TSA Surgery

February 2026

Agenda

10:00 – 10:05   Welcome

10:05 - 10:20   Charlotte Downing, TSA perspective on A2D

10:20 - 10:50   VMO2, BT & Openreach Update with Q&A

10:50 - 11:00   TEC Quality update

11:00 –11:10   Workforce, ITEC 2026, Regional Events & New Members

11:10 - 11:25   Breakout Rooms – Housing or Proactive & Preventative

11:25 - 11:30   Q&A, Sharing Good News, Any support requests

ITEC conference supporting A2D guidance and advice – Innovation Stage

Operational Excellence Where It Matters Most:

For those responsible for keeping services running, stability rarely comes easily.

This session focuses on the practical foundations that support reliable delivery, including interoperability, resilience, cyber security and the wider operational work led by TSA.

It looks at how these strands come together in day-to-day practice, shaping risk, response and confidence across organisations.

The conversation stays close to operational reality, exploring what makes work smoother, what reduces pressure on teams, and where support has the greatest impact.

Members will have a clearer understanding of how this work connects to their own services, and how they can stay engaged as these priorities continue to develop.

ITEC conference supporting A2D guidance and advice – Knowledge & Networking Zone

Trust, Security and Resilience in TEC:

- Cybersecurity & Data Ethics in TEC

- Building trust in TEC systems through safe, ethical data use

- Effective use of Device Management Platforms

This session focuses on building trust, security and resilience through more consistent, standardised use of Device Management Platforms across service and supply organisations.

It explores how shared approaches to governance, data use and device management reduce risk, support safe interoperability, and strengthen confidence across the sector.

DHSC research project – request for responses

The Department of Health and Social Care is carrying out a research project to better understand how risks to telecare users are changing as we approach January 2027.

Despite the size and importance of the telecare sector, there is currently limited data on how telecare is delivered and the number of telecare devices currently using analogue vs digital signals. This makes it difficult for government to assess how much progress has been made in reducing risks to telecare users from the digital switchover.

The research project is two-fold:

Survey for telecare providers: this survey for local authorities, housing associations and other telecare providers requests an update on progress preparing for the digital phone switchover and requests details of the alarm receiving centres used. It should take 10 minutes to complete and can be found at: https://forms.office.com/e/abMZAfqetv

Data request for Alarm Receiving Centres: additionally, we are requesting information from alarm receiving centres on how many devices are currently communicating using analogue signals vs digital signals. This survey should take 15 minutes to complete and can be found at: https://forms.office.com/e/agee7bi0vU

Digital Switchover Jan 2026 Update
TSA Virtual Surgery

19/02/2026

Non-Vulnerable Customers with the Right BB Hub

- We contact customers (multiple comms / channels)
- Vulnerable / non-eligible customers asked to identify and will be moved to different journey
- We provide an adapter
- Customer will need to unplug their phone from the wall socket and plug it back into to the port on the Hub on their migration date
- 60 day journey from 1st Comms to Migration date
- We will monitor post migration usage

- Customers excluded :
  - Vulnerable
  - Telecare
  - Over 75
  - Don't have a mobile phone
  - Incorrect Hub
  - Phone Only
  - No DSA in place

This journey has been live from May 2025 and will continue through 2025 and 2026 for eligible customers
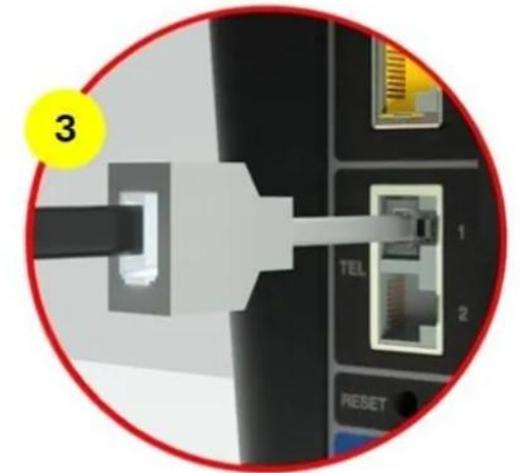
Vulnerable Customers

Customers :
Flagged as Vulnerable in our records
Known to be a Telecare Customer
Known to be Over 75
With no access to a mobile

- Self Identification key – we don't need doctors notes or evidence sent in
- Non-vulnerable Comms includes information to ask vulnerable customers to self identify
- Support network can call on behalf of vulnerable customers to register them
- All vulnerable customers will be offered an **Engineer Visit** and an **Emergency Back Up Line**
- National Information Campaign highlighted the importance of telecare users registering.

Emergency Back Up Line

A Corded phone that works normally but has a SIM card to use mobile network in a power or network outage.
Battery will last 8hrs in a power cut

Migration Process for vulnerable and telecare customers

Comms to customer (letter, email, SMS, calls)

Invited to book an appointment calling a dedicated number

The appointment can be booked by support network

An engineer will visit on the agreed day and will:

Migrate the phone line and install any new kit (eg BB Hub)

Set everything back up as it was

Install an Emergency Back Up Line and explain what it is

For telecare customers, check any connected alarm is working before and after the migration.

If a telecare device does not work after migration, we will revert to analogue and work with telecare providers.

We will send post migration comms to ensure everything is working as it should be

Currently, no vulnerable customer will be migrated without them engaging and booking an appointment

Live in Northern Ireland to be rolled out to other regions from Q4 25 through 2026
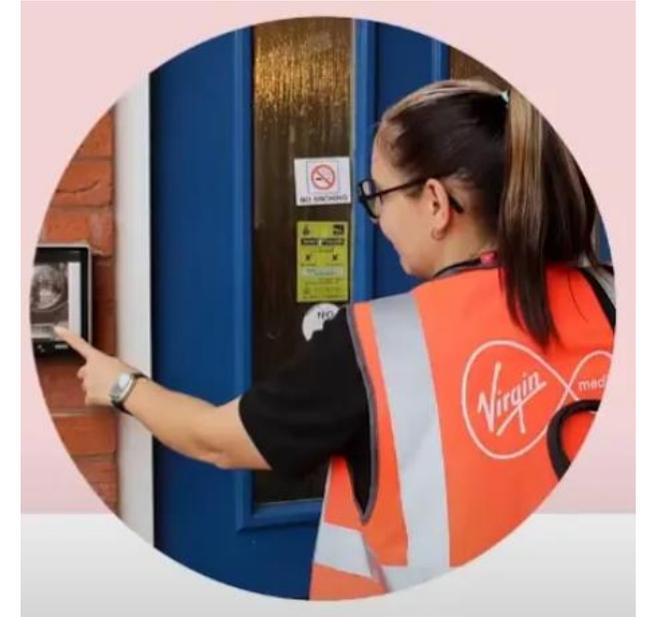
Scaled Approach – In Progress

London boroughs were first areas approached on scale – comms launched late 2025/ Jan 2026.

Then rolling out across the rest of the UK

Provide Local Authorities with 3 months notice ahead of comms being sent to Telecare customers

Encouraging refreshed data shares to increase identification of telecare users, and co-branding /working in partnership to drive customer awareness /engagement and ultimately safely migrating away from PSTN

This will mean we have journeys to migrate:

All non-vulnerable customers with compatible Hubs

Other customers who engage with our comms and agree a migration

This will leave customers who still require a migration but are not engaging with us.

Where we can work with Local Authorities, or other Telecare Providers, we may be able to increase engagement rates (eg Cardiff Telecare Trial)

We are currently working on alternative journeys in discussion with DSIT and other providers.

The aim is to ensure we can move all customers off an end-of-life network in a safe and appropriate manner.

Thank You
Any Questions ?

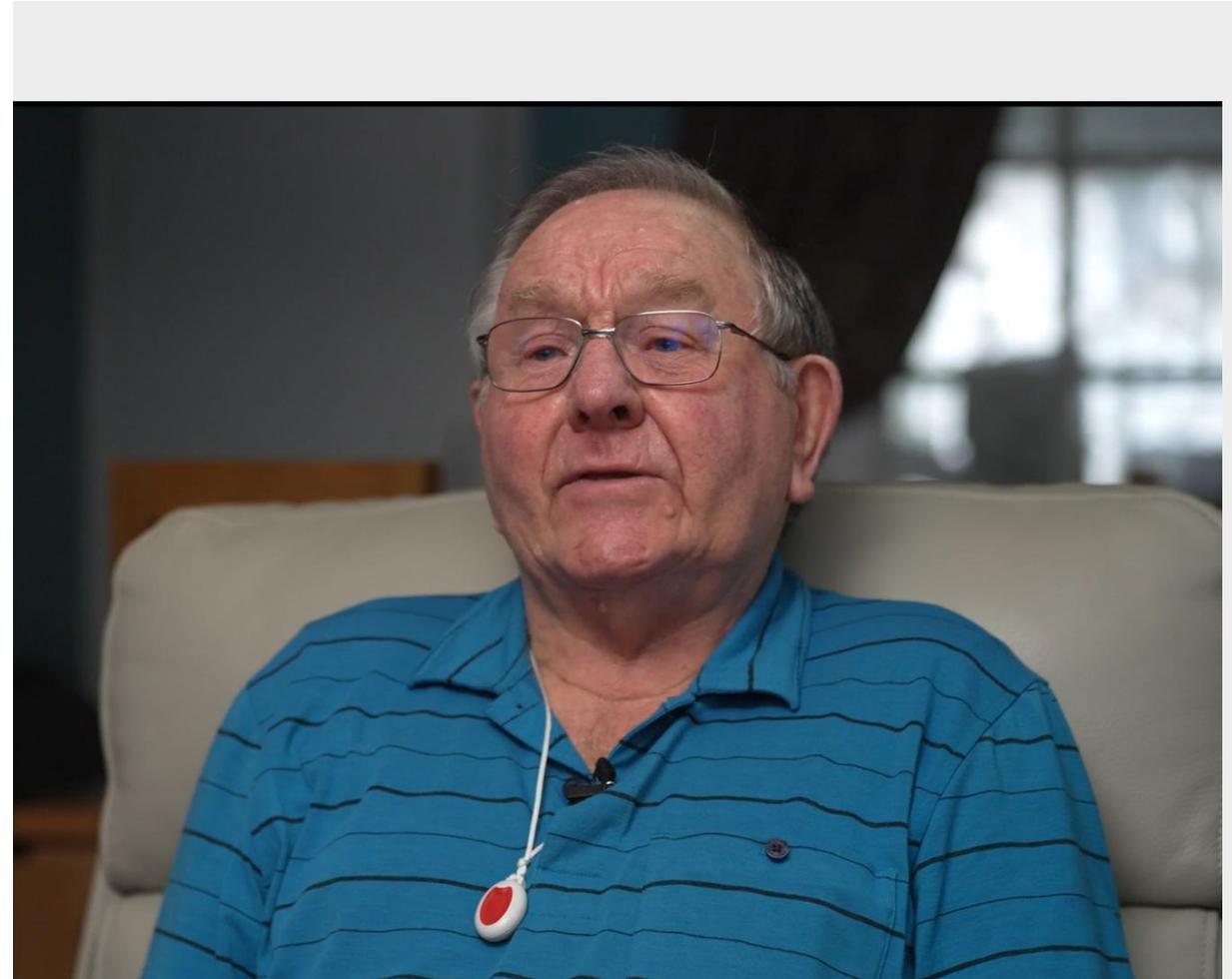19/02/2026

Telecare customer migrations

Entered the **final and most critical year** before the PSTN switch-off in **January 2027** and we are continuing to provide extra support to our most vulnerable customers to ensure they are safely migrated to digital landlines.

Additional migration support has been put in place to safeguard telecare services:

- Landline + Broadband customers – Migration to Digital Voice with engineer home visit

- Landline only customers – migration our dedicated landline product

Please encourage your clients to book/confirm migration appointments.

Following successful pilots in 2025 we are rolling out engineer assisted migrations for customers identified as having telecare alarms.

Broadband customers contacted to book or confirm engineer appointment for migration.

Customers selected from providers that have provided data identifying telecare clients.

Engineer supported migration:

- Telecare equipment tested before and after migration by test calls to ARC

- Analogue telecare alarm connected to BT Digital Voice hub

- Battery Back-up unit installed to provide power resilience

- Reversion to PSTN if post migration test call fails and telecare ARC notified to request upgrade to digital alarm

- Telecare base unit not moved from original location during migration

Source: remove if not required

14
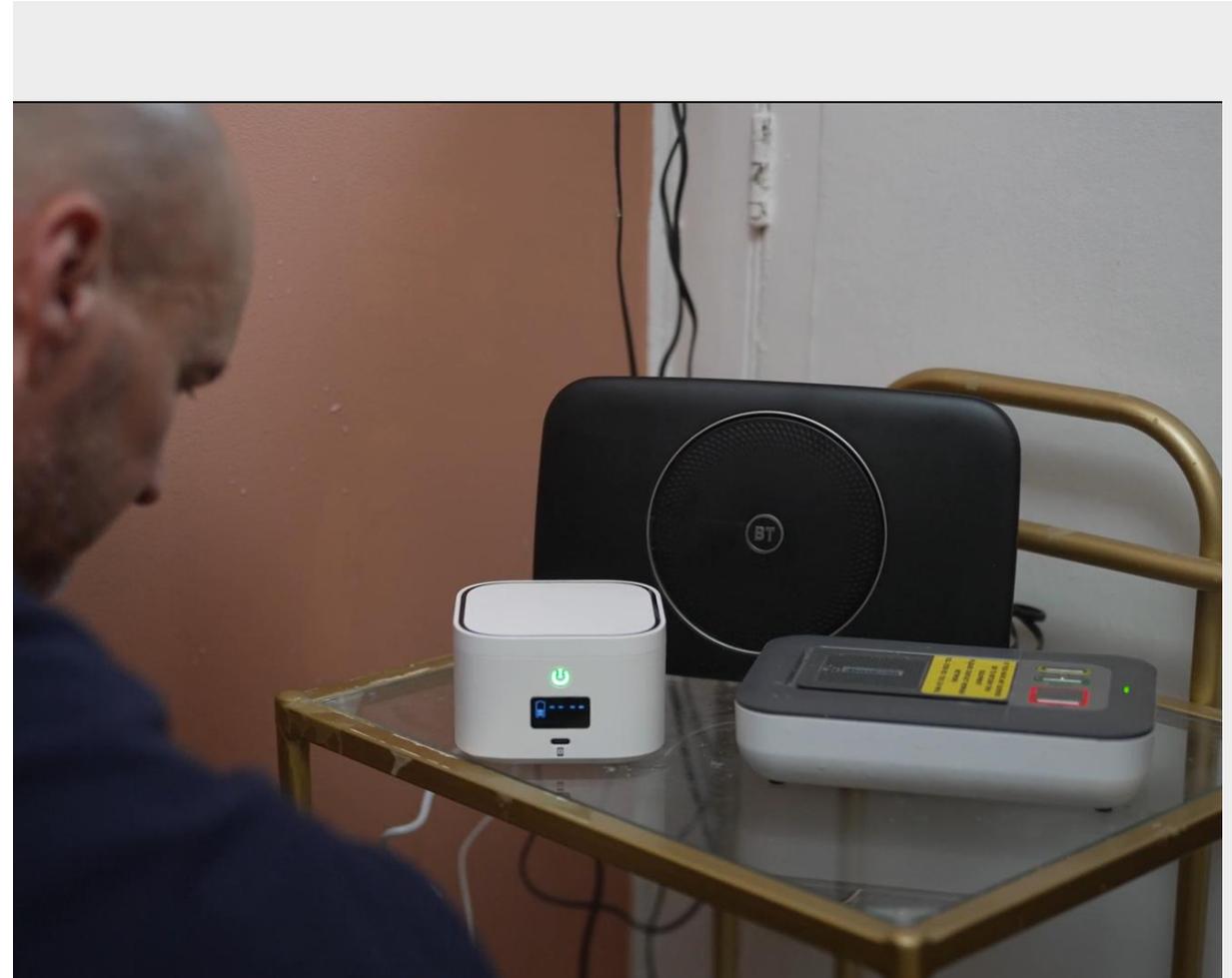
Broadband (Digital Voice) customers are being contacted to book appointments, batched by telecare provider:

- Commencing with remaining customers from the participating pilot providers
- Expanding migrations by telecare provider (including national)

Landline (Dedicated Landline) customers are notified of their migration date; no engineer visit is required.

- By exchange area (not by regional telecare provider)
- Migration work completed at the exchange
- Customers are asked to make test calls on phone and telecare devices
- Additional service monitoring to ensure services are working post-migration

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BT

(!) **Important information**
about your home phone service

Mr A B Sample
Sample House Number
Sample Road
Sample Town
Sample County
AB1 2CD

Month 20XX
BT ID: XXXXXXXXXXXX

Role Key   Mailsort code

Important upgrade to your home phone service

Hello <Name>,

Good news! We're now upgrading you to Digital Voice, our new home phone service.

We believe that you may use telecare, a healthcare alarm or a medical pendant. The good news is that the engineer will set up all your equipment and test any devices are working on the day of your switchover. You may want to let your provider know of your upcoming switch to ensure you are ready to move to your new digital phone service.

Don't worry, the upgrade is very straightforward: you won't need to buy new handsets and your number and monthly costs will stay the same.

What is Digital Voice?

Simply put, it's our new home phone service. We've included a leaflet that tells you all about it and what it means for you.

A date for your diary...

Hi <Name>,

We previously contacted you to let you know about changes to your home phone.

We can now confirm that your home phone will be upgraded, for free, on <Thursday, 13th April, 2024>.

What happens next?

An engineer will carry out work on this day remotely any time **between 8am and 6pm**. The work won't take long – about an hour – and they shouldn't need to come into your home.

However, in the rare case an engineer discovers an issue, they may need to attend your property. Your services will still work after the switchover.

But during this time your home phone will be disrupted, so we recommend keeping a mobile handy or having someone to assist you on the day.

Once the work has been successfully completed, you'll receive a voice message on your updated home phone, from us, confirming that your phone line is all set up and ready to go.

We apologise for any inconvenience this may cause. But we do appreciate all your continued support and co-operation. Switching to Home Phone Standard will mean that, as a valued customer, you're getting the best service you can.

Key details to be aware of post-upgrade

(!) Please test any healthcare alarms, medical pendants and security systems that are linked to your home phone as soon as soon as the work is completed.

How you can continue to support and safeguard your telecare clients

It is essential that customers confirm or book their appointment when requested. We would greatly appreciate your support in reinforcing this message and encouraging customers to complete their landline switchover.

Your engagement will help ensure that vulnerable customers remain connected and protected throughout this process.

We need you to:

1.   **Encourage appointment booking** - Ensure your telecare clients confirm or book their   Openreach engineer appointment when requested to do so.

2.   **Share/Refresh Telecare Data** - Ensure that telecare data for your area has been shared, is   up to date and includes information identifying GSM/Mobile based digital telecare alarms   where available.

3.   **Provide your escalation contact number** – Please provide us with the best contact number   for your Alarm Receiving Centre if we need to report any urgent customer affecting issues   such as faulty telecare devices.

TEC Quality
General Updates February 2026

Helen Loveday

Head of Quality and Improvement – Scheme Manager

Helen.loveday@tecquality.org.uk

Anthony Anderson

Quality and Improvement Manager – Lead Auditor

Anthony.Anderson@tecquality.org.uk

Chris Pugh

Scheme Support Manager

Chris.push@tecquality.org.uk

By 15th December 2025
Gather all ICG, TQ group and any other referred or planned revisions to the QSF scheme

By 23rd December 2025
TQ complete Drafts of amendments to modules, guidance and all other documentation

By 11th January 2026
Invitations to Auditees regarding QSF Webinars to be held 20th and 27th January 2026.
Website updated 28th Jan.

29th January 2026
Formal Consultation Process commences

12th February 2026
Consultation ends at 5pm

By 26th March
TQ website updated with all new and revised guidance.

On 26th Feb 2026
Update Auditee on the final changes to the scheme and publish revised documentation via TQ website/mailer

By 20th February 2026
Final QSF Scheme Changes, signed off by TQ Board.
DAP Templates for May Audits completed

From 13th February
Review feedback and amend scheme change requirements following consultation if necessary.

1st June 2026
Commence auditing against revised criteria for all June audits – Gap analysis version 11.3

QSF Scheme Change and Consultation Process
TEC Quality 2025/2026
QSF Scheme Change Timeline

TEC Quality

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

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 [...] 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

Guidance

Digital working in adult social care: What Good Looks Like
Updated 17 May 2023

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

Technology Enabled Care (TEC) Referral Guidance
Direction on how TEC providers are to establish referral pathways into Urgent Community Response (UCR)

Version 1.0

Delivery plan for recovering urgent and emergency care services
January 2023

Digital Communities APPG
Care to connect: Public Switched Telephone Network Migration

Launched Jan 2025

ATech Skills for Adult Social Care
Building the Care Workforce to Put People in Control of Their Lives

December 2025

Launched Dec 2025

Telecare sector
• All telecare service providers and suppliers, including private providers and suppliers, must be certified to TEC Quality's **Quality Standards Framework** to reach the highest standards on their digital switchover procedures.

Endorsement and Mandate for QSF

NHS Shared Business Services

Consortium Procurement
reduce risk, save time, save money, be compliant

pfh

A National TEC CPD learning Programme

- To achieve standardisation and consistency across the TEC Sector to enhance Service Quality.
- Futureproof workforce competency to meet evolving expectations and standards.
- Support professionalisation of the workforce – boosting recruitment and employer confidence
- Minimise service risks, including risk of harm through consistent training and practice
- Shape the future through continuous feedback.
- Improve staff retention by ensuring staff are valued, supported and equipped to succeed.

To Date (January 2026):
102 organisations onboarded
2880 learners enrolled
1280 learners completed the course and CPD certified
90% of learners would recommend the programme to a colleague

Testimonials
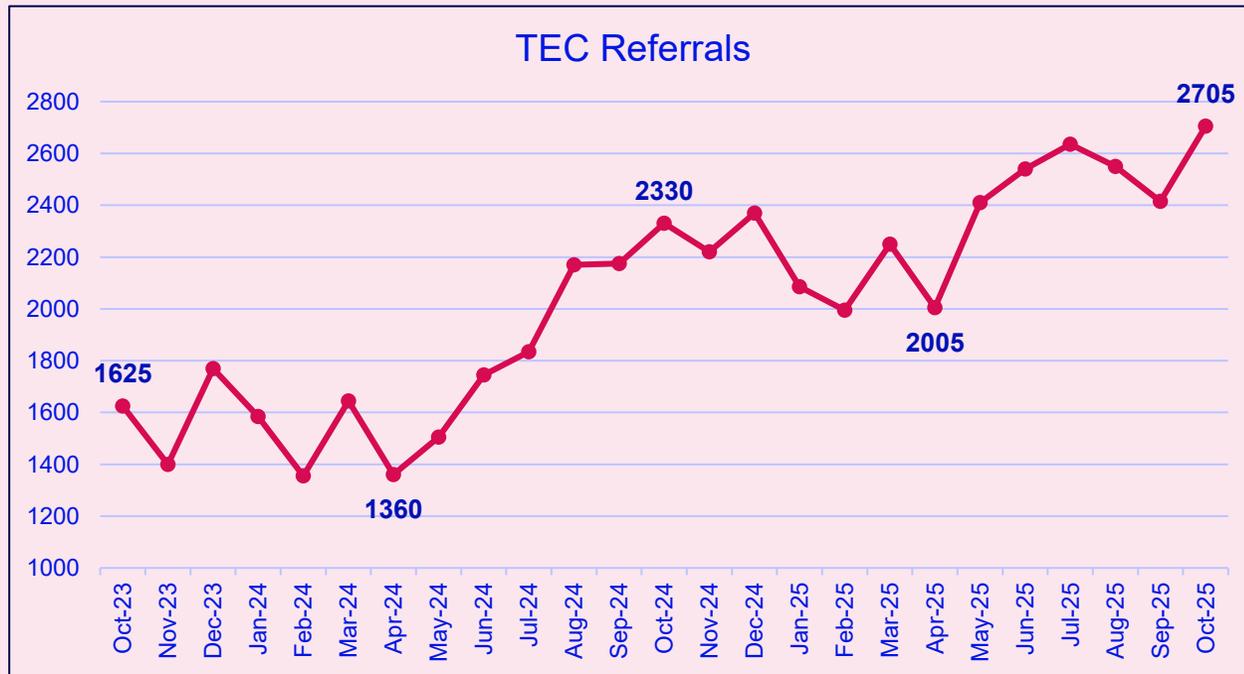*"As a new responder this helped me to see where my role fits into the wider TEC framework"*
***
"The course gave a greater understanding of what call handlers and responders had to do, and it made me think about my role and what was expected"
From an Installer.

Working with NHSE – Decision Support Tool to support NHS Urgent Community Response Referrals

- Referrals have steadily increased over the past two years from TEC Providers into Urgent Community Response Teams.
- Appropriate referrals to UCR keep people out of the 999 Emergency Services cycle, reducing pressures on the NHS system.
- Better outcomes for people – the right support at the right time.
- TEC Responder services are crucial to managing risk and onward referrals through a holistic assessment.

TEC Referrals — line chart showing monthly referrals from Oct-23 to Oct-25. Labelled data points: 1625 (Oct-23), 1360 (Apr-24), 2330 (Oct-24), 2005 (Apr-25), 2705 (Oct-25). Y-axis ranges 1000 to 2800.

Our Ask:
Require a small active working group (operational staff) to review.
Short task and finish workstream:
Available to attend 2 x meetings
Critique existing and new pages.
Good opportunity for staff.
Recognition for Organisations

TEC Quality
Quality · Safety · Innovation

TSA and TEC Quality have grown into two different organisations that now need their own space to do what they do best.

By clarifying our different roles and voices, we not only strengthen both brands but also improve outcomes for the people and services we exist to support.

New Branding for TEC Quality

TEC QUALITY - ITEC UPDATES:

DAY 2 – Introduction to the QSF – Media Suite – 12.45pm.

DAY 2 – QSF Auditees – Meet the Auditors – Media Suite 1.30pm.

helen.loveday@tecquality.org.uk

Workforce Development

Update

Why Virtual Home?

- **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

Feedback from our Learners

- Survey in Sheffield City Council found that only 10% of their workforce felt knowledgeable in TEC prior to completing the training, this is compared to 55% of their workforce following the completion of the training modules
- Across the Northeast 95% of learners record that they are more knowledgeable about the use of TEC following completion of the training
- We have seen sustained 30% increases in high quality TEC referrals from teams that have adopted and integrated the training with their internal procedures.

TSA

The Virtual Home: Driving a digital-first approach

EXPERT

EXPLORER

26+
Organisations utilising Virtual Home

9000+
Users are gaining unique learning opportunities from Virtual Home

95%
Felt more confident in their awareness and prescribing TEC after the Virtual Home training

>30%
Sustained increase for local authorities in quality referrals into TEC services following application of The Virtual Home

The International Technology Enabled Care Conference

16 - 17 March 2026.
The ICC Birmingham.

THE TEC EVOLUTION
Connecting communities and enriching lives

ITEC

Introducing Our Conference Chair:
Baroness Tanni Grey-Thompson
Paralympic Icon, Campaigner and Parliamentarian

Plenary Sessions

Innovation Stage

Knowledge Sharing

ITEC Awards

Gala Dinner

Exhibition Zone

2026 ITEC Conference Themes:

- **Digital Transformation in Health, Housing & Care:**
- **AI, Data and Predictive Care**
- **Digital Skills for the TEC Workforce and the People They Support**

Single day tickets from £240

Two days with a gala dinner ticket from £479

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Extended Early Bird Offer – For Virtual Surgery Attendees Only!

Save up to £60 a ticket with the early bird rate!

Complete the booking form in the chat on today's surgery by **5pm on 16 February** and send to **events@tsa-voice.org.uk**

2026 ITEC Conference Confirmed Speakers:

- **Tanni Grey Thompson**, Conference Chair
- **Martin Green**, Chair, TSA
- **Alyson Scurfield**, CEO, TSA
- **Warren Heppolette**, Director of the Prevention Demonstrator, Greater Manchester Combined Authority
- **Jane Brightman**, Director of Workforce Strategy, Skills for Care
- **Aida Ribera Sole** – Head of Research, Innovation and Quality, PSPV (Catalunya)
- **Carlos Alarcón Zwirnmann** – Director of Strategic Projects, Barcelona City Council Social Services (Catalunya)
- **Shea Gregg** – Board Member, Connected Health and Safety Association (CHS), USA

Why Attend ITEC 2026:

- **Practical strategies** to navigate the digital switchover and scale solutions that work
- **Real-world case studies** and lived experiences showing TEC in action
- **Insights into responsible use of AI, data, and predictive tools** to improve outcomes
- **Tools and guidance** to build digital confidence across staff, communities, and service users
- **Last year** 90% of attendees rated ITEC as excellent or very good

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ITEC

ITEC 2026 Exhibition Showcase

ITEC 2026 will have **53 individual companies**, showcasing the latest in cutting edge devices and software in the Technology Enabled Care Sector

Please see the 7 new Exhibitors compared to ITEC 2025 and the devices they offer below:

- **Advantage Business Systems – Microsoft 365 experts, finance, sales and operations experts in a digital transition**
- **Doccla – Remote monitoring, clinical and non-clinical services & health insights**
- **British Red Cross – Person centred support to those in need, from Hospital Discharge, Regulated Care and Community Responder Services**
- **Agnolytics - ARC platform solution, AI powered CRM, Damp & Mould Monitoring IoT**
- **Eclipse Nursing Systems – Acoustic Monitoring, Digital Telecare & Nursecall systems, ENS Fusion Software**
- **Locaite.me - Falls and SOS alarm via pendant or watch**
- **MSE Group - TytoCare – A clinical telehealth system & G-Care – A continuous vital signs and activity monitoring wristband designed for older or clinically vulnerable people.**

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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.
- We will be publishing **six editions throughout 2026:**

  - **Edition 1:** February/March (Sold)
  - **Edition 2:** March/April
  - **Edition 3:** May/June
  - **Edition 4:** July/August
  - **Edition 5:** September/October
  - **Edition 6:** November/December

- 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

TSA will deliver **four 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.

Proposed 2026 Themed Events (all dates & locations subject to change):

Transforming Models of Care – Greater London | 2 or 3 June:

Care is undergoing structural change driven by policy direction from central government, demographic change and financial imperatives at local government level. Prevention, community care and a focus on outcomes are now central to national policy and local delivery. This event brings together national and local leaders to explore how models of care are being redesigned around people, communities and long-term sustainability. It focuses on what this means in practice for commissioners and providers who are wrestling with turning policy into delivery. The event brings together the people making the decisions that matter to our sector to the people who need support. Being part of this event means engaging with those decision makers, while there is still time to influence what their next steps will be.

Workforce and Co-Production – Bolton Wanderers FC, Manchester | 15 or 16 July:

The future of care depends on our people. This event looks at how technology can support the workforce, build confidence and enable genuine co-production with people who draw on care and support. It brings together those responsible for workforce strategy, service design and frontline delivery. The conversations here will be grounded and practical, focused on what helps care professionals in their day-to-day work, what earns trust and what makes services feel human for the people at the heart of care. The event gives you a real understanding of the day-to-day reality of care, shaped by the people who understand it best.

UPCOMING EVENTS

Proposed 2026 Themed Events (dates & locations subject to change):

Digitally Enabled Lives: Building Connected Communities – The Catalyst, Newcastle | 13, 14 or 15 October:

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.

Advancements in Technology – CBS Arena, Coventry | 10 November:

New technologies are advancing all the time. This event will look at which of them make a meaningful difference to people who rely on care, and how they are put into practice. It will look at emerging technologies with a focus on quality, safety and impact. The programme is shaped by evidence and lived experience, keeping the focus on what works in the real world. At this event are the decision makers who care deeply about managing risk, providing assurance and delivering great outcomes. Being here is about building credibility – demonstrating how your solutions can be trusted and can deliver value.

Who should attend?

- Local authority commissioners
- Housing associations
- Care providers
- NHS and ICB leaders

- Central and local government representatives
- TEC suppliers
- TEC service providers

New TSA Members

Bellman & Symfon | Start
Solutions for those who are hard of hearing and deaf people to ensure they are notified of alarms through alerts that light up or vibrate and amplify.

Cognitive | Creators of WiFi Motion™
A hardware-free solution that identifies where and when motion happened by providing real-time alerts and a historical overview.

Home - Care Safe - Bringing Health and Social Care Innovations to Your Doorstep
Home Care Services, Online GP & blood tests at home and wheelchair accessible transport providers.

GO NOKNOK – Gonoknok
AI powered Smart boxes, for safe and secure parcel deliveries. Includes HD cameras, smart sensors, app-connected smart lock and two-way voice communication

Breakout Rooms

Breakout Room 1: Gemma Oliver

Housing Sector's Role

Discussion Point:

What are the core messages that need
to be understood across housing teams,
partners and residents.

How can we convey this?

What steps are needed to move from
awareness to readiness?

Breakout Room 2: Henry Lockett

Proactive & Preventative

Discussion Point:

How can sensors, wearables,
monitoring platforms, care records or
professional insight lead to better
decisions for individuals, carers and
services?

What examples do we have that we
could be sharing with the sector?

Membership Review Additional Feedback

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