

TSATM

TSA Surgeries Round 2

July 2023





01 Membership

Update



How to make the most of your TSA membership

- Utilise your membership support calls
- Support network for sharing, learning, challenging
- Marketing opportunities
- Support for your whole workforce
- Engage with all our virtual and face to face events

How else can we support your service & workforce?

How can TEC be broader utilised, i.e across children/young adults services?

How can we raise the profile of our TEC service and create new referral pathways?

What funding can be accessed to support investment in digital, proactive TEC solutions?

What questions should we be asking to TEC suppliers as part of stakeholder engagement process?

How do we find out what new TEC solutions are on the market?



02 The Quality Standards Framework (QSF)

Update

999/NHS/TEC Quality Project Update

The project continues to develop a 'Universal Response Service' to alleviate NHS pressures on ambulance and hospital services.

- Decision Support Tool training rolled out to 133 QSF certified organisations for use in TEC Monitoring Centres to support the UCR pathway.
- Decision Support Toolkit page on the TEC Quality website, includes guidance material and information.
- Decision Support Tool – reviewed and updated and re-versioned as part of the Scheme Change Process
- Preparation underway for the Winter of 2023/24 to include a new NHS 'blueprint' document to assist the opening of pathways – 999/111/UCR/TEC Providers – to be launched September 2023.
- Testing of the 'blueprint' across the country but intensely in the Northeast from July to August 2023.
- Continue to write case studies to show good working practice of Health integration across the country.

QSF Scheme Change Process

Underway for 2024 and will include:

- Revision of the QSF Handbook – available on the TEC Quality website
- The addition of an ‘Improvement Need’ process to support Organisations experiencing a high level of challenges.
- Refresh of the 10 Common Standards and Delivery Modules.

Additional Developments for 2023

- Testing of the Digital Auditing Platform during August and September 2023
- Release of SIG 15 – Infection, Prevention and Control – guidance material
- Refresh of the Fire Guidance and training materials in conjunction with NFCC



03 Workforce Development

Update

Virtual Training and Workshops

Enquiries and bookings to:

training@tsa-voice.org.uk

<https://www.tsa-voice.org.uk/tsa-training-service/book-a-virtual-workshop2/>



CPD Accredited Call Handling

CPD Assessing & Installation of TEC

Role of a Responder

Mental Wellbeing

Suicide Awareness

Persuading & Influencing Skills

Enhancing the Service Users' Experience

Conflict Management

Handling Difficult Conversations

Experienced Call Handling

Call Quality Monitoring

Leadership, Management & Coaching



Virtual Training and Workshops in July

18th July - Experienced Call Handling

26th July - Suicide Awareness

27th July - Mental Wellbeing

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- Largest of England's 42 integrated systems with 3.2m people
- Digital & workforce are 2 of 6 priority workstreams in their strategic plan
- ADASS regionally commissioned the Building Your TEC Knowhow
- 10/12 local authorities across the region and a Housing Association
- More than 1000 users so far
- 25% reported feeling more confident in recommending TEC
- Feedback from councils within the Northeast region using the virtual house have seen between 22-35% increase in TEC referrals since they have started using it and its e-learning content to support TEC awareness raising



THE VIRTUAL HOUSE



Find out More

<https://www.youtube.com/watch?v=r8p8uYubBUo&t=5s>





04 TSA Marketing
Update

Marketing Member Benefits

Email your content to:

marketing@tsa-voice.org.uk

TSA's members are as some of the most passionate and innovative entities within the TEC sector – and we want to do all we can to help showcase the important work that you do.

Included in your member benefits is a variety of marketing support, ensuring maximum visibility for your company across the TEC Sector and beyond.

We've recently evaluated and updated these benefits, to ensure that we are working with our members in the best and most productive way – we have outlined the support offered here.



Marketing Member Benefits

Email your content to:

marketing@tsa-voice.org.uk

Utilising your member benefits:

- Your 'Lightbox' within our [membership directory](#) gives you the opportunity to showcase and raise the profile of your company.
- Case studies: If you have a story to tell about results generated by your product or service [then we want to hear from you.](#)
- Include news of the latest developments within your company [on our website](#) – you can also submit your press releases to us and we will feature them on this page.
- TSA will advertise any vacancies withing your company on our Industry Jobs website page. Please see [previous examples here](#)
- Events retweet– if you are planning any events or webinars, TSA are happy to share these via our Twitter page - please simply ensure to tag us into your launch tweet [@TSAVoice](#)

Ts & Cs for submissions

Email your content to:

marketing@tsa-voice.org.uk

Ts & Cs for submissions: case studies and members news

- A maximum of two articles/case studies may be submitted per month, per member
- These are to be genuine news pieces, and not heavily lean towards sales
- All images are to be supplied by the member
- All submissions will be reviewed by TSA prior to publication to ensure content is relevant and acceptable
- We reserve the right to edit submissions before publication



Building a Business Case for
Investment in TEC

[Download here](#)



Connecting TEC, UCR and
Responder Services

[Download here](#)



Preparing for a
Digital Future

[Download here](#)



05 Digital Transition

Update



TSA's A2D Guidance: Roadmap



July 2019



February 2021



November 2021



December 2022



January 2023



March 2023



October 2017

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Webinar Recap

**Digital Devices
IoT Devices**



Webinar Replays & Slides Download

TSA

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ITEC Conference

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Member Directory



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TEC Guidance

Home / Events / Past Events

Past Events

The following events have taken place, please click the links below for event information:

Please see below a list of past TSA events, webinars and virtual surgeries:

| Event Date | Event Name | Location | Further Event Information |
|-------------------|--|----------------------------|----------------------------|
| 27 - 29 June 2023 | Housing 2023 | Manchester Central | Click Here |
| 14 June 23 | Embracing the Future: IoT - Innovations in TEC for Health, Housing & Social Care | Online | Click Here |
| 8 June 23 | Re-energising Housing: Future Ambitions for New Models of Housing | Online | Click Here |
| 23 May 23 | My home, my care, my way | Ramside Hall Hotel, Durham | Click Here |
| 27 - 28 March | ITEC 2023 | ICC, Birmingham | Click Here |
| 2 March 23 | TSA Virtual Surgery | Online | Click Here |
| 28 February 23 | Inspiring your TEC plans for 2023 | Online | Click Here |
| 23 February 23 | TSA Virtual Surgery | Online | Click Here |
| 9 February 23 | All IP Webinar - Digital Social Care Alarms Update | Online | Click Here |

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Digital Survey

% Digital Connections





Dispersed Device Results

| ARC Type | No.of ARCs | Total Dispersed Units | Total Digital Dispersed | % Digital Dispersed |
|--------------------|------------|-----------------------|-------------------------|---------------------|
| Analogue | 14 | 73,750 | 9,812 | 13% |
| Digital | 19 | 103,339 | 28,513 | 28% |
| Grand Total | 33 | 177,089 | 38,325 | 22% |



Grouped Living Results

| ARC Type | No.of ARCs | Total Grouped Living Sites | Total Grouped Living Connections | Total Digital Grouped Living Sites | Total Digital Grouped Living Connections | % Digital Schemes | % Digital Scheme Connections |
|--------------------|------------|----------------------------|----------------------------------|------------------------------------|--|-------------------|------------------------------|
| Analyse | 14 | 508 | 15,488 | 16 | 650 | 3% | 4% |
| Digital | 19 | 1,767 | 47,978 | 42 | 1,882 | 2% | 4% |
| Grand Total | 33 | 2,275 | 63,466 | 58 | 2,532 | 3% | 4% |

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Recent Disruptions to Digital Service



Overview of Disruptions

| Day | Saturday | Thursday | Thursday |
|-------------------------------|---|--|---|
| Date | 10th June 2023 | 15th June 2023 | 20th June 2023 |
| Time | 16:45 – 20:00 | 14:46 – 15:18 | 01:00 – 14:00 |
| Summary | CSL IoT SIMs unable to send data | VPN between CSL and ARC down | Tele2 SIM outage |
| Detail | CSL's 4 internet bearers connected to 2 'Rackspace' datacentres experienced a large-scale outage | CSL engineers made a configuration change on the VPN gateway, the error was identified and the config change rolled back. CSL have implemented a policy that any non-standard VPN termination will now have to be approved by peers and senior infrastructure manager. | Outage of voice and data affecting 2/3/4G, Voice, and SMS on Tele2 SIMS |
| Device Manufacturers Impacted | Chiptech | Chiptech | Chiptech |
| | Doro/Careium | Doro/Careium | Doro/Careium |
| | Tynetec | Tynetec | Tynetec |
| | | | Tunstall |
| Impact | All Chiptech devices could not connect to their respective ARCS Doro/Careium and Tynetec could not connect unless they had a voice-only or analogue protocol configured into the devices | All Units with CSL SIMs could not connect between 15:00 and 15:18 | All devices with Tele2 SIMs lost voice and data connectivity |

CSL/Tele2 Disruptions Webinar

TSA



TEC Service Providers: Failure of Life Critical IOT Connectivity Services



TEC Responders & Winter Resilience

Find out more information and guidance on the role of TEC in NHS England's Going Further For Winter plans

[View guidance and resources](#)

The voice of Technology Enabled Care

The TSA is the industry and advisory body for technology enabled care (TEC) in the UK



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Audit Toolkit login

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Decision Support Tool



Quality . Safety . Innovation

The Quality Standards Framework:
Elevating standards and driving continuous improvement in Technology Enabled Care



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Decision Support Tool

Reporting a Serious Incident

System Change Report

Please remember, your renewal audit **must** be conducted within one month of your audit certification date

QSF Audit Toolkit

Access to resources to guide you through the Quality Standards Framework.

Here you'll find guidance on completing your audit journey and how-to guides on how to manage your evidence uploads, Measures of Excellence and **Fire Detection Equipment**.

RECENT SCHEME CHANGES (April 2023) - click here for the Notification of Change document



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Reporting a Serious Incident

You can use this form to inform us of a serious incident in accordance with the QSF. Once submitted, TEC Quality will contact you to discuss the incident in more detail.

Serious Incident Report

Name of person reporting the incident:

Your organisation:



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Audit Toolkit login

Contact us

Decision Support Tool

Serious Incident Report

Name of person reporting the incident:

Your organisation:

Email:

Contact phone number:

Date of incident:

Time of incident:

Details of the incident:

Please detail any other agencies that have been involved in the incident:

Send Report

Developing Resilience Standards in 2023



The End-to-End
Resilience of
Technology Enabled
Care Solutions

Overview of the Resilience Standards

- Produced in collaboration with TEC industry stakeholders as part of Special Interest Group 008
- Standards focused on
 - The tiering of TEC services – Reactive / Proactive / Preventative
 - The principles of resilience
 - Data protection & security
 - Availability of TEC
 - Annualised Availability
 - Maximum single instance downtime
 - Recovery objectives
 - Transit time of alarm to monitoring centre
- Aim to formalise these standards into the Quality Standards Framework

TEC Service Types

- **Reactive (Priority 1)**
 - Real-time
 - Life-critical call handling, including telecare alarms, smoke detectors, fall detectors.
- **Proactive (Priority 2)**
 - Personalised outbound
 - Welfare check calls
 - Medication reminders
 - Activities of daily living monitoring
 - Other proactive services in response to a personal care plan.
- **Preventative (Priority 3)**
 - Wellbeing apps
 - Health questionnaires
 - Advisory outreach services to a population of vulnerable people at risk.

Standards already embedded into the QSF

1. Define the intended purpose(s) of the services
 - Reactive
 - Proactive
 - Preventative
2. Is the service fit for purpose?
 - Understand the underlying technology
 - Document the expected downtime
3. Agree the operational parameters
 - Contractual commitment to annualised uptime
4. Monitor those operational parameters
5. Identify the Technical Design Authority
 - End to end accountability to the QSF
6. Data Protection & Security
 - Cyber Essentials
 - Data Security & Protection Toolkit (DSPT)
 - Cyber Essentials Plus
 - ISO 27001

Proposed additional QSF resilience standards

1. Annualised Availability
 - Often quoted in % terms (e.g., 99.9% = 2hrs downtime)
 - Proactive
 - Preventative
2. Minimum Availability for a given scale of reactive service
 - Active Service Users ('000s) x Downtime p.a. (Hrs) must be less than or equal to 480
 - 160 thousand users / 480 = max 3 hrs downtime per annum
3. Maximum Tolerable Single Instance Downtime

| Service Type | Maximum TEC Equipment & Monitoring Service Downtime | | | | |
|--------------|---|---------------------|------------------------|------------------------|------------------------|
| | 12hrs | 4hrs | 60mins | 20mins | 10mins |
| Preventative | Compliant | Advanced Compliance | Outstanding Compliance | Outstanding Compliance | Outstanding Compliance |
| Proactive | Non-Compliant | Compliant | Advanced Compliance | Outstanding Compliance | Outstanding Compliance |
| Critical | Non-Compliant | Non-Compliant | Compliant | Advanced Compliance | Outstanding Compliance |

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Openreach 'On the Day' Guidance



On the Day Overview

- Managed Install – Openreach engineer will know in advance it is a Telecare installation
- Sufficient time will be allowed for the install
- Ability to provide Voice ReInjection (VRI) plate to utilise existing extension wiring
- Battery BackUp provided as part of the installation (if requested)
- Openreach engineer will ask customer to press pendant/unit prior to work taking place
- Engineer will speak to ARC and inform them that migration is taking place
- Engineer will ask the ARC for a number to call from his mobile if the migration is unsuccessful to inform the ARC
- Engineer will install digital voice solution and ensure voice working both inbound and outbound (if either fails then engineer will revert to analogue service and send notes back to the Communications Provider)
- Once voice is working then the engineer will connect the analogue Telecare unit into the back of the router and ask customer to test pendant/unit
- If unable to connect to ARC after three attempts, then Engineer will call the number provided by the ARC and inform them of the failures to connect
- The ARC will then take the next appropriate steps to ensure the safety of the customer

Key A2D Activities in 2023

Q1

- UK Digital Survey
- Digital Device Webinar
- A2D sessions @ TSA Conference

Q2

- Publication of updated test results
- IoT Device Webinar
- Digital Reliability Guidance

Q3

- 'On the Day' A2D Guidance
- ARC Platform Webinar
- Cloud ARC Platform Guidance

Q4

- Online lead-times for digital devices
- Grouped Living Equipment Webinar
- Grouped Living A2D Guidance

Ongoing Activities

Quarterly Member Surgeries
 Comms Provider digital roll-out publications
 121 A2D Member Support

Updates to Existing Guidance
 Digital Helpdesk
 A2D Blogs & Interviews

TSA™

Digital Device / ARC Interoperability





The voice of technology
enabled care

Thank you

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