

**TSA**<sup>TM</sup>

# TSA Surgeries Round 3

November  
2023





01 Membership

# Update

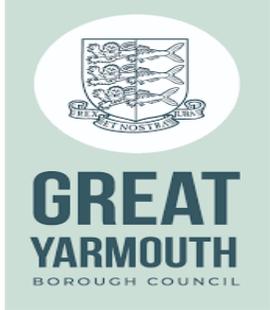
# TSA Membership Activity Update

- Increasing engagement with current members through membership outreach
- Ongoing A2D Support.
- Involvement with wider stakeholders regarding A2D.
- Identifying common trends of support gaps across the sector and building useful guides.
- Working with National Scams Team to create a education video with helpful guidance on how to identify a scam and the reporting process- due to be released November 2023.
- Increasing TSA's presence and strengthening relationships with fellow Advisory/Membership bodies across Health, Housing and Social care.
- Final stages of TAPPI2, working on outputs that will be accessible to all TSA members to utilise.

CGI



Guardian Angel carers



intratone



Service Robotics Limited



North Tyneside ageUK



Walsall Council

ATTENTIVE



GE Healthcare



Dorset Council



evondos



CareLineLive

anya



Practice Plus Group





## 02 TEC Quality

# Update

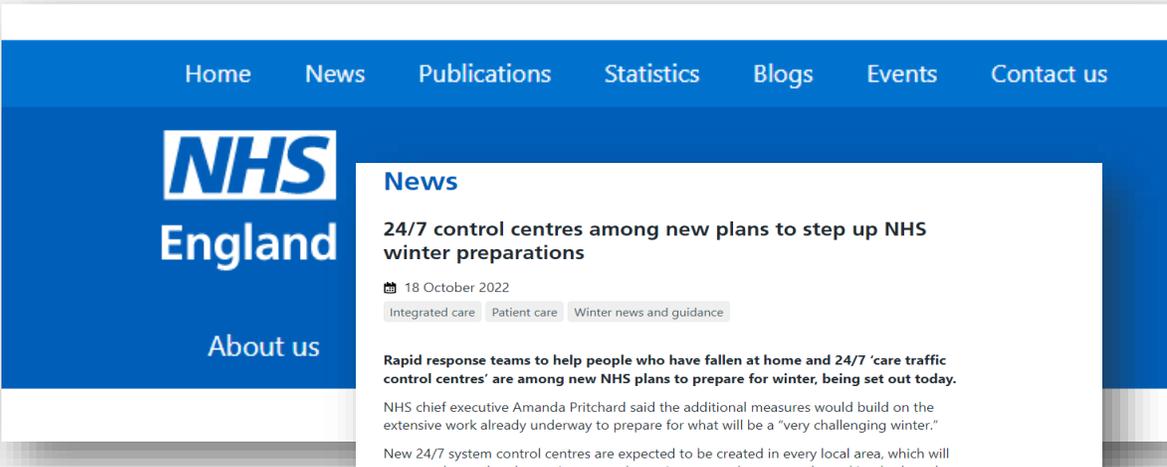
Helen Loveday - Head of Quality and Improvement  
Anthony Anderson – Quality and Improvement Manager  
Chris Pugh – Scheme Support Manager

## TEC Quality Updates:

- UKAS audit completed by the TEC Quality TEAM and reaccredited for a further year. New Guidance for QSF Certified Organisation's on how to display the UKAS and TEC Quality logos.
- QSF Journey Groups for Suppliers and Providers commenced in September to support organisations through the audit process. Next Journey group to start March 2024.
- NHSE 'pathways blueprint' document – co-badged with TSA is due to be launched beginning of November. Decision Support Tool reviewed and re-versioned. To support the UCR/TEC pathway process.
- Scheme Change Process completed for TEC end-to-end resilience to be implemented for audit from November 13
- **New A2D Toolkit for Auditees.**
- Northern Housing Tender Framework goes live December 2023 – QSF Mandated
- Digital Auditing Platform – Testing completed 4 Auditees/Auditors. To go live in 2024.
- New Special Interest Group (20) – Fire Standards in the QSF.
- All information available on the TEC Quality Website [www.tecquality.org.uk](http://www.tecquality.org.uk)



# Endorsement and Mandate for QSF



when seeking evidence of quality, safety, innovation and continuous improvement, ask organisations providing TEC products and services if they have signed up to the [Quality Standards Framework](#), a scheme run by [TEC Quality](#) (a subsidiary of the TEC Services Association) and the only TEC service that has United Kingdom Accreditation Service (UKAS) status

## 5 'gold standard' indicators for areas to work towards

**1**  
There are direct referral routes in place from locally operating QSF-certified TEC responder services into the UCR service, which don't rely on clinician-to-clinician referral

**2**  
Only activity which is inappropriate for UCR response is directed to 999, with responsibility being maintained by the TEC provider until this transfer of care occurs

**3**  
The UCR service has open lines of communication into its locally operating QSF-certified TEC responder services, which limit the amount of rejected referrals due to capacity limitations

**4**  
Training on appropriate referral reasons is available to local QSF-certified TEC responder services, with the UCR service having an 'accept all' approach to referrals from providers who've completed this training

**5**  
Induction and refresher training for TEC to UCR pathway is co-designed and co-delivered frequently, with at least quarterly PDSA approaches to understand the reason for and mitigate against future rejected referrals



# Committed to Quality and Safety of Service – 2023 Applicants



**Northern Care Alliance**  
NHS Foundation Trust





### 03 Workforce Development

# Update

# The State of Adult Social Care Sector and Workforce 2023 Report



# 1%

**Growth in the workforce in  
England 2022/23**

# Digital Skills

## Key Statistics

- Approximately 20% (6.5m) of the UK workforce will be significantly under skilled for their jobs by 2030
- 27% of workers reported they lack the sufficient digital skills required for their role
- 58% say their employer has never provided them with training to improve their digital skills
- 66% of large UK businesses struggle to recruit employees with the skills they need
- 88% people aged 16-24 think digital skills will be essential to their careers

# Workforce Development



# 46.5%

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



## VIRTUAL HOUSE

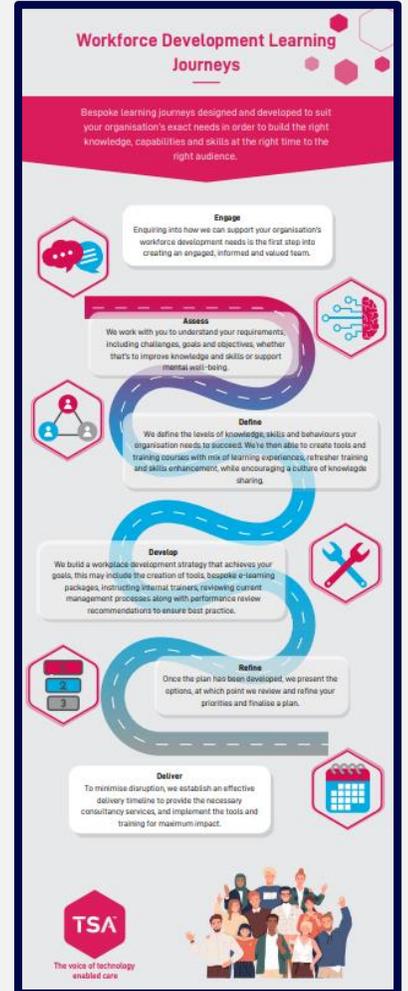


Ensuring the sector and workforce has the right capabilities, **mindset** and **culture** to embed technology-enabled care into service provision.

**“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

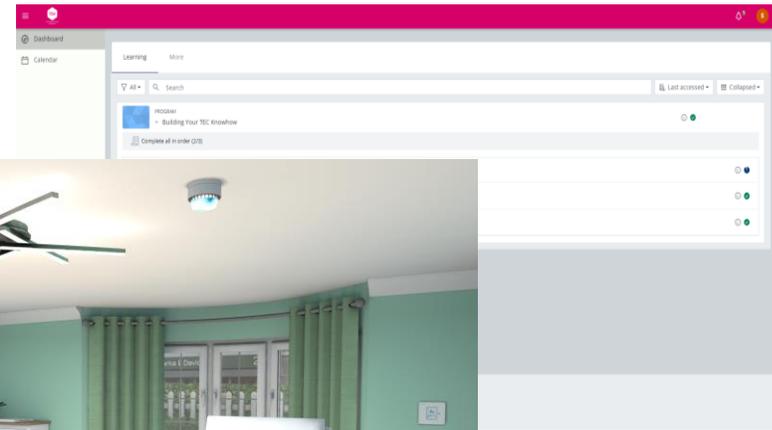
## LEARNING JOURNEYS



# Building Your TEC Knowhow

Enquiries to:

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

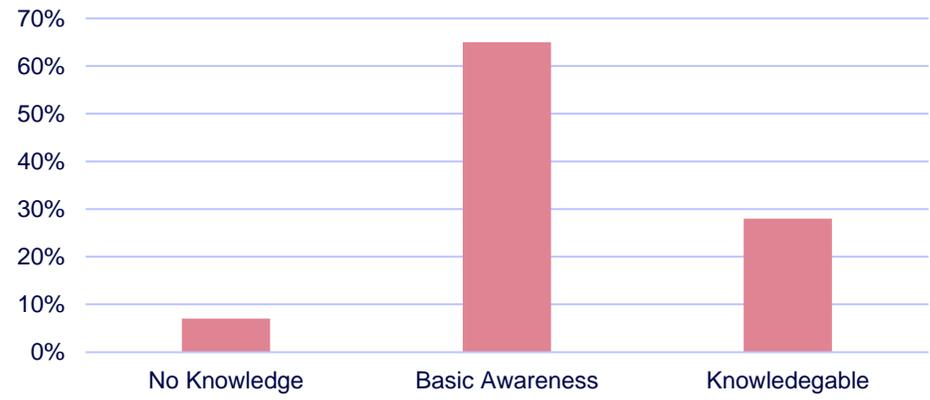




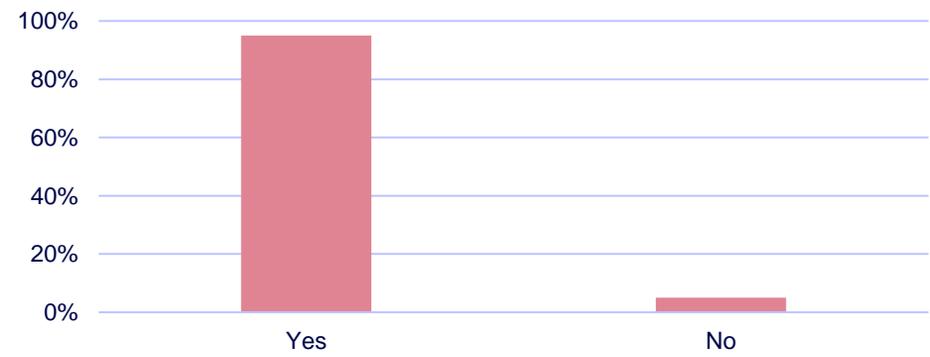


# Building Your TEC Knowhow - Outcomes

Prior to the completing the training, how would you rate your knowledge and understanding TEC?



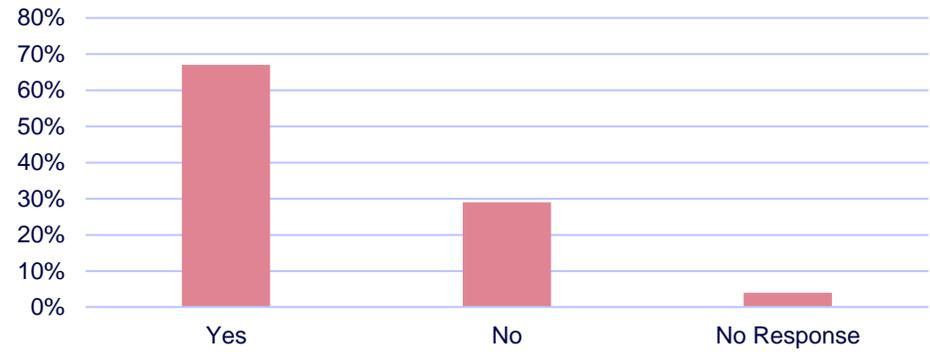
Did the training support you to become more knowledgeable of what TEC is available, and how it can empower someone to live independently?



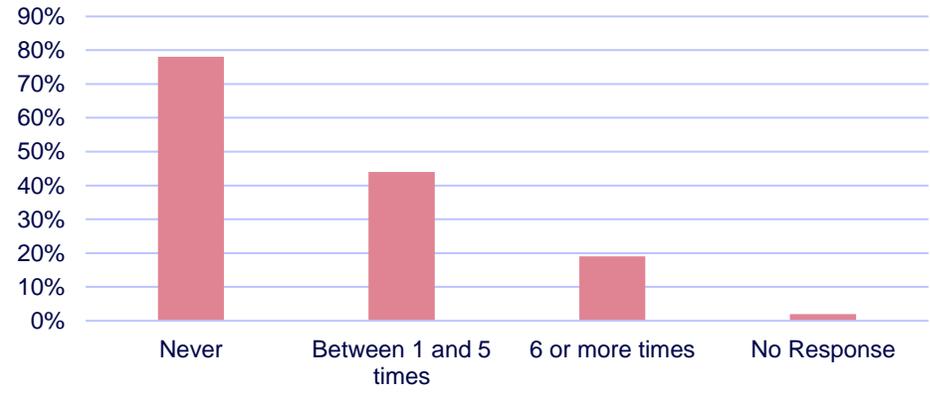


# Building Your TEC Knowhow - Outcomes

Would you use the Virtual House to speak with someone about TEC? To talk about some of the different solutions and technologies and share the fact sheets?



Prior to completing this training, how often did you refer into your TEC service in the last 6-months?



# Feedback

“I am now more aware of the variety and types of TEC available in addition to that which some of the people I support already use.”

“It gave me a better understanding and insight into what equipment is out there to help the individuals to live as independently as possible.”

“The training provided me with an extensive amount of information which has increased my knowledge in this area and will be used to enhance my current role on a daily basis. It will be great to maximise the independence of service users that I work with”

# Virtual Training and Workshops

Enquiries and bookings to:

[training@tsa-voice.org.uk](mailto: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 November and December

Enquiries and bookings to:

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

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

1<sup>st</sup> Nov & 5<sup>th</sup> December - CPD Accredited Call Handling **FULLY BOOKED**

2<sup>nd</sup> Nov & 6<sup>th</sup> Dec - CPD Assessing & Installation of TEC

7<sup>th</sup> Nov & 7<sup>th</sup> Dec - Role of a Responder

21<sup>st</sup> November - Experienced Call Handling (only pm places available)

First Aid training – 1- or 3-day courses, or 2-day refresher course

# Virtual Training and Workshops in November and December

Enquiries and bookings to:

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

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

- 1 November - CPD Accredited Call Handling - **FULLY BOOKED**
- 2 November - CPD Assessing & Installation of TEC
- 7 November - Role of a Responder
- 21 November - Experienced Call Handling (only pm places available)
- 5 December - CPD Accredited Call Handling - **FULLY BOOKED**
- 6 December - CPD Assessing & Installation of TEC
- 7 December - Role of a Responder

## First Aid training available

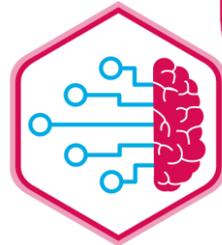
- 1 or 3-day courses
- 2-day refresher course

# Workforce Development Learning Journeys



## Engage

Enquiring into how we can support your organisation's workforce development needs is the first step into creating an engaged, informed and valued team.



## Assess

We work with you to understand your requirements, including challenges, goals and objectives, whether that's to improve knowledge and skills or support mental well-being.



## Define

We define the levels of knowledge, skills and behaviours your organisation needs to succeed. We're then able to create tools and training courses with a mix of learning experiences, refresher training and skills enhancement, while encouraging a culture of knowledge sharing.



## Develop

We build a workplace development strategy that achieves your goals, this may include the creation of tools, bespoke e-learning packages, instructing internal trainers, reviewing current management processes along with performance review recommendations to ensure best practice.



## Deliver

To minimise disruption, we establish an effective delivery timeline to provide the necessary consultancy services and implement the tools and training for maximum impact.

## Refine

Once the plan has been developed, we present the options, at which point we review and refine your priorities and finalise a plan.

# Learning Journeys

Enquiring and bookings to:  
[training@tsa-voice.org.uk](mailto:training@tsa-voice.org.uk)

## Call Handler

- CPD Call Handling
- Mental Wellbeing
- Suicide Awareness
- Enhancing the Service User experience
- Conflict Management
- Handling difficult conversations
- Persuading & Influencing
- Experienced Call Handling

## Call Handling Team Leader /

- CPD Call Handling
- Mental Wellbeing
- Call Quality Monitoring
- Leadership, Management & Coaching

# Learning Journeys

Enquiring and bookings to:  
[training@tsa-voice.org.uk](mailto:training@tsa-voice.org.uk)

## Assessors & Installers

- CPD Assessing & Installation of TEC
- Mental Wellbeing
- Enhancing the Service User experience
- Conflict Management
- Handling difficult Conversations
- Persuading & Influencing

## Assessor & Installer Team Leaders

- CPD Assessing & Installation of TEC
- Mental Wellbeing
- Leadership, Management & Coaching

# Learning Journeys

Enquiring and bookings to:  
[training@tsa-voice.org.uk](mailto:training@tsa-voice.org.uk)

## Responder

- Role of a Responder
- Mental Wellbeing
- Suicide Awareness
- Enhancing the Service User experience
- Conflict Management
- Handling difficult Conversations
- Persuading & Influencing

## Response Service Team Leaders

- Role of a Responder
- Mental Wellbeing
- Leadership, Management & Coaching



04 TSA Events

# Update



# 2023 Party Conference Fringe Events



The voice of technology  
enabled care



social care  
institute for excellence



## The discussions at the events focussed on:

What can the government do to realise the aspirations of the well-being principals such as personal choice and control as well as independent living as stipulated in the care act and what is the role technology can take in achieving these aims?

### Liberal Democrat Party Fringe Event

23 September, Bournemouth International Centre

### Conservative Party Fringe Event

4 October, Manchester Central

### Labour Party Fringe Event

10 October, ACC Liverpool



# The International Technology Enabled Care Conference 2024

18 - 19 March 2024

The ICC, Birmingham



- A two-day event dedicated to helping social care, housing, health and TEC professionals deliver proactive, preventative digital services
- Various ticket options for members and non-members
- Over 60 exhibition stands
- An expanded Innovation Stage
- Gala dinner featuring the ITEC Awards



## EMPOWERING PEOPLE'S LIVES



### Headline Sponsors:





# The International Technology Enabled Care Conference 2024



**18 - 19 March 2024**

The ICC, Birmingham

A choice of programmed content each day including:

- **Daily plenary sessions**
- **The Innovation Stage** - Featuring 4 sessions per day
- **Knowledge and Networking sessions**  
(6 sessions on day one / 8 sessions on day two)

Early Bird Bookings Available: [www.itecconf.org.uk](http://www.itecconf.org.uk)

Single day tickets from £205

Two days with a gala dinner ticket from £399



Headline Sponsors:



**EMPOWERING  
PEOPLE'S LIVES**



## **TSAs Future Events**

**The 2024 events programme will be made up of both face-to-face events and online events**

- **TSA Regional event – 8 November 2023 in London**
- **ITEC Conference - March 2024 in Birmingham**
- **Continued TSA Surgeries in February 2024 (online)**
- **A full programme of webinars throughout 2024**
- **Up to 5 regional face to face events right across the UK**  
dates and locations to be confirmed

**What would you like to hear about?  
What key topics you would like us to cover?**



05 TSA Marketing  
**Update**

# Marketing Member Benefits

Email your content to:

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



## 06 Digital Transition

# Update



# TSA's A2D Guidance: Roadmap

Data and Cyber Security Research in the Technology Enabled Care sector

Executive Summary

July 2019

INTEROPERABILITY OF DIGITAL TEC SYSTEMS

TSA Response to All IP Webinar February 2021

February 2021

Commissioner/Buyer Guidance: Transitioning your Social Alarms Systems from Analogue to Digital

The End of Analogue Purchasing

November 2021

CONNECTING PEOPLE, IMPROVING LIVES

A DIGITAL FUTURE FOR TECHNOLOGY ENABLED CARE?

October 2017

Digital Social Alarm Protocol Guidance

Application Guidance

TSA 2019 Part 9: IP Communications Protocol  
Developed by TSA Special Interest Group 10

March 2023

Analogue On Digital

TSA Testing & Installation Guidance

January 2023

The Resilience of TEC Monitoring Services

Technology Strategy, TSA

December 2022

## Digital Survey November 2023 – Version 3

- Reviewed and amended previous digital survey that was shared earlier this year.
- Gathering insights of digital readiness across the sector as present
- Results and feedback will feed into TSA's State of the Sector Report, due to be released in March 2024
- Will also support to inform stakeholders across the sector of where we are at in the transition to digital as of Q4 2023.
- Survey has been released to service providers, both TSA members & non-members on Monday 6<sup>th</sup> November.

**TSA™**

# Resilience of Technology-Enabled Care Services





# The End-to-End Resilience of Technology Enabled Care Solutions. V1.2 August 2023



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

Revision of the original document from last year



This document gives guidance on what is required for the outputs from the SIG 8 and 10 deliverables.



# Supporting documents of The End-to-End Resilience Guidance



**The End-to-End Resilience of Technology Enabled Care Solutions – Questions Raised and TSA's Responses**

<https://www.tsa-voice.org.uk/tec-guidance/the-end-to-end-resilience-of-technology-enabled-care-solutions/>



# Availability of service on demand: Annualised Availability

## Service Types

The concept of service types has been introduced, to allow for services with differing 'intended purposes', and to capture their distinctive requirements. The following service definitions and example use cases apply:

- **Critical & Reactive:** Real-time, life critical call handling, including telecare alarms, smoke detectors, fall detectors
- **Proactive:** Personalised outbound welfare check calls, medication reminders, activities of daily living monitoring, all typically in response to a care plan
- **Preventative:** Wellbeing apps, health questionnaires, advisory outreach services to a population of vulnerable people at risk



# Availability of service on demand: Annualised Availability

## Quality Levels and Service Types

levels of availability for services with 10,000 active end users

Service Type	Maximum Unavailability (Per annum)				
	96hrs = 98.91% Availability	72hrs = 99.18% Availability	48hrs = 99.45% Availability	8hrs = 99.91% Availability	2hrs = 99.98% Availability
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



# Tolerable Downtime Calculator – QSF A2D Digital Toolkit

No. of Connections ('000's)
10

Service Type	~98.91%	~99.18%	~99.45%	~99.91%	~99.98%
Preventative	96	72	48	8	2
Proactive		72	48	8	2
Critical			48	8	2

To be able to calculate your Maximum Tolerable Downtime you should enter the number of connections per Service Type into the calculator. The number of connections should be rounded to the nearest thousand. This will provide you with your maximum annualised downtime per Service Type, enabling you to report on each, separately.

A Connection is defined as a single Dwelling, and/or a single hardwired call point. For example:

- A dispersed alarm unit with a smoke detector and falls sensor is one connection
- A communal call point, for example a pull cord in a Common Room is one connection
- An apartment within a Scheme with two or more occupants is one connection
- A single user receiving a Reactive and Proactive service is one connection where the service provided through your reactive platform
- A single user receiving a Reactive and Proactive service is two connections when provided through separate platforms
- A single user receiving a Reactive, Proactive and Preventative services is three connections when provided through separate platforms
- For Suppliers providing a Connected Care service, one dwelling is one connection

Service Type	Maximum Unavailability (Per annum)				
	96hrs = 98.91% Availability	72hrs = 99.18% Availability	48hrs = 99.45% Availability	8hrs = 99.91% Availability	2hrs = 99.98% Availability
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

*Minimum acceptable levels of availability for a service with 10,000 active end users.*



# Availability of service on demand: Maximum single-instance downtime

**Guiding Principle:  
No Critical TEC Service  
should be unavailable to  
respond to life-critical  
calls for more than 1  
hour**

The longer a service is down, the more likely that a critical service user will be unable to receive assistance within the “golden hour”.

Examples of the serious impact of delay include:

- 1 extra hour on the floor after a fall can equate to 1 extra day in hospital
- Treatment is usually needed within 1 hour after a heart attack to avoid further heart damage or even death

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

# Responsibilities of Service Providers

A TEC service provider must:

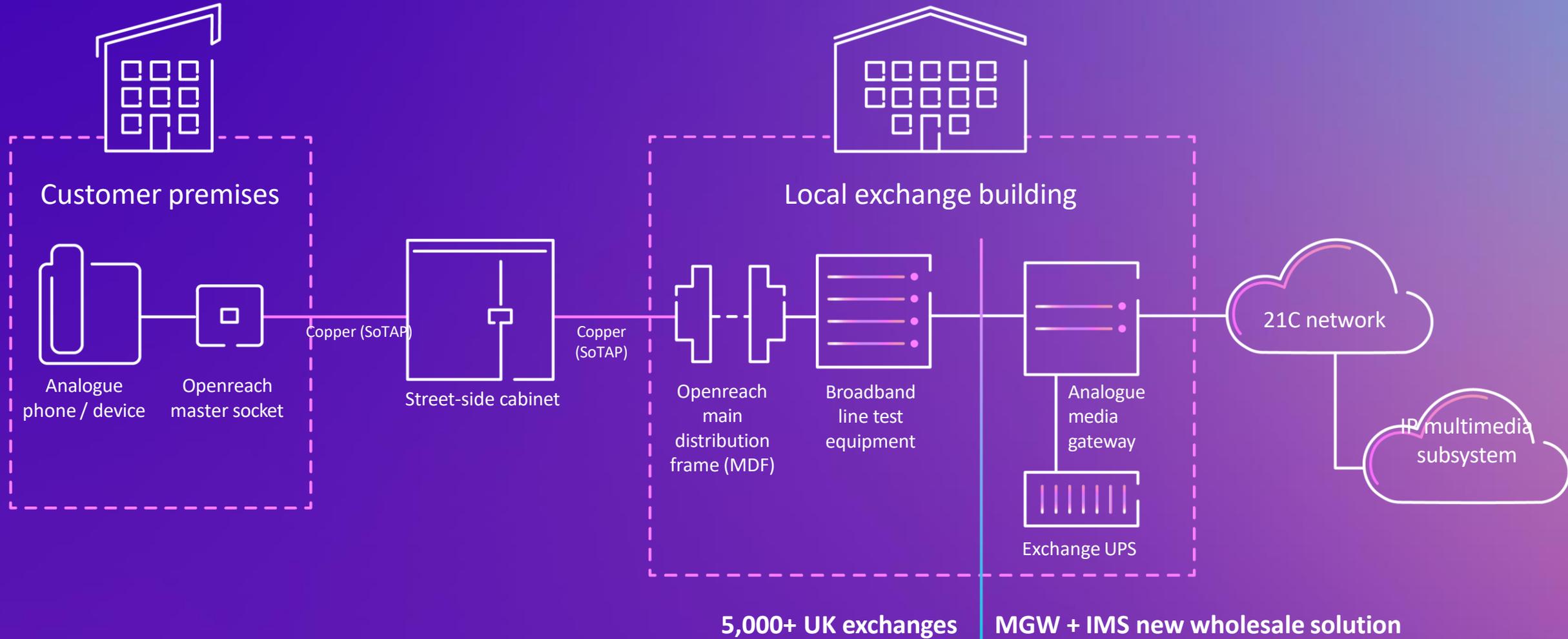
- define the **intended purpose** of the services being provided
- define the key **operational parameters** which ensure that the service is fit for the intended purpose
- demonstrate that these have been **shared and agreed** with buying customers and users
- employ processes which ensure that the service **achieves** the key operational parameters
- identify a **Service Design Authority**, who has end-to-end responsibility for ensuring that the combination of enabling technologies and the use of data is fit for use by care staff and users, and hence the intended purpose of the Service

**TSA**<sup>TM</sup>

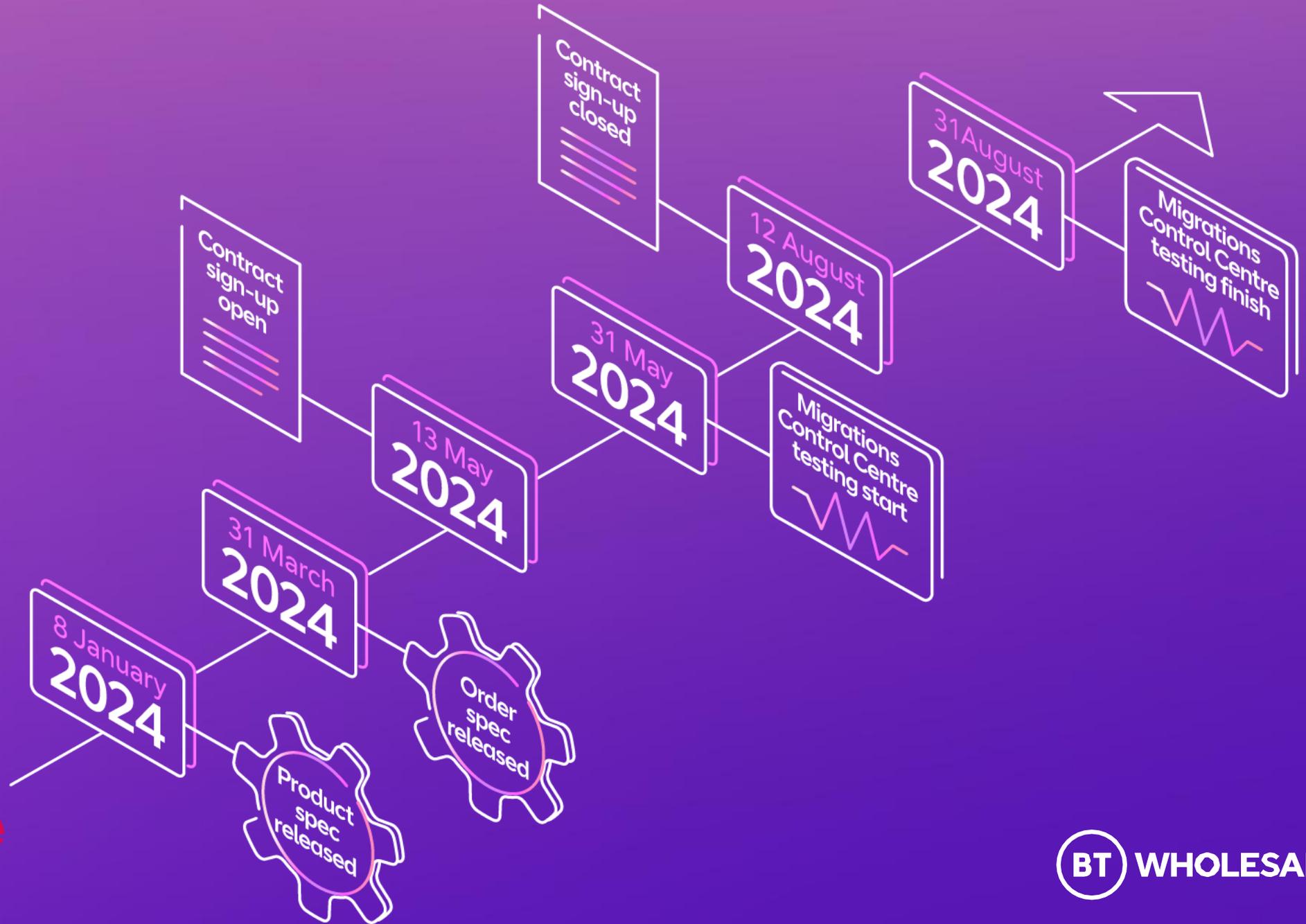
# BT's Pre-Digital Phone Line



# BT Pre Digital Phone Line Topology



# Pre Digital Phone Line Timeline



# Indicative BT Wholesale Pricing

Migration	+	Line	+	Call rates	+	Care package	+	Calling/network features and voicemail
Singleton migration <b>£38.99 one-off price</b>  or  Bulk migration <b>£33.11 one-off price<sup>2</sup></b>		Basic line <b>£17 per month</b>		Call charges, as usage <b>per minute rates</b>		Care Level 1: <b>£0</b> (included in line price)  Care Level 2: <b>£0.45</b>  or  Care Level Business 2 Plus: <b>£1.35</b>  or  Care Level 3: <b>£3.70</b>  or  Care Level 4: <b>£6.50</b>  per month		Multiple priced options

<sup>2</sup> £5 off if your batch estimate is within 10% of your final figure.

# BT Pre Digital Phone Summary

## Benefits:

- Potential to remain connected 'as is' in the home until 2030
- Batch Migration by Telephone Exchange

## Issues / Risks:

- Handshake challenges around analogue tones over digital networks remain
- No testing being completed until early 2024
- Product release date October 2024
- Cost structure to be defined
- Cannot support broadband

**TSA™**

# Guidance for Digital Scheme Connectivity





The voice of technology  
enabled care

# Social Alarm systems: IP Signalling Protocols

BS8521-2:2020: Part 2: Specification for NOW-IP

**Application Guidance**

Developed by TSA Special Interest Group 10



The voice of technology  
enabled care

# Thank you

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

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