



# TSA TEC THEATRE

The voice of technology  
enabled care

Sponsored by



**2iC-Care**



**IoT Solutions  
Group**

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**Housing LIN**

*Connecting people, ideas and resources*



## The Power of Proactive and Preventative Care for a Thriving Future in Housing

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Chief Executive  
Bield Housing and Care

# Project “Inspire” Phase 1

  
Selection

- Criteria/target population
- New referral
- Links with Social Work

  
Assessment

- Risk stratification
- Frequency of calls
- Signposts and referrals
- Staff readiness

  
Intervention

- Telecare activity check
- Conversation guide
- Triggers and protocols for escalation
- Sign posting/ referring – who/how/building relationships
- Recording calls
- Documentation
- Staff readiness

Entry



- Telecare activity/data
- Service information
- Service user agreement
- Consent
- Staff readiness

What matters conversation



- Baseline
- What matters/focus areas
- Goal Planning
- Staff readiness

Monitoring & Review



ENABLERS

Workforce skills; integrated working; data; technology; asset-based and outcomes-focused approach.

# Proactive Telecare results

