

Characteristics of a mainstreamed Technology Enabled Care service: *The 5 tests*

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Session content: The 5 tests for mainstreamed TEC

- 1. Leadership, not laissez faire**
- 2. Outcomes, not inputs**
- 3. People, not gadgets**
- 4. Evidence, not sentiment**
- 5. Collaboration, not isolation**

Does your service pass the tests? The killer questions you need to ask...

Test 1: Leadership, not laissez faire

What does *well-led* TEC look like?

During 'business as usual' times:

- The DAS tells TEC case stories and is convinced that technology will play a part in a sustainable social care service, even if they don't yet know *how*

In the midst of a pandemic lockdown:

- TEC is inside the tent; a trusted partner and a source of expertise that leaders turn to for ideas and rapid solutions



Test 2: Outcomes, not inputs

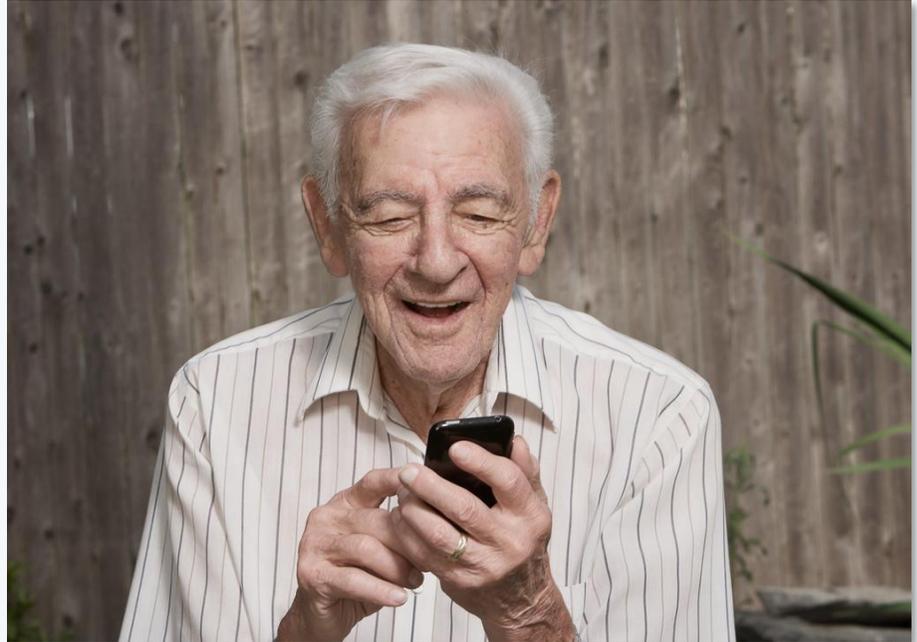
What does *outcome focused* TEC look like?

During 'business as usual' times:

- **ALL** conversations about TEC focus on service user needs and desired outcomes; care practitioners are largely indifferent about which boxes and wires are used

In the midst of a pandemic lockdown:

- Just like normal times, but user needs may be more urgent or complex, so the response must be faster and more nuanced



Test 3: People, not gadgets

What does it look like when TEC is recognised as a *people issue*?

During 'business as usual' times:

- TEC processes are designed so 'the right thing to do is the easy thing to do' for care practitioners, and TEC training is frequent and compulsory

In the midst of a pandemic lockdown:

- Senior leaders ask: "How do our people need to change what they do and could technology help?"



Test 4: Evidence, not sentiment

What does having robust *evidence of the impact of TEC* mean?

During 'business as usual' times:

- Senior leaders are strong advocates of TEC; they demand and invest in TEC service growth and development

In the midst of a pandemic lockdown:

- The TEC service is trusted by decision-makers to respond fast and cost-effectively



Test 5: Collaboration, not isolation

What does *collaboratively delivered* TEC look like?

During 'business as usual' times:

- Senior leaders say “we cannot achieve our aims alone”; organisational culture and policies encourage working with others

In the midst of a pandemic lockdown:

- Innovative solutions can be developed quickly because the mind-set and relationships are in place



5 killer questions to ask about your TEC service

- How can your TEC service capture the imagination of senior leaders?
- Would all your care practitioners say “TEC enables better outcomes”?
- What change would have the biggest impact on TEC referrals?
- What would cause decision-makers to say “give me more TEC”?
- Are you co-designing operational TEC solutions with others?

The TEC service is like an ***iceberg***

New gadgets may ***catch the eye***

But the real enablers of success sit ***below the surface***

Mainstreaming TEC is a ***system change challenge***