

**The right care  
The right place  
The right time**

Alyson Scurfield, CEO, TSA

24 January 2023



**unlocking  
personalised  
outcomes**

# Our Mission



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



Ensure Quality and safety setting, developing standards and providing independent and trusted audit and certification.



# Unlocking Personalisation: Turning Strategy into Action



**ADASS & TSA Commission**

March 2021



**People at the Heart of Care**

Dec 2021



**A Healthier Wales: our Plan for Health and Social Care**

Oct 2021  
(Refreshed Report)



**Digital and Health and Care Strategy - Scotland**

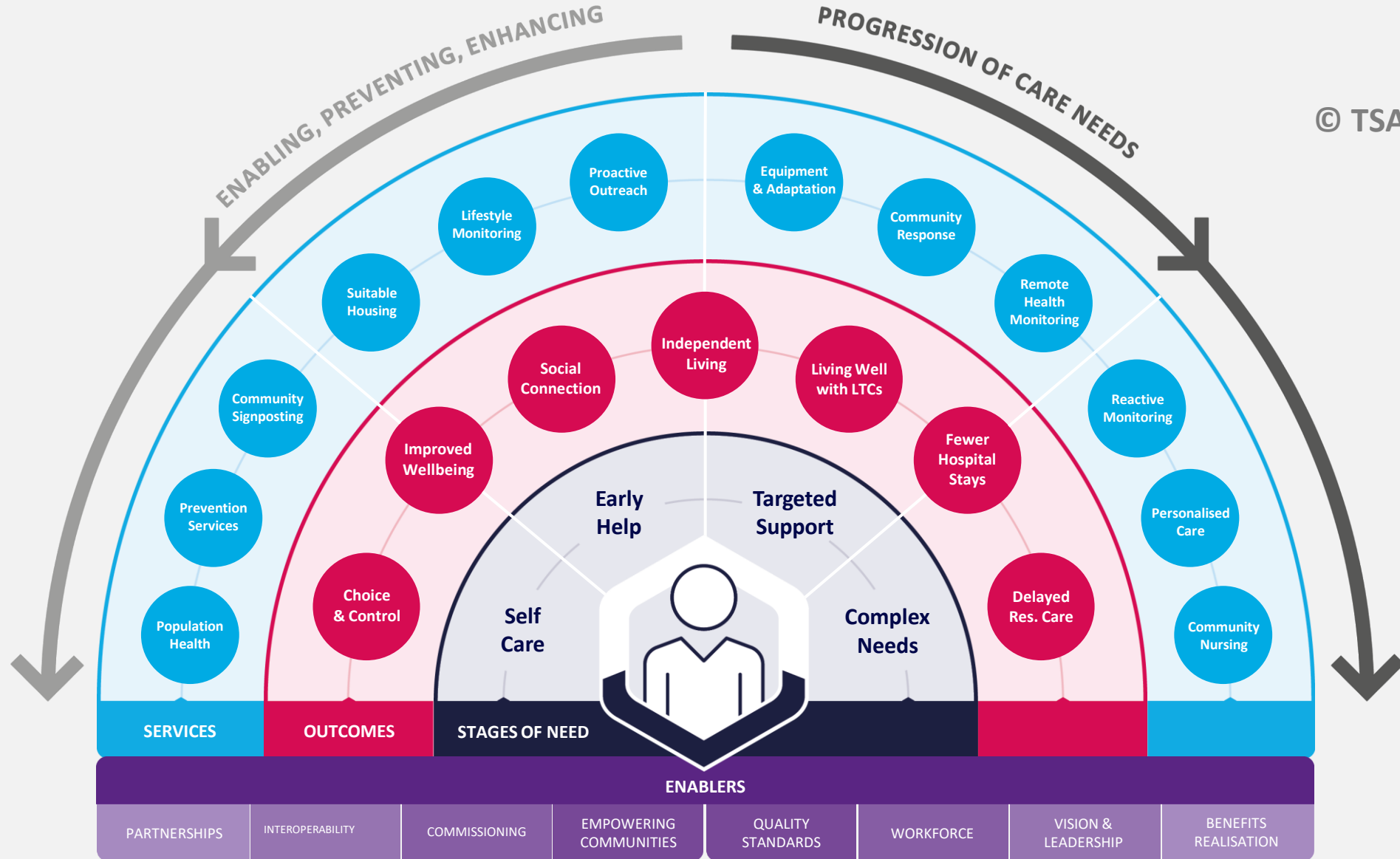
Oct 2021  
(Refreshed Report)



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



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# Technology for our Ageing Population: Panel for Innovation

## From Principles to Implementation



Remarkable research  
for healthy ageing  
THE DUNHILL MEDICAL TRUST



The voice of technology  
enabled care



Housing LIN

Connecting people, ideas and resources



#TAPPI

# Technology for our Ageing Population: Panel for Innovation

## From Principles to Implementation



### Co-Production and Engagement Partner



### Evaluation and Shared Learning Partner



### Six Demonstrator Sites



#TAPPI

## Elevating standards and driving continuous improvement in technology enabled care



The United Kingdom Accreditation Service (UKAS) is the sole national accreditation body for the United Kingdom.

TEC Quality is the **only** UKAS accredited scheme in the UK for technology enabled care.



# Going further for winter universal community based falls response



## ***Use of community-based falls response services presents significant opportunities to:***

*1) Enhance outcomes and experience for those who fall, through improving initial response times and reducing the risk of long lies.*

*2) Improve system efficiency, focusing ambulance capacity where it is needed most and building on existing community-based provider models.*

### **Amanda Pritchard**

Chief Executive  
NHS Foundation England





# Workforce Development



46.5%

VIRTUAL HOUSE



Of people said they are NOT very confident that staff have the tools and skills to deploy digital solutions

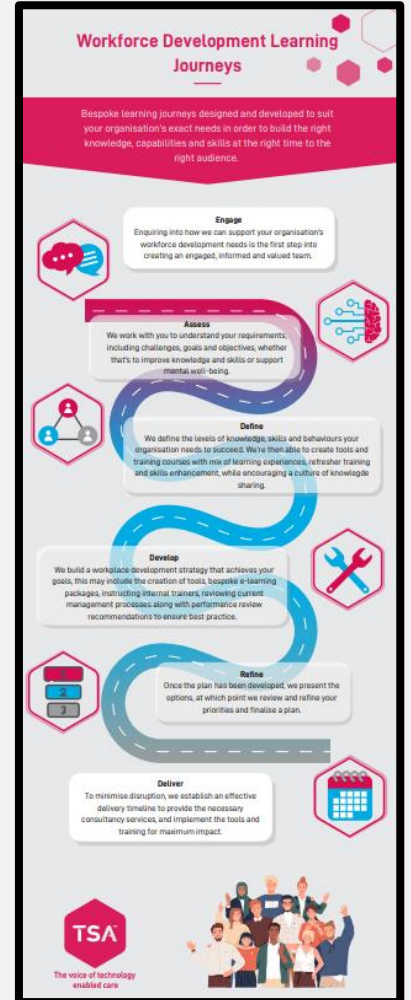
Ensuring the sector and workforce has the right capabilities, **mindset** and **culture** to embed technology-enabled care into service provision.

**“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



## LEARNING JOURNEYS



# Personalisation in ACTION



## 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

Creation of benefits realisation and impact evaluation



## Creation of the blueprint

What good looks like  
Hands on Support in the community  
Delivery of a Personalised Care Innovation Programme



**Thank you**