



The voice of technology
enabled care



North East and
North Cumbria



Digital Transformation at Scale: A Collaborative Approach to Empowering the North East Workforce

Shantelle Million-Lawson, Chief Operating Officer, TSA

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The state of the adult social care sector and workforce in England 2025



The TSA Learning Hub

TSATM

The screenshot shows the TSA Learning Hub interface. At the top is a red navigation bar with the TSA and TEC Quality logos on the left, and links for 'About the Hub', 'QSF Modules', 'Virtual Home', 'FAQs', 'Support', and 'My Profile' on the right. Below the navigation bar, there are two main sections: 'TEC Monitoring' and 'TEC Response Service'. The 'TEC Monitoring' section contains three cards: 'TEC OPERATOR SKILLS FOR CALL HANDLING (PART 1)' with a description of learning fundamental skills and a 'START' button; 'TEC OPERATOR SKILLS FOR CALL HANDLING (PART 2)' with a description of advancing skills in managing complex calls and a 'START' button; and a 'MODULE TEST' card with a description of accessing and completing an assessment and a 'START' button. The 'TEC Response Service' section contains two cards: 'TEC RESPONDER SKILLS' with a description of developing responder skills and a 'START' button; and a 'MODULE TEST' card with a description of accessing and completing an assessment and a 'START' button.

- CPD Accredited
- Co-designed with the TEC Sector
- Continually developed using sector and user feedback
- Recognised by the SME News, Northern Enterprise Awards 2025 as a finalist for the Leading Digital Health Industry Advocates category

The image shows the 'Call Handling' competency assessment tool interface. It features a large central box with the title 'Call Handling' and a welcome message: 'Welcome to this online competency assessment tool. This tool is designed to support your knowledge of Technology Enabled Care (TEC) Call Handling and the key principles behind it. It ensures safe and quality practices if followed in accordance with the TEC Services Association's (TSA) Quality Standards Framework (QSF). Select a topic to continue.' To the right of the central box is a 3x3 grid of topics, each with a number and the status 'Not started'.

Introduction 1 Not started	Keeping People Safe and Ethics 2 Not started	Managing Information 3 Not started
TEC Operator Skills 4 Not started	Types of TEC Calls 5 Not started	Device Management Platforms (DMP) 6 Not started
Call Categories 7 Not started	Frequent Callers 8 Not started	Summary 9 Not started

The TSA Virtual Home

TSA™



Virtual Home

Welcome to the Virtual Home section of the TSA Learning Hub – your gateway to building deeper knowledge and confidence in Technology Enabled Care (TEC).

This section brings together a powerful blend of learning resources: the TEC Explorer and Expert courses offer structured learning at two levels; three interactive Virtual Homes let you explore TEC in real-life contexts; the TSA Assessment Tool introduces a streamlined, strengths-based approach to assessment; and four scenario-based modules help you put your knowledge into practice.

Together, these courses help you apply TEC in meaningful ways that prioritise the individual, improve referral quality, and support more efficient, person-centred care.

Immersive Home Environment



FLAT

Explore how TEC can assist and how it can look in a virtual flat property.

EXPLORE



BUNGALOW

Explore how TEC can assist and how it can look in a virtual bungalow property.

EXPLORE



HOUSE

Explore how TEC can assist and how it can look in a virtual House property.

EXPLORE

- Immersive Environment
- Explorer and Expert eLearning
- Situational learning
- Assessment tool





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