

# TSA Virtual Surgeries 2021



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Committed to Making a Difference / Inspiring Trust and Confidence / Stronger Together





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# TSA / ADASS Commission



# EXPLORING HOW TECHNOLOGY CAN BE TRULY INTEGRATED INTO ADULT SOCIAL CARE

Valued input from the consortium of sponsors:

Taking  
Care

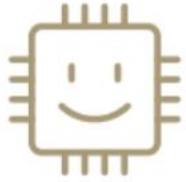


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# What are our recommendations?



**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.

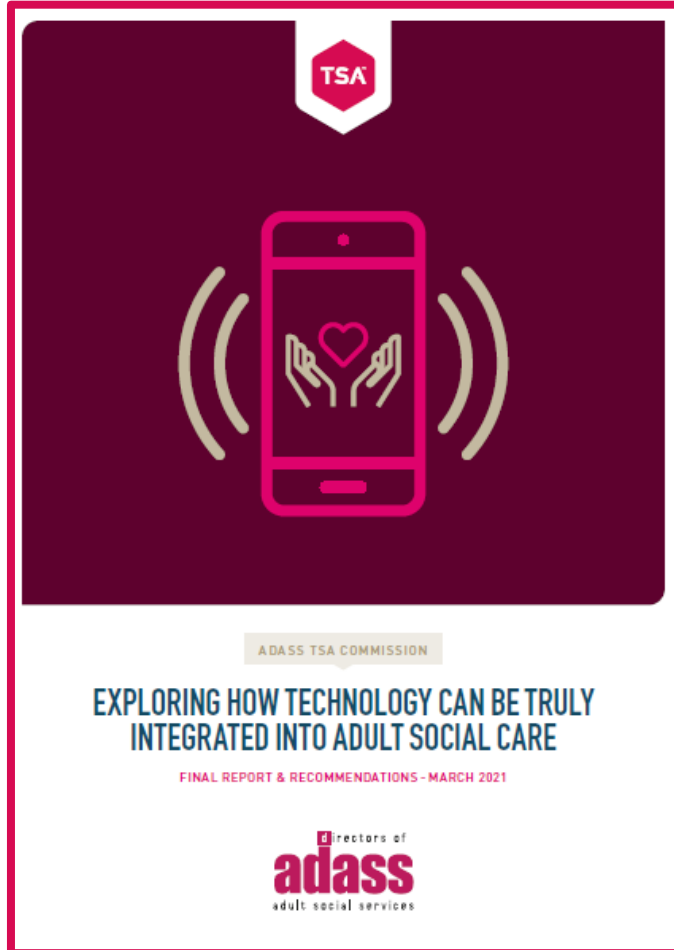


**People must own and control their health and social care data** and enable access by the right people, at the right time.



**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.

# Download The Report



<https://www.tsa-voice.org.uk/adass-tsa-comm/>



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# The Quality Standards Framework (QSF) Update

# TEC Quality Update

- **UKAS Extension of Scope (February 2021).**
  - Community Equipment Module
  - Supply Module.
- **Supplier Trailblazer Programme**
  - Interoperability
  - ISO Mapping
  - Commissioning/Service Provider Buyer Guidance
- **Proactive and Preventative Care Model**
  - Maturity Matrix
  - SIG programme
  - Trailblazer programme
- **BS and EU Standards changes.**
- **Scheme Review – Changes in the Quality Standards Framework**
- **QSF Support**
  - Customer Feedback and future Webinars.
- **Future projects: Telehealth and Virtual Wards.**



# The NEW Trailblazer Supplier Programme

A new programme supporting solution providers go the extra mile in delivering safe and quality technology enabled care



Trailblazer 1 - May 2021



key**safe**  
trust quality passion

 **orbl**  
TECHNOLOGIES

**Caburn**   
**Solutions**

  
alcove

how**z**

  
Anthropos

**HUMAX**

**Yokeru**

 **Chubb**

 **Karantis**  
360

doro 

Trailblazer 2 -  
July 2021



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# Workforce Development



# ACADEMY

Developing your people to  
deliver exceptional care



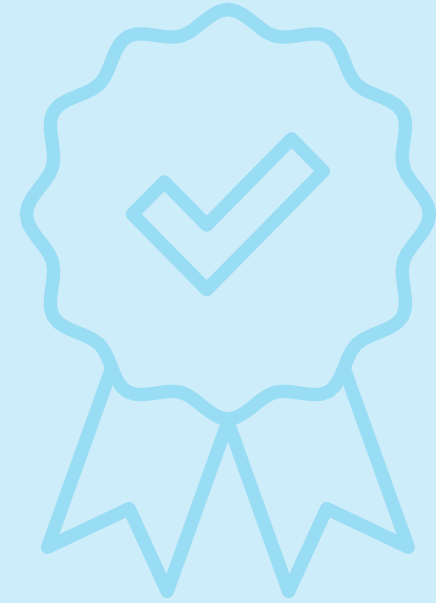
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# Training Delivered

8 Organisations

46 Sessions

456 Staff





# ACADEMY TEAM



**Helen Blythe**

Head of Workforce Development, TSA training@tsa-voice.org.uk A globally experienced leader, Helen has over a decade working in senior Learning,



**Samantha Davies**

Workforce Development Lead Consultant, TSA training@tsa-voice.org.uk Samantha Davies, Workforce Development Lead Consultant for TSA is driven to



**Phil Clarke**

Phil is an experienced trainer, facilitator and coach, specialising in management and leadership skills and programmes that improve the customer and



**Ian Graham**

Graham is an engaging and knowledgeable trainer and coach, focussing on communication skills, wellbeing and customer service. Ian has 15 years of



**George Ashby**

George is a supportive trainer and facilitator, focussing on developing communications, call handling and team



**Suzanne Shaw**

Suzanne is an engaging trainer and facilitator with expertise in developing teams, communication and sales. Her



**Derrick Lane**

Derrick is a seasoned professional in training, learning and assessment with expertise in quality, emergency



**Chris Mullen**

Chris is a passionate trainer and facilitator, specialising in wellbeing, mental health and teamwork. With 10 years



# ACADEMY INSIGHTS - WORKFORCE BLOG FOR TECHNOLOGY ENABLED CARE



## How British Red Cross Workforce Embraced Digital

Date: 18 May 2021

BY ROSS PITBLADDO, TECHNOLOGY BUSINESS PARTNER, INFORMATION & DIGITAL TECHNOLOGY Pre pandemic some of our Independent Living (IL) teams were spending up to an hour of their working day driving back and forth to an office to check emails, to look up case notes or even to complete online elearning.

Culture Training Transformation



## Samantha Davies brings her training expertise to the TSA

Date: 11 March 2021

Workforce needs are challenging and varied, including not only frontline workers but up to managers and commissioners, informal carers and support workers and tech innovators. Samantha Davies joins TSA as the Workforce Development Lead Consultant in March 2021, using her knowledge and insight to

### Search

### Categories

- Culture (3)
- HR (1)
- Learning (1)
- Research (2)
- Strategy (2)
- Training (2)
- Transformation (5)
- Workforce Tips (1)

### Popular Tags

Alyson Scurfield Workforce Development

English for Workplace (en\_wpl) -

**PROACTIVE & PREVENTATIVE CARE**

**NHS**

USERNAME  
sarahthorpe

PASSWORD  
\_\_\_\_\_

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Create new account  
 Forgotten your username or password?  
[Login instructions](#)

Some courses may allow guest access  
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Developing your people to deliver exceptional care

Dashboard

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ENGLISH FOR WORKPLACE (EN\_WPL)

Learning

▼ All Search Last accessed Expanded

PROGRAM

**Delivering Proactive and Preventative Care**

Complete all in any order (0/8) **Start**

→ Workforce  
Enrolled

16:37 02/06/2021

Course: Workforce

hub.tsa-voice.org.uk/course/view?id=15

Workforce

Dashboard / My courses / Workforce.

**Workforce**

**Videos**

Click the images below to see Workforce related videos:

**TSA - The Digital Switchover: Analogue to Digital for Telecare Services**

16:59 02/06/2021

If you would like a copy of our Learning Brochure or for a consultation, contact:

[training@tsa-voice.org.uk](mailto:training@tsa-voice.org.uk)





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## TSA's Events

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# TSA Innovation Showcase Webinars

7th July, 09:30 – 11:30

**Theme** - TEC supporting hospital discharge, step-down and reablement

13th July, 09:30 – 11:30

**Theme** - Utilising Connected Care solutions and services to support evidence-based decision making

## Recently Past Showcase Webinars

29th June

**Theme 1** - Enabling solutions to support Learning Disability & Mental Health needs

**Theme 2** - Utilising Connected Care solutions and services to support evidence-based decision making

To book on a webinar visit – <https://www.tsa-voice.org.uk/events/tsa-innovation-showcase-webinars/>

To watch back a webinar visit – <https://www.tsa-voice.org.uk/events/webinars/>





# TSA Annual General Meeting

15th July, 13:30 – 14:00

- Members only meeting
- Showcasing the highlights of the TSA over the last 12 months
- Including the formal AGM business of the TEC Services Association C.I.C
- The AGM will be held as a virtual meeting, and you can register to attend the AGM using the following link:

<https://attendee.gotowebinar.com/register/3913898971945152527>



# TSA upcoming webinars and face to face Events

## Webinars

TSA will be delivering a number of Strategic webinars in quarter 3 & 4; dates will be shared just as soon as they are confirmed. Subjects covered may be around areas such as:

- Proactive and preventative care
- Partnerships
- Data
- Workforce
- Leadership



# TSA upcoming webinars and face to face Events

## Face To Face Events

- We are looking to get back out across the country later this year, we are planning a series of events with colleagues at ADASS, to take place in October/November.

These events will be regional and will focus on disseminating the key messages of the recent commission that Explored How Technology Can Be Truly Integrated Into Adult Social Care.

- We are also looking to bring to members the findings from the current TAPPI inquiry: Technology for our Ageing Population: Panel for Innovation (TAPPI)

The TAPPI has set to develop a benchmark for what 'good' looks like in technology for housing and care





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# DLF ProAssist

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# DLF ProAssist: your professional hub for personalised independent solutions

**Announced at TSA's ITEC in March 2021**

**Part of the *DLF for Professionals* programme**

**An online tool designed to assist practitioners and prescribers to justify their selection of AT solution based on clinical reasoning**

Person-centred holistic solutions

Evidence-base

Tailored outputs

Community of practice

All in one place

**Developed through market research and collaboration with stakeholders**





# DLF ProAssist – home page

**DLF ProAssist** [START](#) [ABOUT](#) [CONTACT US](#) [QUICK GUIDE](#) [CREATE A REPORT](#) [0 Your Reports](#)

In collaboration with **TSA**

### New Resources

**Citadel plus bariatric care system**  
MHRA field safety notice issued regarding the bed's modular junction box. Read the MHRA field safety notice  
[READ MORE](#)

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[READ MORE](#)

**Citadel plus bariatric care system**  
MHRA field safety notice issued regarding the bed's modular junction box. Read the MHRA field safety notice  
[READ MORE](#)

[CONTRIBUTE](#)  
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### Last viewed products

**Product Title**  
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Praesent tristique nulla quis fringilla molestie.  
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### Search

Try searching by a theme such as falls, reducing care, unwanted visitors, personal hygiene.

 [GO](#)

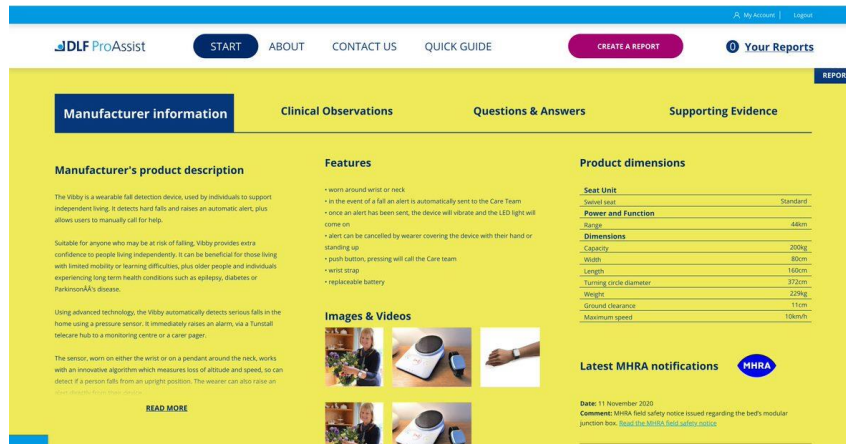
### 9 Active Reports [COMPLETED REPORTS >](#)

<b>Equipment recommendations</b> Report title 25 Products added <a href="#">EDIT REPORT</a>	<b>Clinical Reasoning and Needs</b> Report title 25 Products added <a href="#">EDIT REPORT</a>	<b>Clinical Reasoning and Needs</b> Report title 25 Products added <a href="#">EDIT REPORT</a>
<b>Equipment recommendations</b> Report title 25 Products added <a href="#">EDIT REPORT</a>	<b>Equipment recommendations</b> Report title 25 Products added <a href="#">EDIT REPORT</a>	<a href="#">VIEW ALL</a>

**TSA**

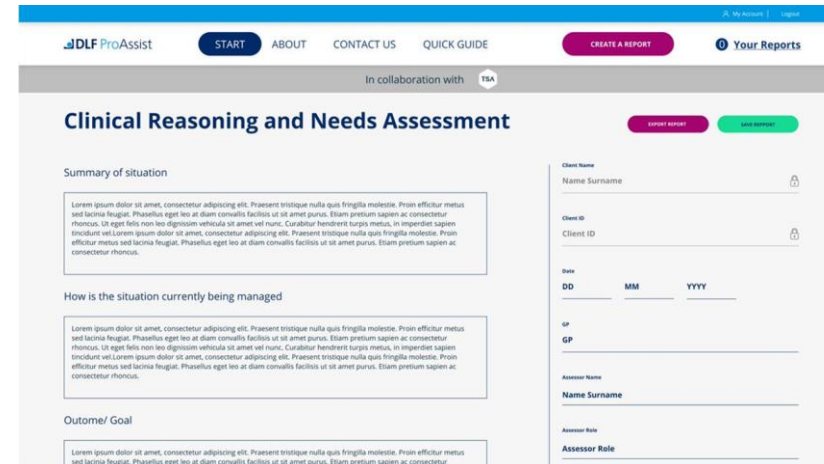
# DLF ProAssist

Product details from manufacturers and retailers



Over 10,000 live products from 950 retailers plus archived products

Clinical reasoning and evidence from users and third parties



# Accessing DLF ProAssist

Free access for TSA members:

<https://livingmadeeasy.org.uk/df-proassist>

To book a demonstration and free trial login please contact DLF on [enquiries@dlf.org.uk](mailto:enquiries@dlf.org.uk) or 0300 123 3084

- UK
  - Janet Seward  
[janet.seward@dlf.org.uk](mailto:janet.seward@dlf.org.uk)
  - Edward Duckworth  
[edward.duckworth@dlf.org.uk](mailto:edward.duckworth@dlf.org.uk)
- London & SE England
  - Melanie Poyser  
[melanie.poyser@dlf.org.uk](mailto:melanie.poyser@dlf.org.uk)
- North & Midlands
  - David Asquith  
[david.Asquith@dlf.org.uk](mailto:david.Asquith@dlf.org.uk)
- Scotland & NI
  - Dianna Stirling  
[dianna.stirling@dlf.org.uk](mailto:dianna.stirling@dlf.org.uk)
- Wales & SW England
  - Chris King  
[christopher.king@dlf.org.uk](mailto:christopher.king@dlf.org.uk)



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# Benchmarking

# TSA Benchmarking

## Salary Benchmarking Survey for Monitoring Centres

- Throughout June, TSA conducted its first anonymous benchmarking survey, collecting data from a range of organisations with monitoring services.
- Data gathered relates to minimum and maximum salaries for a varying number of job roles, plus information on bonuses and unsociable working enhancements.
- Survey results will be broken down by region so you can compare and contrast your levels of pay with other organisations in your region and nationally.
- The survey is still open, and we would encourage all monitoring centres to complete the survey
- To receive the post survey data you must take part and complete the survey
- A link to the survey is <https://www.surveymonkey.co.uk/r/257G92C>







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# Digital Transition

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# Digital Transition Agenda

1. A2D publications reminder
2. Openreach exchange roll-out
3. Digital survey feedback
4. Digital interoperability
5. New analogue-only products
6. ARC upgrade considerations
7. Feedback from Attendees



# Digital Transition Publications



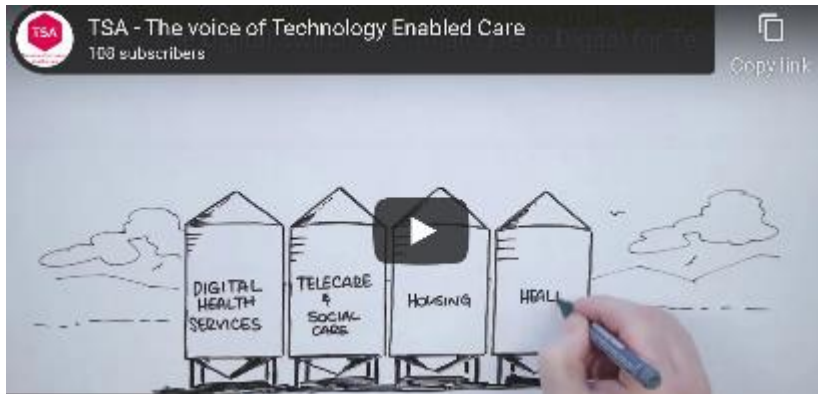
Mobile Communications Guidance



Digital Readiness Guidance



A Digital Future for Technology Enabled Care?



A2D TEC Explainer Video



The impact of Analogue to Digital Migration of Technology Enabled Care



Interoperability of Digital TEC systems



Data and Cyber Security Research for Technology Enabled Care



# Openreach Exchange Roll-Out



Openreach  
Communication



Openreach  
Exchange Roll Out

<b>Tranche</b>	<b>Migration Date</b>	<b>Exchanges</b>
Trial	01/12/2020	1
1a	21/06/2021	13
1b	05/10/2021	104
2	05/10/2021	51
3	25/01/2022	51
4	29/04/2022	77
<b>Grand Total</b>		<b>297</b>





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# Digital Survey Feedback

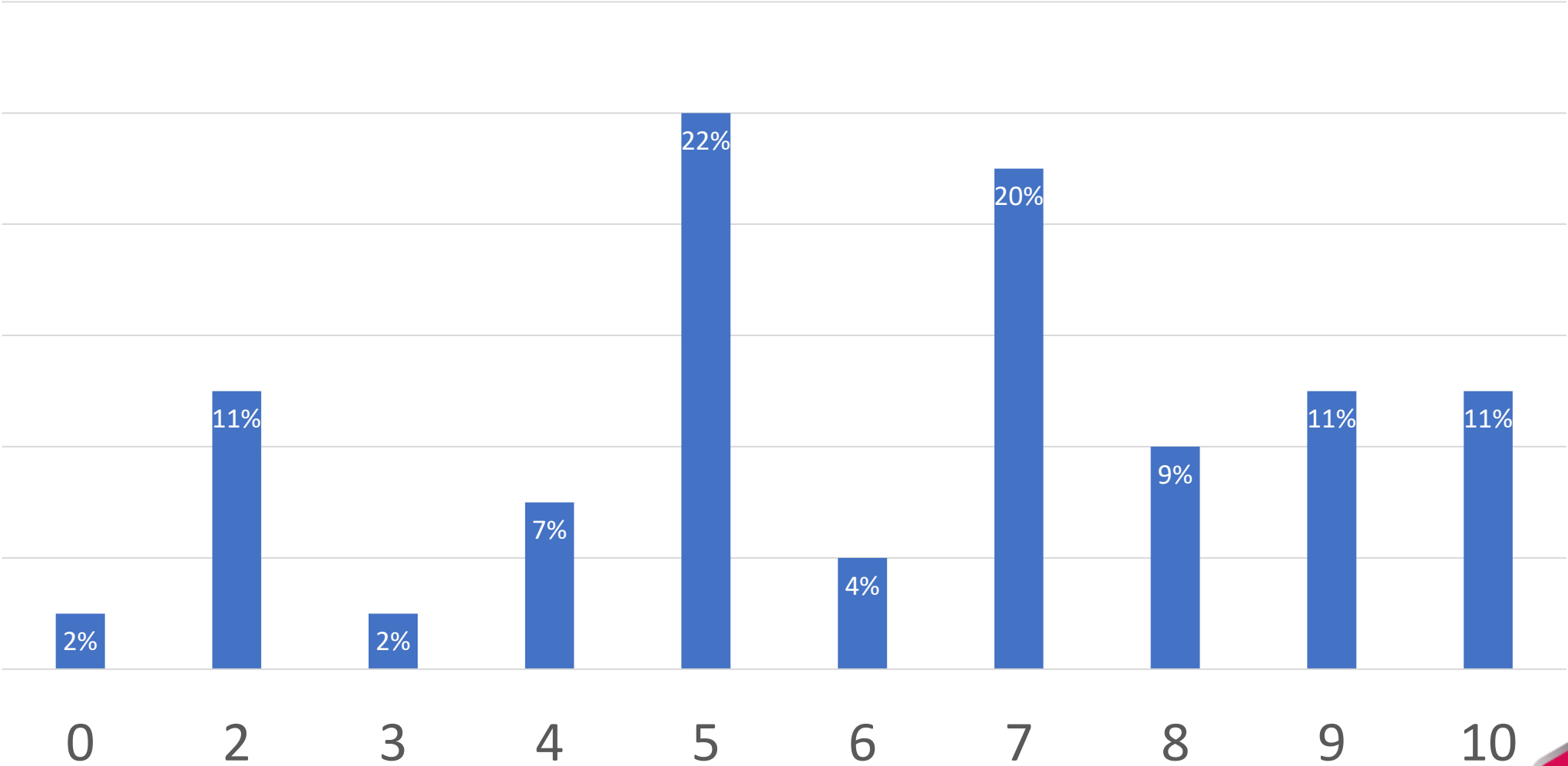


# Digital Survey Summary

- 177 ARCs surveyed
  - Circa 1.3 million dispersed connections
  - Circa 0.5 million grouped connections
- 42 responses to date (24% of ARCs)
  - 264,570 dispersed connections (20% of connections)
  - 121,934 grouped connections (24% of connections)
- Can your ARC accept digital dispersed calls?
  - Yes – 24 (43%) with 187,735 connections (71%)
  - No – 18 (57%) with 76,835 connections (29%)
- How many of those digitally capable dispersed connections are linked to digital units?
  - 22,275 (12% of digitally capable dispersed connections)
- Are you continuing to purchase new analogue-only dispersed alarm units?
  - Yes – 11 (26% of those surveyed)
    - 5 of those 11 stated they had digitally capable platforms



# On a scale of 1 to 10, how prepared is your organisation for the digital shift?



# What more support do you need?

- **Assurance – Testing & Interoperability**
  - Product testing and where we find out results
  - Potential performance of analogue units over a digital network
  - More knowledge & understanding, clarification equipment will work from providers
  - I need a definitive list of Analogue Units that will work in a digital environment
  - Major suppliers of alarms giving clear assurance of interoperability, protocols required for upgrades and assurance these will not change
- **Digital specifications**
  - Minimum criteria a digital solution should meet.
  - Digital shift information regarding Housing schemes
  - Using SCAIP over a broadband connection rather than over air SIM based.
- **Simplified Communications**
  - It is all very technical and should be delivered in an easy to understand way
  - Have a standard set of messages that all providers can use in our communications with end customers and corporate customers/ local authorities
  - There are significant delays with the provision of some new digital products
- **Budgeting**
  - How people are coping with the ongoing charge for SIM-based equipment





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# Digital Interoperability

# UK DIGITAL GRID

## ALARM RECEIVING PLATFORMS

### DIGITAL ALARM DEVICES

	Appello Carenet	Bold	Chubb	Communicare 247 Archangel	Doro Victrix	Enovation Umo	Legrand Jontek Answerlink	Skyresponse	Tunstall PNC
Alcuris Memo	Supplier					Supplier	Customer	Supplier	
Appello Essence	Customer					Customer	Customer Customer		
Chiptech	Supplier		Supplier			Customer	Customer Customer Customer	Supplier	Customer
Chubb Careunity			Customer Customer Customer				Supplier		
Doro	Supplier	Customer	Customer		Supplier	Customer	Customer Customer	Customer	Supplier
Everon						Supplier			
Legrand Tynetec Reach IP			Supplier			Supplier	Customer Customer		
Possum	Customer				Supplier	Customer Customer	Customer	Supplier	Supplier
Tunstall Smarthub						Customer	Customer Customer	Supplier	Customer
Telealarm	Supplier	Customer	Customer		Supplier	Supplier	Customer Customer		

**LEGEND**

- Not Tested
- Supplier / Customer Tested
- Customer Deployed







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# Analogue Only Devices

# Proposed Analogue-Only Devices Statement from SIG01

## PROPOSED STATEMENT TO QUALITY IMPROVEMENT BOARD

With immediate effect, it is recommended that TEC Service Providers and Budget Holders no longer procure any TEC alarms that are only capable of connection via an analogue PSTN connection and will only communicate in analogue protocols.

## NEXT STEPS

- Quality Improvement Board sign-off
- Publish Statement
- Embed into Quality Standards Framework





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# ARC Upgrade Considerations

# ARC Upgrade Considerations

## Specification Development

- Requirements consensus
- Procurement routes
- Soft Market Testing / Innovation Showcase
- RAG existing equipment & protocols
- 'Hosted' versus 'Enterprise' deployment
- Clarity on digital & interoperability
- Specify a named Technical Design Owner
- Ownership of data transfer
- KPI Reporting
- Business Continuity Plan
- Responsibility for testing in advance of go-live
- Delivery & Service Credits
- Demonstrations as part of the evaluation
- Quality Standards Framework

## Implementation

- Roles & responsibilities of implementation
- Equipment Reprogramming requirements
- Transfer of data from old to new ARC
- Testing of data transfer
- Training of Operators & Managers
- Process Mapping
- Policies & Procedures revision
- Testing & Sign-Off of alarm devices to new ARC
- Communications plan to all stakeholders
- Resource Implications at Go-Live
- Monitor alarm failure pre & post Go-Live
- Testing of revised Disaster Recovery process
- Floorwalking at Go-Live
- Fall back plan in place





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# Attendee Feedback





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# Thank You

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