unlocking personalised outcomes

**Alyson Scurfield, Chief Executive
TEC Services Association**

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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.

TSA™

TSA PRIORITIES

1 THE VOICE OF AUTHORITY IN TEC

Our voice in Health, Housing and Care sectors to enhance the understanding, development and adoption of technology in care. We will serve as trusted, authoritative representative of the TEC community and ensure members and sector are more broadly represented with decision makers in government and beyond.

2 THE TEC KNOWLEDGE HUB

We will be the trusted source of knowledge for those working in the broad Health, Housing and Care sector and our memberships. We will establish a knowledge-based community of practice and an information-rich hub for novel connections that match needs and opportunities.

3 THE TEC PROFESSIONAL BODY

We will set and maintain professional standards in Technology Enabled Care through the development of the QSF. We will develop and implement quality standards that drive the practical delivery of technology solutions, improving outcomes for people. We will build skills and enhance the standing of organisations and people working in the care sector.

TEC
Quality

Who was involved?

11 People, families and carers who access social care

14 Directors and assistant directors of adult social care

6 Front line care professionals

20 Leaders across local government, housing and health

5 Technology suppliers

Evidence from reports, research and case studies, too

Graham Allen
Director of Adults' Health and Care, Hampshire County Council
Andy Begley
Chief Executive Officer, Shropshire Council
Rafael Bengoa
Commission Chair and CoDirector, Institute for Health & Strategy, Bilbao, Spain
Paul Burstow
President, TEC Services Association (TSA)
Steve Carefull
Director, PA Consulting
Jo Chandler
Head of Adult Social Care Tech & Data - Strategy, Skills & Innovation, NHSX

Mike Chard
Assistant Chief Officer/ Senior Officer, ADASS
George Crooks
Chief Executive Officer, Digital Health and Care Institute (DHI)
Emily Fleming
Policy Head, Social Care Innovation and Skills, NHSX
Steve Gates
Managing Director, Taking Care
Miro Griffiths
Research Fellow, School of Sociology and Social Policy, University of Leeds

Sharon Houlden
Executive Director Adult Social Care and Health, Royal Borough of Kingston upon Thames and ADASS Digital Communications & Technology Lead
Peter O'Hara
Founder and CEO, OLM Systems
Iain MacBeath
Strategic Director of Health and Wellbeing at City of Bradford Metropolitan District Council and ADASS Honorary Treasurer
Adam Ratliff
Head of Marketing, OLM Systems
Sir David Pearson
Chair of TEC Quality

Jeremy Porteus
Chief Executive Officer, Housing LIN
Steve Sadler
Technology Strategist, TEC Services Association (TSA)
Alyson Scurfield
Chief Executive Officer, TEC Services Association (TSA)
Gordon Sutherland
Group CEO, Tunstall Healthcare
Angus Honeysett
Head of Market Access, Tunstall Healthcare
Alison Tombs
Assistant Director, Wellbeing and Assessment, North Tyneside and ADASS Extended Trustee

Jane Townson
Chief Executive Officer, United Kingdom Homecare Association (UKHCA)
Kapil Vijh
Senior Policy Advisor, Models of Care Team, Social Care Quality Directorate, Department of Health and Social Care
Simon Williams
Director, Local Government Association (LGA)
Helena Zaum
Industry Solutions Manager, Microsoft

READ ADASS-TSA REPORT >>
**https://www.tsa-voice.org.uk/adass-tsa-comm/**

Adult social care must be shaped around individuals, putting the power into their hands so they can choose and control the support they want and maintain their own wellbeing and health.

Technology can enable this, empowering family and community networks and ensuring care and support is joined-up, preventative, responsive and tailored to people's needs and aspirations.

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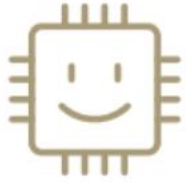
Technology enabled services need to be proactive and co-produced with people, their families and carers.

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.

Implementation Plan

Stage one:

Work with people and practitioners: capture effective services and technologies

Stage two:

Use regional data to confirm needs, and how technologies can be embedded in care

Stage three:

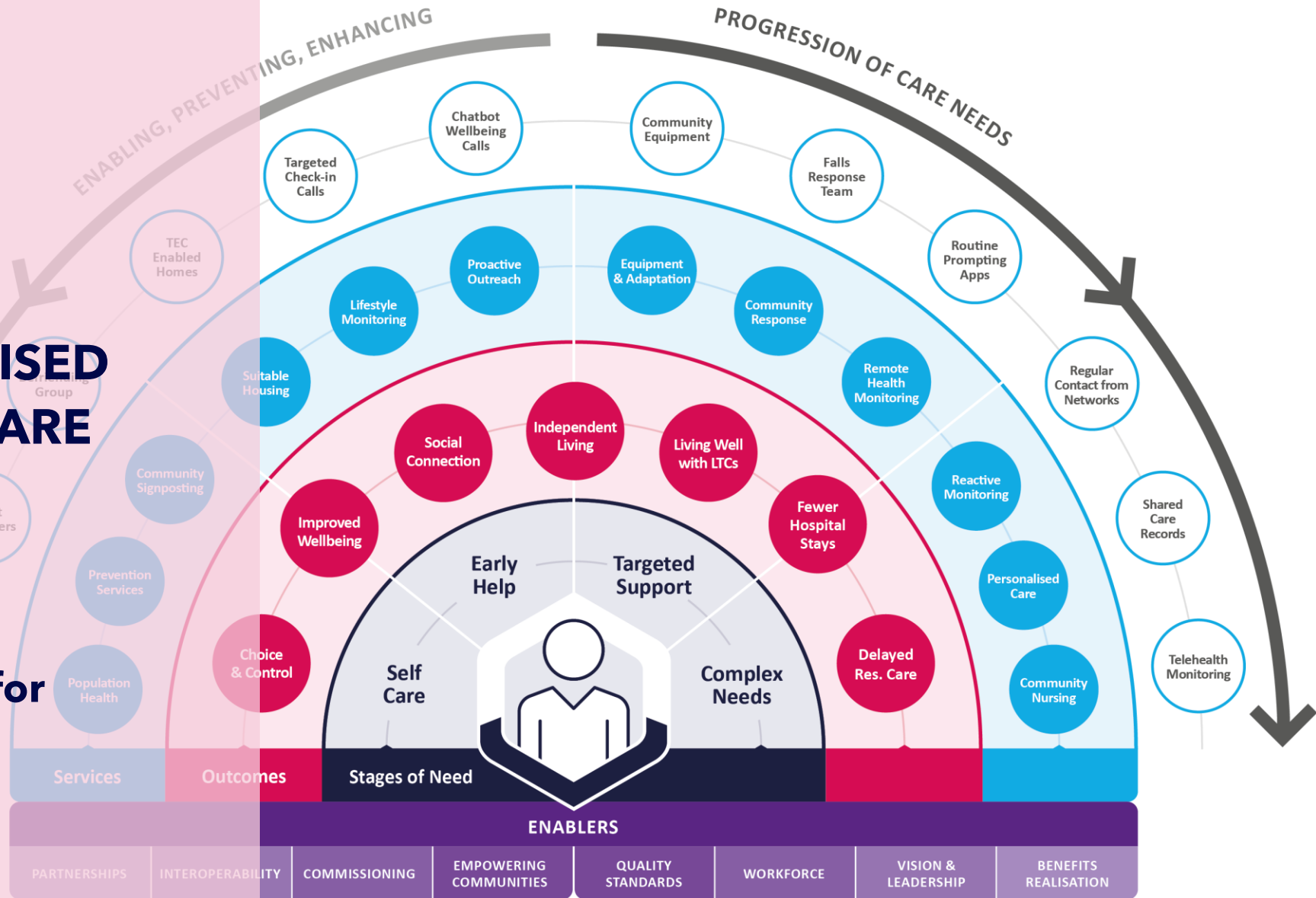Implement Personalised Care Innovation Programme. Assess.

Stage four:

Deploy learnings, nationally

THE PERSONALISED INNOVATION CARE MODEL

Your key enablers for implementation

TEC Quality

TSA

ENABLING, PREVENTING, ENHANCING

PROGRESSION OF CARE NEEDS

Targeted Check-in Calls
Chatbot Wellbeing Calls
Community Equipment
Falls Response Team
Routine Prompting Apps
Proactive Outreach
Equipment & Adaptation
Community Response
Lifestyle Monitoring
Remote Health Monitoring
Regular Contact from Networks
TEC Enabled Homes
Suitable Housing
Social Connection
Independent Living
Living Well with LTCs
Reactive Monitoring
Shared Care Records
Leadership Group
Improved Wellbeing
Fewer Hospital Stays
Personalised Care
Community Signposting
Smart Reminders
Prevention Services
Choice & Control
Early Help
Targeted Support
Delayed Res. Care
Telehealth Monitoring
Wearable Monitoring
Population Health
Self Care
Complex Needs
Community Nursing

Services
Outcomes
Stages of Need

ENABLERS

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

Our drive and support for regional transformation driving policy, voice of government, stronger together

>> ASC White Paper

>> Integration White Paper

Thank you

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