

TSA™

TSA Surgery

July 2026



Agenda

- 10:00 – 10:05 Welcome
- 10:05 - 10:20 VMO2, BT & Openreach Update with Q&A
- 10:20 - 10:30 Connectivity Trends
- 10:30 - 10:40 TEC Quality update
- 10:40 –10:55 Workforce, Regional Events, Marketing & New Members
- 10:55 - 11:10 Blueprint Part 2
- 11:10 - 11:30 Deb Gent – Everyday TEC with Q&A, TSA Everyday TEC resources

What's Changing in 2026

- PSTN migration continues, with UK 2G sunsets not scheduled until 2029-2030 providing a managed transition window
- VoLTE becomes essential for voice-critical applications (telecare, lone worker, eCall) as 2G/3G voice bearers retire, audit SMS and voice workflows now
- SGP.32 eSIM adoption accelerates, enabling zero-touch profile management and localisation options for IoT fleets
- For long-life deployments into the 2030s, SGP.32 readiness is worth considering as a design goal but existing multi-network solutions continue to serve well for current deployments.
- 5G RedCap enters early commercial deployment, though multi-network 4G remains the right choice for critical IoT today

www2.csl-group.com/iot-connectivity-trends-2026?utm_source=newsletter&utm_medium=email&utm_campaign=csl+june+26

SPG.32 E Sims explained

SGP.32 is a **GSMA standard for eSIMs used in IoT (Internet of Things) devices**. It defines how an eSIM can be remotely managed in devices such as smart meters, trackers, sensors, vehicles, and industrial equipment.

What does SGP.32 do?

It allows mobile network profiles to be:

- Downloaded remotely
- Switched remotely
- Enabled or disabled remotely
- Deleted remotely

without needing physical access to the SIM card

For telecare, SGP.32 means:

- ✓ More reliable connectivity
- ✓ Ability to change mobile operators remotely
- ✓ Fewer home visits and SIM replacements
- ✓ Better support for devices with no screen
- ✓ Easier management of thousands of deployed alarms
- ✓ Greater long-term resilience for critical safety services

What You Should Do

- Review your estate for PSTN exposure and plan 2G migration on realistic timelines (2029-2030 for UK)
- Continue specifying multi-network 4G for new deployments, it remains the right choice for critical connectivity
- Confirm VoLTE readiness and review any legacy SMS dependencies where voice is required; validate localisation strategy for international fleets
- Ensure eSIM hardware is SGP.32-ready where long device lifecycles justify future proofing

www2.csl-group.com/iot-connectivity-trends-2026?utm_source=newsletter&utm_medium=email&utm_campaign=csl+june+26

TEC Quality Updates

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Supporting the TEC and Community Equipment Sector to provide Quality and Safe Service and Supply.

What Is TEC Quality?

TEC Quality is the organisation behind the Quality Standards Framework (QSF) - the only UKAS-accredited certification scheme purpose-built for Technology Enabled Care (TEC).

QSF provides a consistent, nationally recognised benchmark for safety, quality, performance and innovation, supporting organisations across service delivery and technology supply to go beyond compliance and deliver measurable outcomes.

The QSF auditing process focusses on continuous organisational improvement, mitigating risk through robust processes.

It is an outcomes focussed scheme putting people at the heart of service and supply.

Work with external stakeholders and with our internal Governance structure SFAC – SRIG to ensure the QSF is current and relevant. DHSC, NHSE, NFCC, British and European Standards etc.

TEC Quality Updates - The Quality Standards Framework (QSF)

The only UKAS accredited scheme for the TEC Sector.

Are you committed to Quality and Safety, for your organisation?

- TEC Quality have launched Programme 2 of the CPD accredited training for the workforce, aligned with the Quality Standards Framework audit, this training provides assurance of the workforce for Organisations and Commissioners across the core TEC Provider modules. <https://www.tecquality.org.uk/learning-management-system>
At the end of June 2026 – 111 Organisations joined with 2,777 completing programme 1 and gaining CPD accreditation.
- The QSF Scheme Changes to the audit criteria goes live June 2026. This ensures that the QSF remains robust and current absorbing the rapid changes within the TEC Sector.
- All Auditees receive a 6-month pre audit support meeting and a post audit evaluation to capture Auditee feedback.
- TEC Quality Working Groups to review Measures of Excellence (KPI's) for Digital TEC Services – Providers and Suppliers

If you would like further information, please contact the TQ team. Further support is available from our TEC Quality Support team whether you are an existing Auditee or wanting to commence your journey.

Contact admin@tecquality.org.uk

Don't forget your Community Equipment provision to be included in your QSF audit.

<https://www.tecquality.org.uk/community-equipment-and-wheelchair-services>



Workforce Development

Update

Why Virtual Home?





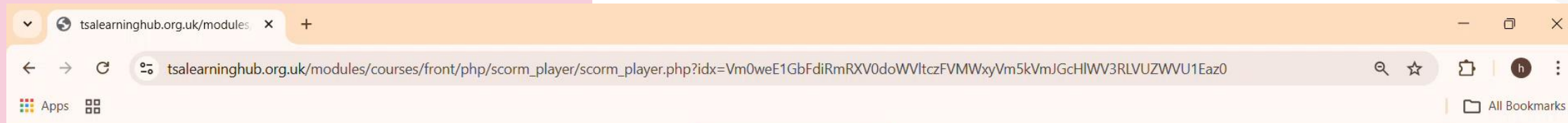
Sensory Loss Telephone

About this item

There are a range of telephones to support people with visual or hearing impairments. These may include features such as larger buttons with contrasting colours to make them easier to see or hearing aid compatible telephones. Some telephones have separate volume controls and amplified ringtones.

This item can support

- **Supporting staff – retention and upskilling** – providing on-going knowledge and home TEC solutions
- **Learning that transforms lives** through application of knowledge
- **Significant Reach** – across Local Authorities; NHS; Private Providers; Housing Associations; Voluntary & Community Sector – greater impact across the TEC sector
- **Outcomes-led** rather than technology led approaches
- **Evidence base** – feedback from English local authorities that VH supports evidence provided to the CQC adult social care audit process
- [ATech-Skills-Adult-Social-Care-1.pdf](#)



[BACK TO MODULES](#)



Virtual Home – Road Map Development

Building a learning and decision-support ecosystem to support social work practice





More time for people



Stronger, more confident workforce



Consistent, quality-assured practice

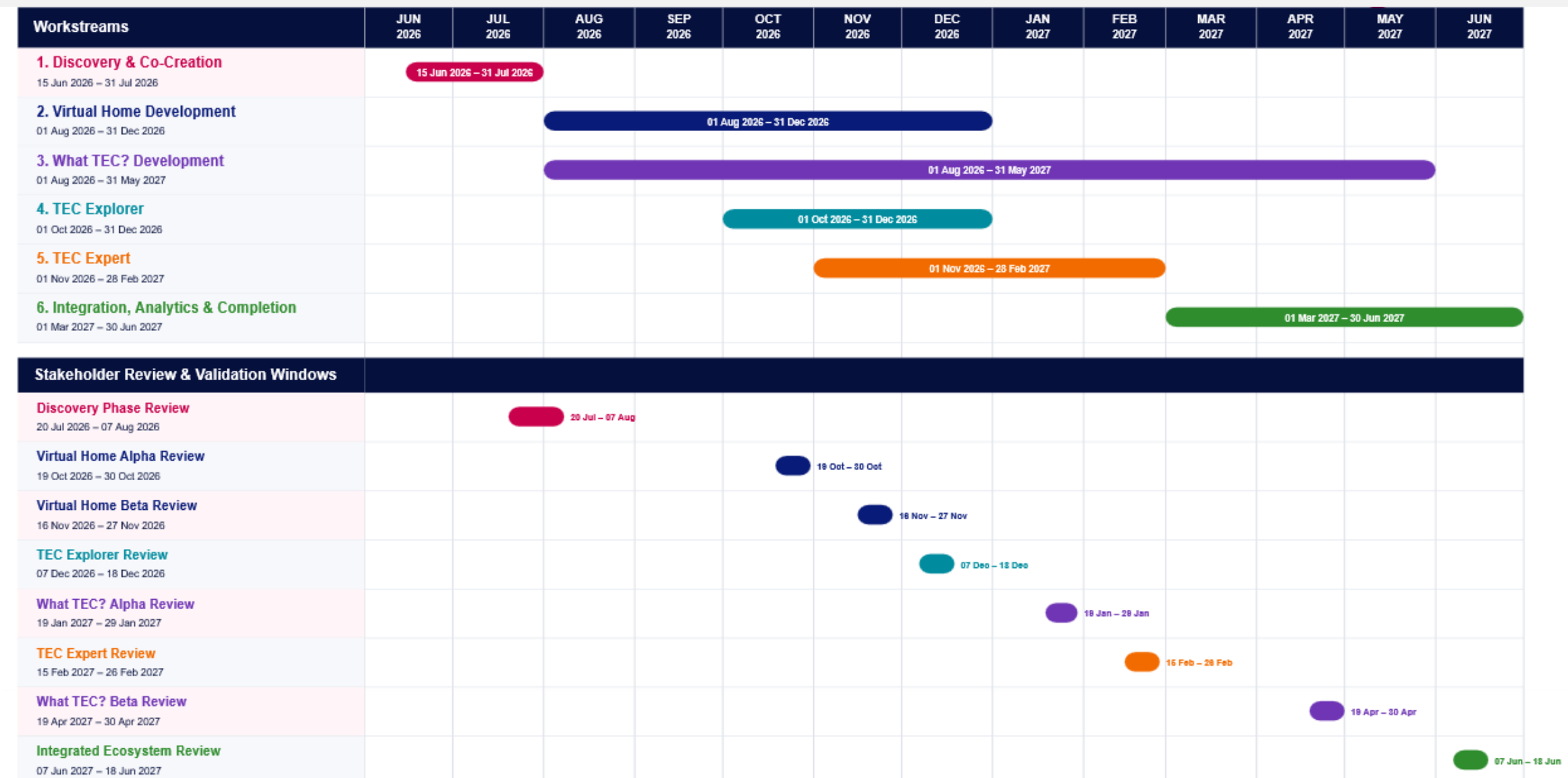


Reduced cognitive load and admin



Better outcomes for individuals and communities

Virtual Home 2.0 – Project Timeline





Events

Update

UPCOMING EVENTS

TSA

TSA will deliver **three themed events** throughout 2026. Across the sector crucial decisions are being made about how care is delivered, how services join up, how the workforce is supported and how technology fits into everyday practice. Digital infrastructure sits underneath all of this. It affects how quickly people get help, how safely services operate and how well systems work together.

Dates, Locations & Themes below:

Transforming Models of Care – Sandown Park Racecourse | 16 July **Proudly sponsored by Access Group & Beanbag by Secure**

Across health, housing and social care, national policy continues to move towards prevention, integration and outcomes, while local systems are managing rising demand, workforce pressure and the expectation to deliver safe, effective services within tighter constraints. Turning that direction into something that works day to day, in real settings with real people, is where the challenge now sits.

Across the day, you can expect:

- A practical understanding of the shift from reactive to proactive care, and how it works in practice
- Candid lessons from organisations already making changes, including what has worked, what has not, and where challenges remain
- Panel discussions with system leaders and practitioners, offering a broader view of what meaningful change involves
- Peer discussions to explore barriers, challenge ideas and identify what could drive progress over the next 12 months
- Valuable networking opportunities, interactive Q&A forums and the chance to help shape future TSA events

[Book Your Place Today!](#)

UPCOMING EVENTS

TSA™

Digitally Enabled Lives: Building Connected Communities – The Catalyst, Newcastle | 15 October **Proudly Sponsored by Legrand Care**

Community care now sits at the centre of how services are organised. This event explores how health, housing and social care can work as a connected system, supported by shared digital approaches. It focuses on how integration works across real communities and brings together the people who make it happen. You will spend the day with leaders from health, housing and care, working through how decisions are made, where challenges cause delays and how barriers to digital connectivity are overcome in practice. This event is about understanding and exploring how collaboration works in practice, and where digital strategy meets lived reality. It looks at integration across primary, secondary and social care, and explores the delivery challenges that will bring community care to life.

Further information and registration link coming soon!

Advancements in Technology – Bolton Wanderers FC, Manchester | 10 November **Proudly Sponsored by Access Group & Careium**

As technology continues to evolve, understanding its practical impact on care and support is more important than ever. This event will explore emerging innovations and what they mean for quality, safety and service delivery, with a clear focus on real world application. Attendees will be encouraged to look beyond novelty, considering how technology can be adopted responsibly, embedded effectively and used to deliver genuine value for people and organisations.

Further information and registration link coming soon!

Who should attend?

- Local authority commissioners
- Housing associations
- Care providers
- NHS and ICB leaders
- Central and local government representatives
- TEC suppliers
- TEC service providers



Marketing

Update

TEC Voice Advertising

- Advertising in TEC Voice offers a unique opportunity to position your brand in front of thousands of TEC Professionals.
- TEC Voice is the **only magazine dedicated exclusively to Technology Enabled Care (TEC)** and has been a trusted resource for over 3 years.

Our upcoming 2026 editions include:

- August/September**
- October/November**

- Advertising starts from **£100 per issue**, with flexible options to suit a wide range of goals and budgets.

To express interest in advertising with TEC Voice email marketing@tsa-voice.org.uk

Did you know we are now on Facebook?
Follow us to stay up to date with the latest from TSA



[@TSAVoice](https://www.facebook.com/TSAVoice)





New Members

Update

New TSA Members since the last surgery

TSA members directory



CCHA Harehill Court



National Sector Support Group 2026

- The purpose of the group is to fund market shaping activities that lead directly to the growth of investment in TEC
- Each partner has committed funding for three years
- They are also providing resource, data and insight



Sector Support Programme 2026

Four interconnected market shaping activities

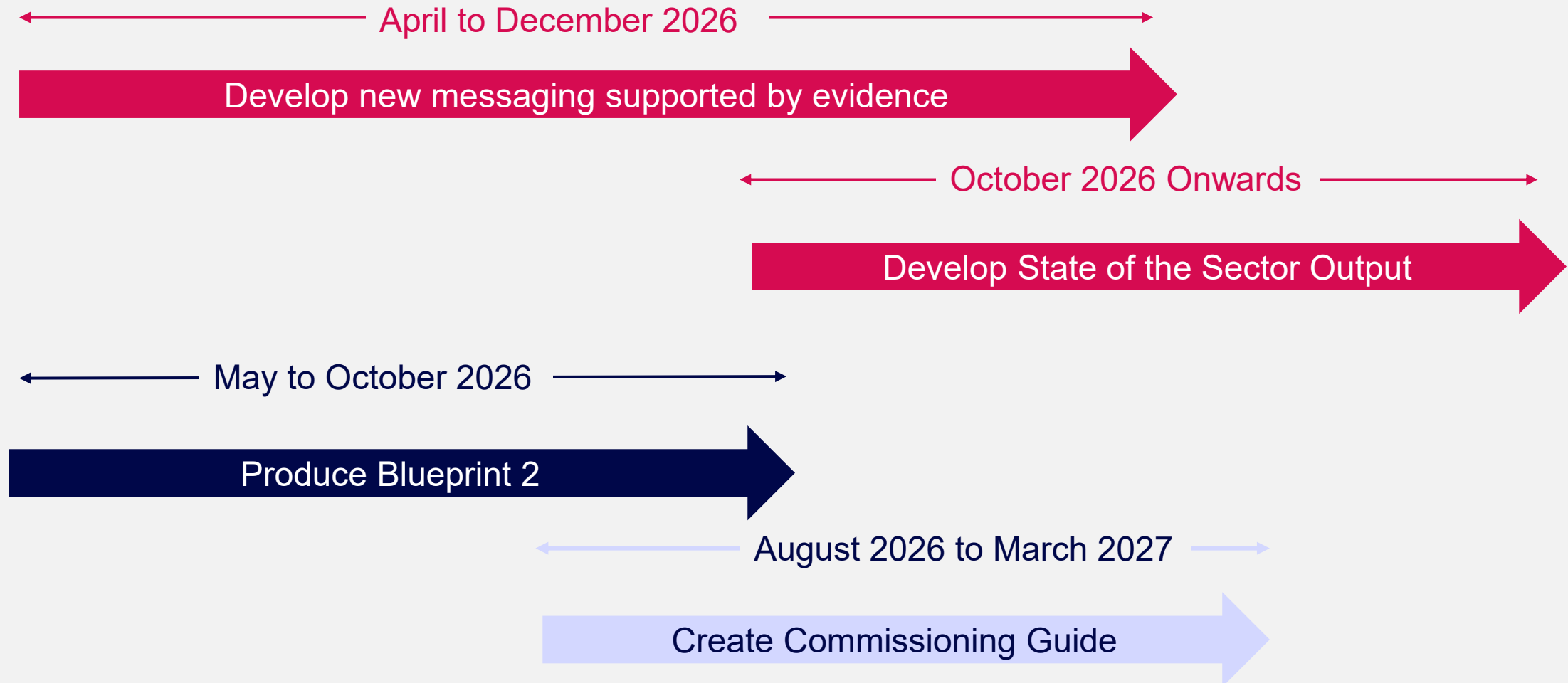
**Clearer, bolder
messaging about
the value of TEC**

**Aggregated TEC
Evidence & Data
Programme**

**Blueprint
Version 2**

**Guide to TEC
Commissioning**

Agreed prioritisation from NSSG



Blueprint 2 Structure and Delivery Approach

Phase 1
May–July 2026
Setup and evidence gathering

Implementation Blueprint

Step by step guidance covering strategy, planning, implementation and scale including governance and operational checkpoints.

Phase 2
Aug–Sept 2026
Blueprint development

Services & Operating Models

Case studies and examples of proactive housing led TEC services, resident outcomes and integration approaches.

Phase 3
Oct 2026
Finalisation and launch

Financial Modelling Tool

Board level support for investment decisions, analogue to digital transition planning and longer term service redesign.

Housing Commission for TEC

Why this matters

Housing providers are facing analogue to digital transition, increasing demand for proactive support and growing pressure for clearer operating models

What TSA is doing

Creating a national Blueprint defining what good looks like for proactive, housing led TEC services including implementation guidance, operational models and financial modelling.

Strategic significance

Building on the success of the TSA ADASS Blueprint and extending TSA's move towards repeatable market shaping frameworks

The logo for Tunstall, featuring the word "Tunstall" in a bold, dark blue, sans-serif font, enclosed within a rounded rectangular border.

Secured through sponsorship from Tunstall



Deb Gent

Everyday TEC



**Better
lives for all**

What if the best TEC solution is already in someone's home?

Deborah Gent

lancashire.gov.uk



My “aha” moment...

“I walked round the TSA conference in Birmingham in March... and it felt like almost every stand was selling a digital box or a SIM based pendant.”



And it made me stop and think... is this really the only answer we're offering people?

- That moment is what inspired the Lancashire Everyday Technology guide.



We're over-solving some problems... and missing others

Not everyone needs monitored TEC

- Some people are confident self-managers and want something flexible and normal.

Many already have support

- Family, friends and informal carers are often willing and able to respond if something goes wrong.

People already own useful tech

- Smartphones, tablets, smart speakers and wearables can often be adapted quickly and affordably.

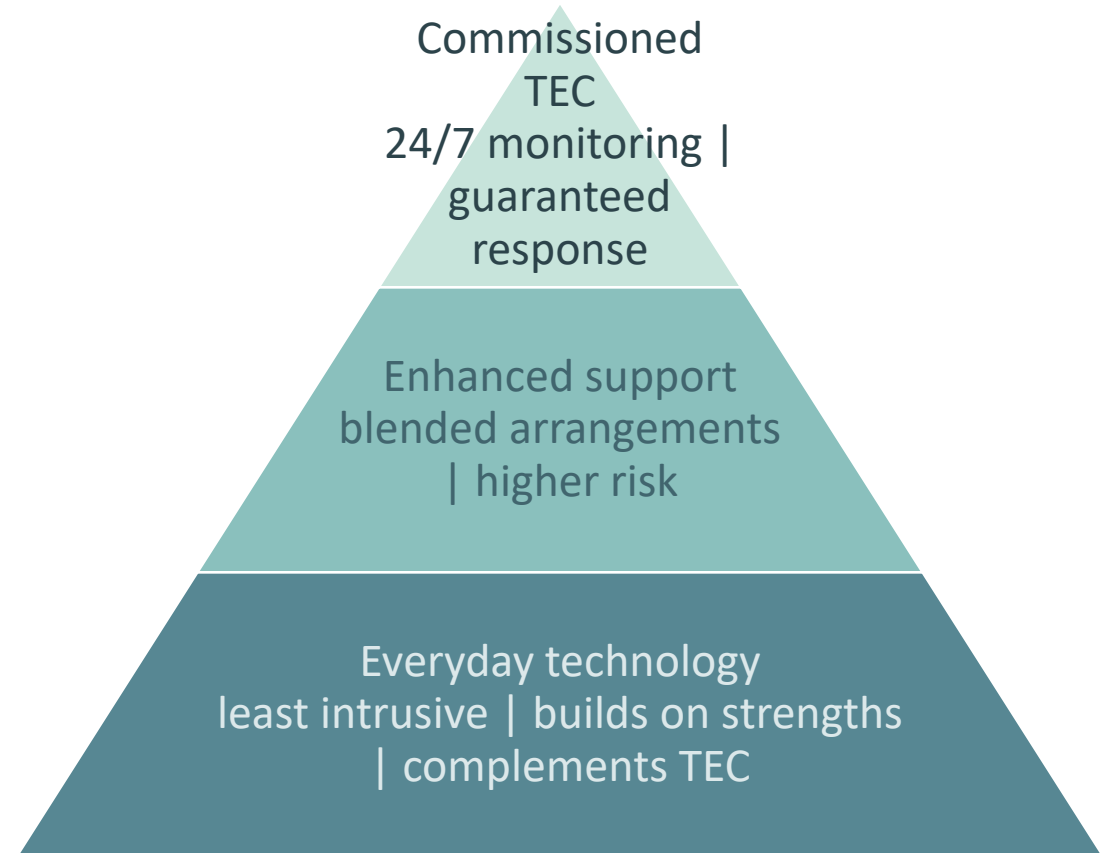
We default to services too quickly instead of asking what could work for this person



Everyday technology first

- Not about replacing TEC
- Not about withdrawing support
- About using the least intrusive option that meets need
- About making balanced professional judgements

When we get this right, TEC is there
for the people who need it most



What this looks like in practice

Health and social
care apps

Home access,
security and entry

Home
environment and
living conditions

Smart home
control and daily
living

Smart appliances

Staying connected
with family, friends
and communities

Vital signs and
health monitoring

Falls, mobility,
beds and
night-time safety

Medication and
daily routines

Roaming,
wandering and
location support

Sensory, emotional
and cognitive
support

Emerging and
up-and-coming
technology



Making it work in practice



Already in the home

Use what people already have
Quick, familiar and zero cost
Start here first



Self purchase

Low cost, low risk solutions
Supports choice and control
Practitioner supports informed decision



Provider responsibility

Care homes and supported accommodation providers expected to provide
Technology to support safe care
Aligned to contractual requirements

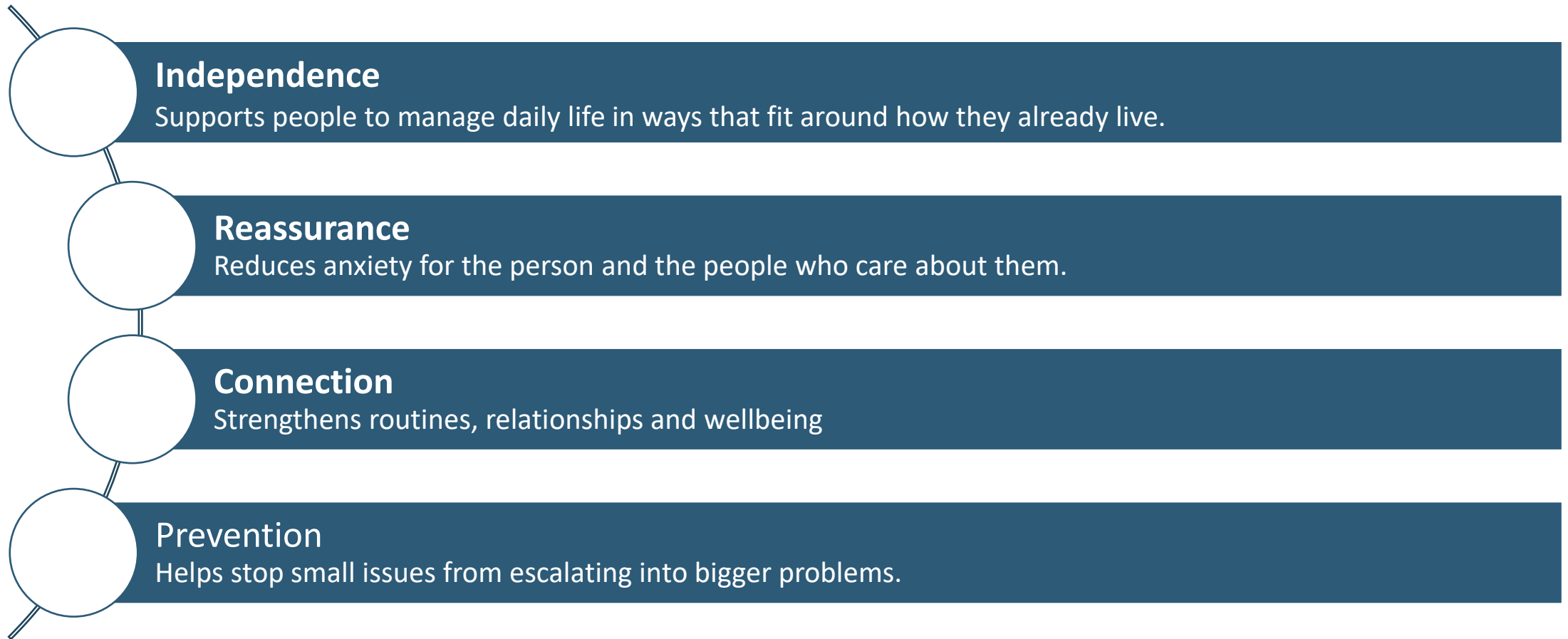


Personal Budget / commissioned TEC

Where needs are assessed
Where risk is higher
Where a managed service is required



This isn't about gadgets – it's about outcomes



Let's be really clear...

Everyday technology is NOT enough when you need:

- 24/7 monitoring
- A guaranteed response
- A managed service because risk is high
- Support where informal networks are absent

Everyday tech also depends on:

- Connectivity
- Charging
- User engagement and understanding

That is exactly where
commissioned TEC is essential



A shift in practice

From referrals...

- Defaulting quickly to a service
 - Starting with equipment
- Treating technology as a specialist topic



...to conversations

- “What do you already have?”
- “What would work for you?”
- Supporting informed choice and self-purchase
- Recording how technology supports outcomes

This is about professional curiosity — not becoming a tech expert



A simple challenge to take back to your organisation



Helping people live well, safely and independently - in a way that works for them



#EverydayTEC

TSA

Arms services and suppliers with creative assets and consistent messaging that show the benefits of TEC to people, families and carers.

Technology Enabled Care Services

keep us in control,
in touch, and safe and well



the everyday help we need
to enjoy the lives we want

Technology Enabled Care Services

keep us in control,
in touch, and safe and well



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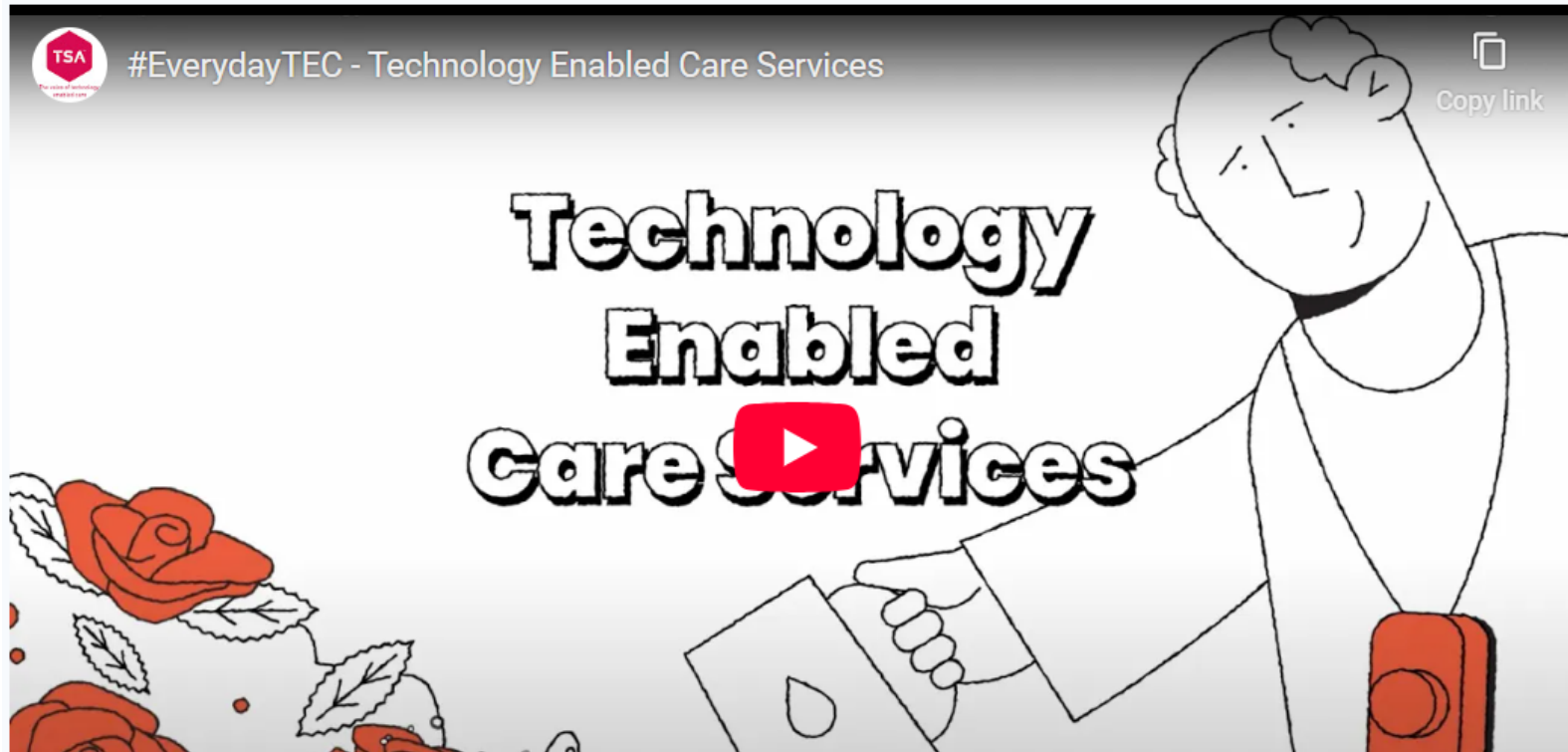


the everyday help we need
to enjoy the lives we want

Click the link for the Toolkit [TSA - #EverydayTEC](#)

#EverydayTEC - Technology Enabled Care Services - Toolkit

The everyday help we need, to enjoy the lives we want



Download the Toolkit

United Kingdom

☐ I accept the terms & conditions of use *

Download here

Helpful Resources

Resource Hubs:

TSA- <https://www.tsa-voice.org.uk/digital-shift/>

LGA- <https://www.local.gov.uk/our-support/cyber-digital-and-technology/digital-switchover/digital-phone-switchover/digital>

DHSC – Telecare National Action Plan - <https://www.gov.uk/government/publications/telecare-national-action-plan-protecting-telecare-users-throughout-the-digital-phone-switchover/telecare-national-action-plan-protecting-telecare-users-through-the-digital-phone-switchover>

Care Connect/ Digital Communities APPG;

<https://digitalcommunities.inparliament.uk/care-to-connect-public-switch-telephone-network-migration-report>

Adult Social Care Leaders Survey 2025 – TSA/ PA Consulting;

<https://www.tsa-voice.org.uk/tec-guidance/resources-library/state-of-the-sector-results/>

EverydayTEC Campaign

https://www.tsa-voice.org.uk/about-tsa/about_tsa/everydaytec/

TSA/ADASS Blueprint - <https://www.tsa-voice.org.uk/tec-guidance/resources-library/tsa-adass-commission-blueprint/>

ADASS Spring Survey - [Slide 1](#)



The voice of technology
enabled care

Thank you