVEL

A blend of physical care, proactive care and reactive care services



FUTURE

A blend of physical care, proactive care and reactive care services
Informed by data and predictive insights

Why shift to a more proactive service model?



Proactive services provide four clear benefits to health and care commissioners and service providers:

- Support the delivery of better care experiences and better personalised care outcomes – moving away from ‘just in case’ support to enabling support
- Support effective capacity management by indicating when intervention is required, but also when it is safe to step back.
- Help realise cost avoidance and reduction where aligned to greater independence across social care and health.
- Support the development of non-emergency responder services in partnership with voluntary and not for profit organisations to coordinate support for individuals.

Key drivers for proactive engagement TEC development areas across Social Care, Health, Public Health and Housing



Inactivity monitoring/dehydration - identifying lack of movement, using hydration monitoring - providing prompts to move about the property, make a drink - focus on reducing risk of UTI/falls

Reducing risk of falls - utilising fall detection systems, wearables and activity sensors to understand falls risks and capture predictive data/trends or utilising gait analysis and exercise programmes

Delivering proactive (video) calls to identified vulnerable/socially isolated people to promote Public Health messages – e.g. keeping hydrated, preparing for Winter, reminder of exercise routines post reablement

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Supporting independence in the community – enabling activity outside of the home, supported through location devices, fall alerts and two-way communication to reduce risks and enable timely response to the individual

Enabling care delivery at distance - through virtual care visits (medication checks, wellbeing calls) – working in collaboration with domiciliary care agencies to mitigate carer capacity issues

Embedding digital technology within housing provision – effective support of vulnerable tenants (wellbeing clinics, social inclusion) and enabling efficiencies (AI delivering wellbeing checks at scale, concierge services, reminders/calendars, hydration monitoring/insights)



The voice of technology
enabled care

Thank you

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