

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

Alyson Scurfield, CEO, TSA

28 September 2022



**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

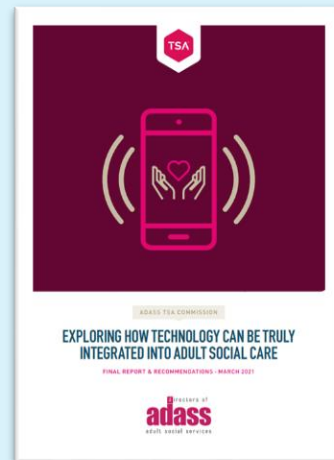


[TSA Sector Insight Report](#)

July 2020

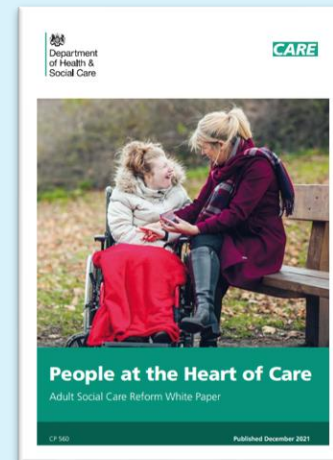


The voice of technology enabled care



[ADASS & TSA Commission](#)

March 2021



[People at the Heart of Care](#)

Dec 2021



[Levelling Up the United Kingdom](#)

Feb 2022

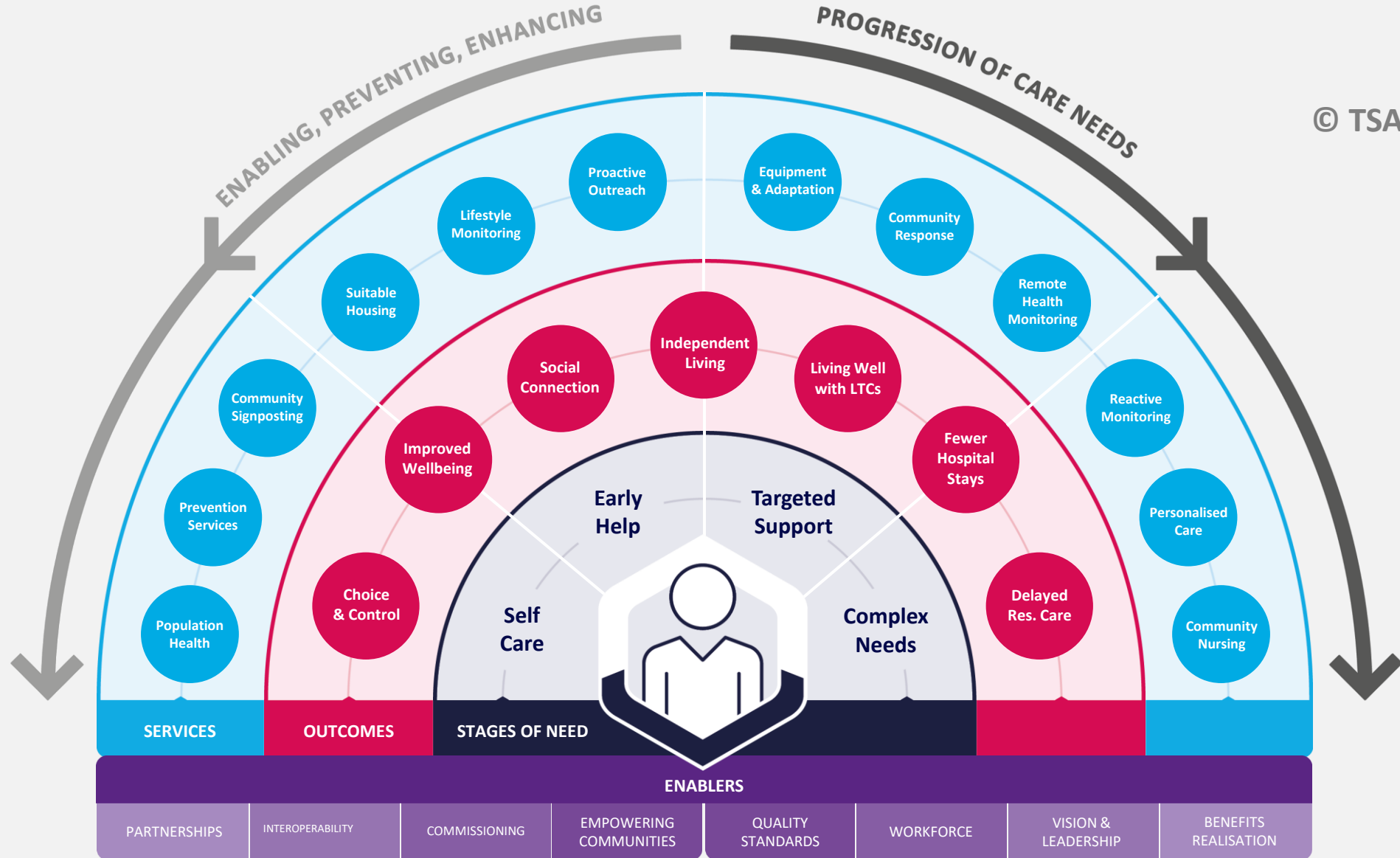


Every decision about care is a decision about housing

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



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Quality . Safety . Improvement

Elevating standards and driving continuous improvement in Technology Enabled Care

TEC
Quality



✓ CQC Quality Assurance Framework



✓ Decision support tool for Technology Enabled Care service providers

NHS England and NHS Improvement



✓ Universal Response Service



Workforce Development



46.5%



VIRTUAL HOUSE



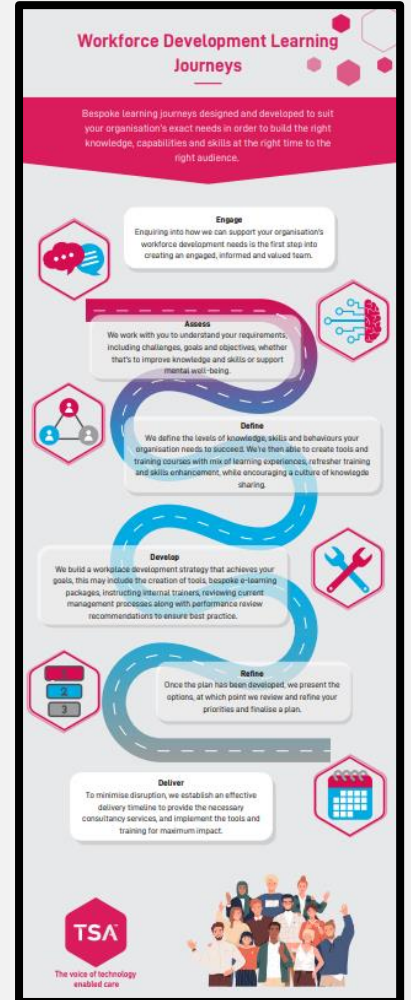
Of people said they are NOT very confident that staff have the tools and skills to deploy digital solutions

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



TAPPI 2 - Personalisation in ACTION

TSA™



Housing LIN

TSA™

The voice of technology
enabled care



Remarkable research
for healthy ageing

THE DUNHILL MEDICAL TRUST



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

Wellbeing and cost benefits continuously collated



Creation of the blueprint

What good looks like

Hands on Support in the community

Delivery of a Personalised Care Innovation Programme

Tappi Framework

CO-PRODUCTION WORKS

Cambridge Centre
for Housing &
Planning Research

TSATM

Thank you