

TSATM

Empowering People's Lives

Data, People & Partnerships

Alyson Scurfield, CEO, TSA

27 June 2024



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.





People's everyday lives
enriched, enhanced
and enabled by
technology-enabled
care

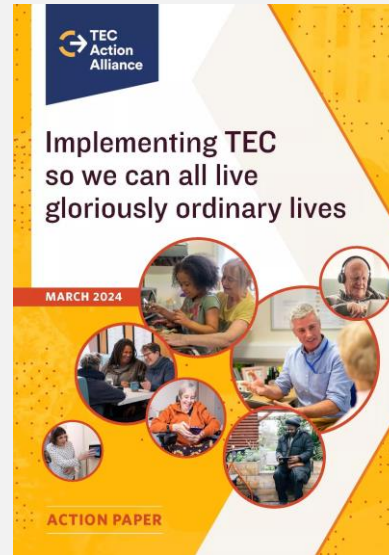
Our Vision

Unlocking Personalisation: Turning Strategy into Action



People at the Heart of Care

Dec 2021



Implementing TEC so we can all live gloriously ordinary lives

March 2024



TEC: State of the Sector

March 2024

What People Want From TEC

We need to re-focus on people, their families and unpaid carers:



Implementing technology to help
people live really good lives:
What people want from
technology enabled care

Author: Sarah Alden - 2024

[https://tec-
action.org.uk/research-
implementing-technology-to-
help-people-live-really-good-
lives/](https://tec-action.org.uk/research-implementing-technology-to-help-people-live-really-good-lives/)

- Co-production, so TEC is shaped and chosen by the people who will be using it
- Seamless TEC that links with the technologies people already use
- Familiar, easy to use technologies and devices
- Adoption of a common structure and language for TEC, to help with awareness and selection of the right solutions

State of the Sector

Two in three (66%) commissioners say awareness of TEC within the council's workforce is a **challenge** or **significant challenge**.



Source: TSA and PA survey of senior leaders in adult social care, 2024

66%

Have **low or no understanding** of how to make a high-quality referral.

61%

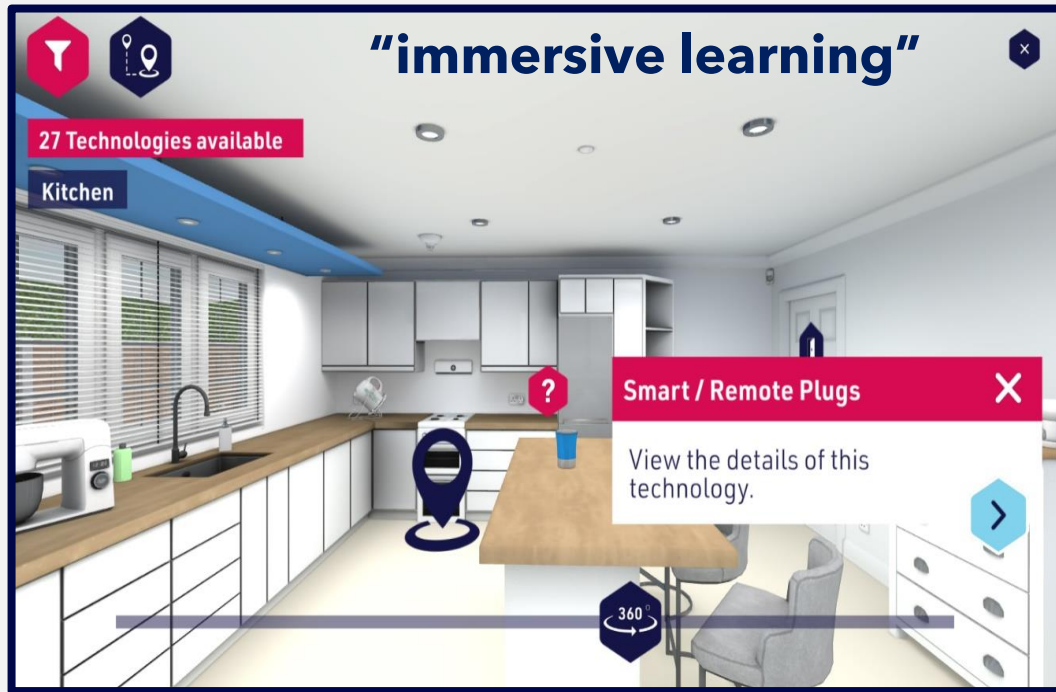
Have **low or no understanding** of the full range of outcomes and people TEC can deliver positive outcomes for.



Led by Skills for Care, the Adult Social Care workforce strategy will launch on the 18 July 2024

Workforce Development: The Virtual House

- 4500+ people utilising the virtual house across 20+ organisations within UK
- E-learning modules with scenario-based learning to support staff across health, care and housing
- Supporting the need for outcomes-led rather than technology led approaches
- Examples of local authorities seeing sustained increase of >30% in quality referrals into TEC services following application of virtual house solution
- Opportunity to position as supporting tool within health and care courses across Further Education & Higher Education



Building Strong Foundations for TEC Services and UCR



Quality · Safety · Innovation

<https://www.england.nhs.uk/publication/technology-enabled-care-referral-guidance/>

Technology Enabled Care (TEC) Referral Guidance

Direction on how TEC providers are to establish referral pathways into Urgent Community Response (UCR)

Version 1.0



Technology Enabled Care Referral Guidance

January 2024



The voice of technology enabled care



Quality · Safety · Innovation

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

Moving to a Standardised Approach to Coordination of Care



WARRINGTON
Borough Council



Warrington Borough Council has integrated Urgent Community Response (UCR) with Alarm Monitoring & Falls Response Services.

They have adopted a **Home First philosophy** as an alternative to an ambulance calls.

85%

of calls resolved by Falls Response team: successfully lifted, treated and remaining at home, with no Emergency Services escalation

'An integrated approach allows us to join up the dots with a community model focus; integration of systems and services will enable us to identify the needs of the population at neighbourhood level'

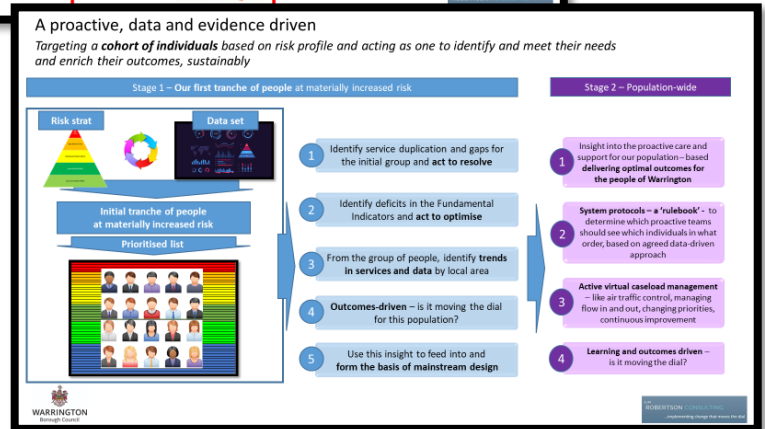
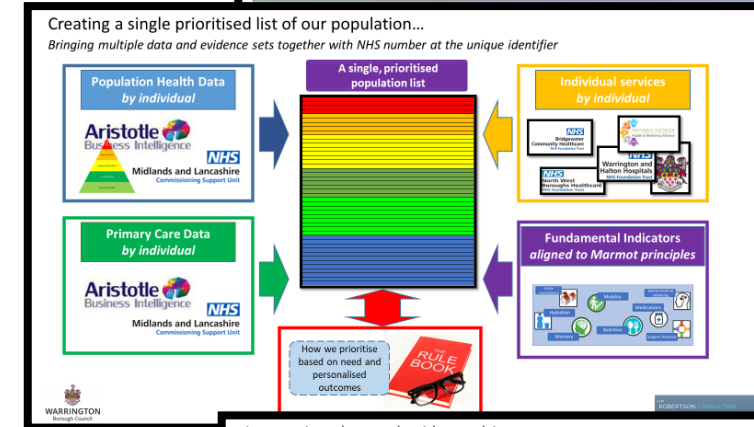
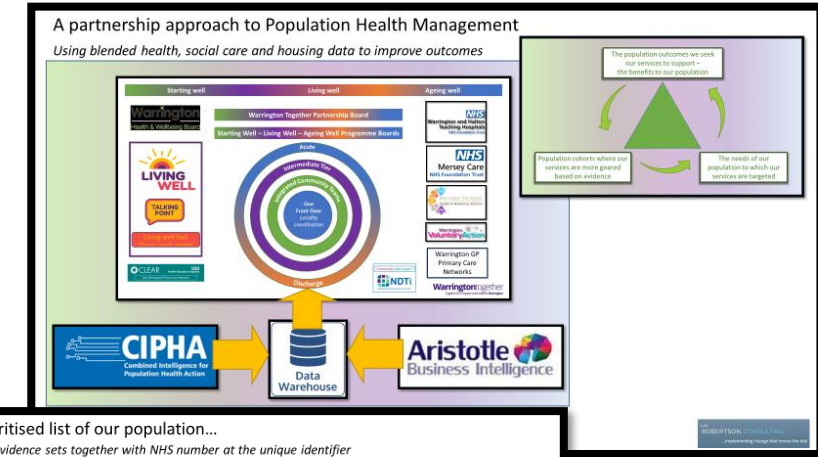
Caroline Williams, Director Adult Services (DASS), Warrington Borough Council

Our Ambitions for a Sustainable Future: One System, One Population, One Purpose

...a different approach...

- We are moving to a **truly population-based outcome model**
- **Our focus is on doing the right thing at the right time for our population** and measuring **outcomes as a system not at individual service level**
- We have built **many of the constituent parts** which are integral to our **'one system – one population – one purpose'** model, with common design principles and success measures
- We are **responding to evidence and data** to target support for our population at an earlier stage
- By doing this, **a greater difference can be made, earlier** – our talented resources work responsively to patient need, often doing the basics well, early – **regardless of their job or badge** – with a laser focus on our **enriched personalised outcomes**
- Working together, our **relentless focus on outcomes as a system for our population as a whole** as one system is starting to move the dial
- It is a **long process and we are fully committed to it.**

...which will deliver a step change for the population we serve and colleagues who support them



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ZiC-Care



Innovation Showcase:



**'Stronger
Together'**





Thank you

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