

TEC

V **ICE**

THE VOICE OF **TSA**

CO-PRODUCTION

Six housing providers to co-produce TEC with older residents

Tips for making co-production work

TSA's new skills-based board

ITEC Conference 2023 launches

September 2022

The voice of Technology Enabled Care



Alyson Scurfield
TSA Chief Executive

Co-production is a key theme for this issue of TEC Voice.

Working in equal partnership with people who have lived experience is absolutely essential if we, as a sector, are going to develop technology that individuals really want - not what we think they want. This is a principle we're threading through all our work at TSA and we're beginning with our business plan.

Business Planning

As we've looked at how TSA can help the TEC sector over the next three years, we've spoken not only to our members but to people who draw on social care. We've designed our strategic priorities with these individuals, and they've also helped us to develop meaningful ways to measure our impact.

TAPPI

Co-production is also at the heart of TAPPI (Technology for our Ageing Population: Panel for Innovation) which this month appointed six testbed organisations.

Bield Housing & Care, Haringey Council, Platform Housing Group, Pobl Group, Southend Care and Wiltshire Council will engage their older residents

to test tech, giving them shared responsibility, alongside staff, to decide which digital support services to develop.

The TAPPI project will be instrumental in helping our sector to develop new, effective models of digital care in housing going forward.

New Board

Lived experience is also something our new skills-based board brings. Many of our directors support their elderly parents and our three new non-executives, Fiona Brown, Steve Gates and Ros Roughton bring not only expertise in the local authority sector, consumer market and NHS, but some very valuable, real-life experience.

A2D Ministerial Roundtable

In our recent roundtable event with Lord Syed Kamall, Minister for Technology, Innovation and Life Sciences, Alice Ainsworth, Deputy Director, Adult Social Care Technology Policy at NHSX, and TEC suppliers and providers, we discussed the analogue to digital transition.

A point was made about the importance of involving service users in the switchover. We need to make sure that test data (showing how well analogue devices will work once we've switched over) is available as soon as possible to people and families, not just service providers.



ITEC 2023

The ICC Birmingham
27-28th March 2023

DETAILS AND EXHIBITION BOOKING
COMING SOON

ITEC 2023 Launch

And finally, we'll continue putting people at the heart of TEC with the launch of our 2023 ITEC Conference.

Returning to the ICC, Birmingham from 27-28 March 2023, ITEC will focus again on unlocking personalised outcomes and we are currently developing a very exciting programme. Watch this space for more info.

I hope you enjoy this issue of TEC Voice.



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TSA's new skills-based board

Paul Burstow, TSA president and chair of the board, reflects on the new TSA board and introduces our three newly-appointed members.



Paul Burstow

TSA President and Chair of the Board

When TSA's new board met recently I was struck by the range of lived experience in the room.

Almost all directors have been – or still are - informal carers to their elderly parents and that includes our three newly appointed non-executives: Fiona Brown, Steve Gates and Ros Roughton.

In fact, our board feels representative of a large slice of the population who work very hard whilst caring for ageing mums and dads - trying their hardest to help them live happy, independent lives, in their own homes.

Each of our directors sees the huge potential TEC has to transform care and it's this recognition, combined with real-life experience and extensive professional expertise that makes TSA's new board so strong.

But how did we get here?

Several months ago, myself and Alyson Scurfield commissioned a governance review of TSA and that process led us to look again at our board.

Our aim was to build TSA's credibility and influence but to do that we needed to become an independent advocate, working for the benefit of the entire TEC sector as well as the people and families we support.

Following a competitive recruitment with a strong field of applicants, our new board members have been appointed on the basis of their skill set and the contribution they can make to driving the sector forward.

That means they will help our sector to thrive, but they will also challenge TSA members to be bolder and move faster and that can only be done from an objective and independent standpoint.

So, who has joined TSA's board?

Fiona Brown worked as a local authority executive director for neighbourhoods for over eight years and has significant experience in housing, social care and health, leading systems and driving integration. She is known for her work on strategic commissioning and creating innovative community solutions for independent living.



"It's a really exciting time to join the TSA board. In my previous role in social care, I saw the huge value of TEC. Now, with a backdrop of increasing demand, it's more important than ever to use TEC preventatively, identifying care needs before a crisis hits.



Through my work with TSA, I want to ensure that TEC becomes more person-centred and co-produced, giving individuals who draw on social care a strong voice. I'm also determined to put TEC at the heart of housing. The recent social care white paper talked about 'making every decision about care a decision about housing' and I want to ensure that technology becomes a normal part of those conversations."

Fiona Brown

Former local authority executive director for neighbourhoods

Steve Gates is managing director at Taking Care, one of the largest private digital monitoring services in the UK. Two thirds of Taking Care's 100,000 customers are private payers, so he brings extensive

experience of the consumer market. Previously Steve led companies in the private health, insurance and financial services markets and he has a strong track record in business growth.



"As a TSA board director, I have three priorities. Firstly, I want to ensure TSA gets the right balance between its local authority and housing association audience and the rapidly growing consumer audience. As an industry we are confident when dealing with commissioners, but the TEC private pay market is very different. When you are in front of customers, they decide every month whether or not to continue paying for your services. This reinforces the need for TSA members to provide high quality, high value products and it drives our opportunity to innovate as a sector.



It's this innovative approach that I'm keen to develop and that means our sector moving beyond talking about proactive, preventative services and actually implementing them, at scale. Finally, having chaired TSA's special interest group on risk, I think there is a real opportunity for the board to help members, large and small, to navigate their way through key sector risks."

Steve Gates

Managing director, Taking Care

Ros Roughton has extensive knowledge of both the adult social care sector and the NHS. Most recently she was director-general of adult social care at the Department of Health and Social Care (DHSC) and before this, she was executive director of NHS commissioning at NHS England, where she

had responsibility for general practice, dentistry, pharmacy, national screening and immunisation programmes, armed forces healthcare and healthcare in the criminal justice system. Ros is currently non-executive director at Sheffield Teaching Hospitals NHS Foundation Trust.



“Over the last two years, as I cared for my parents, I’ve had near daily contact with people working in care. I’ve seen, first hand, the reassurance and support TEC can bring to people and their families, and I feel it brings hope that there really are solutions to the demographic challenges that we, as a society, face going forward. Despite this, the TEC sector doesn’t always get the voice around the table that it should have. With my experience in both Whitehall and the NHS, I hope I can spread the benefits of TEC and show how it can make a difference.”



Ros Roughton

Former director-general of adult social care at the Department of Health and Social Care (DHSC)

Fiona, Steve and Ros join our existing board members: Lynne Douglas, CEO of Bield Housing & Care; Martin Jones, UK CEO of Home Instead; Kevin McSorley, head of Radius CONNECT 24; Chris Monks, finance director at TSA; Roy Sandbach, past-president of the Industry and Technology Division of the Royal Society of Chemistry; Alyson Scurfield, CEO of TSA; Madeleine Starr, director of business development

and innovation at Carers UK and Sam Watkins, managing director of Delta Wellbeing.

As we develop TSA’s business plan for the next three years, the knowledge and knowhow of our new board will be invaluable. When we met recently, I saw just how passionate they all are about making a difference for people who use TEC. That is their overriding mission and one I can’t wait to work with them on.

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TSA - The voice of Technology Enabled Care

CQC’s former senior national GP advisor appointed to TEC Quality Board

Nigel Sparrow OBE, who worked with the chief inspector of general practice to implement the UK’s regulatory system for GPs, has been appointed as a non-executive director of TEC Quality, the body that runs the Quality Standards Framework (QSF).

A GP himself for 30 years, Nigel was senior national GP advisor and responsible officer at the Care Quality Commission (CQC), England’s independent regulator of health and social care.

During this time he was part of CQC’s senior leadership team, working on GP regulation and creating guidance and mythbusters about the inspection of GP services.

Currently, Nigel Sparrow chairs the GP advisory board at Target Ovarian Cancer. He liaises with key stakeholders in primary care and has developed e-learning educational modules for GPs.

Sir David Pearson, chair of TEC Quality said: “Nigel brings vast experience of the health system, specifically medical leadership, quality, standards, regulation and education. His knowledge will be invaluable in positioning QSF as critical to improving the quality of TEC in social care and healthcare.”



Nigel Sparrow OBE

Non-executive director of TEC Quality

Nigel Sparrow OBE, non-executive director of TEC Quality said: “Since Covid we’ve seen an explosion in the use of technology in healthcare and we need to make sure it is being used effectively. Everything I’ve done over the years has made sure that people receive the best possible care, and this will be my focus in TEC Quality too. I see a real opportunity to take TEC Quality’s expertise in standard-setting for social care technology and apply it to healthcare technology.”

Meet Quality certified TSA members

The TSA Member Directory showcases the best in TEC, including members that are fully certified against the Quality Standards Framework.

Find Service Providers to fit your needs and connect with Suppliers to enhance your product offering.

Visit the TSA Member Directory





TSA's CEO Alyson Scurfield will speak at the Digital Technology and Transformation in Homecare Conference in November, talking about the future of TEC in homecare and using data to improve health outcomes.

Alyson will be presenting to NHS Trust and ICS leaders at an NHS Quest roundtable. NHS Quest is a network for quality and improvement leaders, and Alyson will share TSA's work around proactive and preventative care, TEC standards, workforce and innovation.



TSA is submitting evidence about TEC's role in the personalisation of care to a new inquiry led by the Fabian Society. The inquiry will develop a roadmap towards a national care service for England and TSA is determined that TEC will play a key role in proposals.



Six TAPPI testbeds to co-produce tech services with older residents



TSA is excited to announce that **Bield Housing & Care, Haringey Council, Platform Housing Group, Pobl Group, Southend Care and Wiltshire Council** will each receive between £65k - £75k in funding so they can involve their older residents in shaping new digital services.

The £440k funding is part of the pioneering **TAPPI project** (Technology for our Ageing Population: Panel for Innovation) which aims to improve the way technology is used in housing and care for older people through **ten practical principles**.

Led by the TSA, the Housing LIN and funded by the Dunhill Medical Trust, the TAPPI project will co-produce new tech tools with people who have lived experience over a 12 - 15-month period.

Each housing organisation will engage a diverse range of older people to test different devices, apps and systems across a variety of housing settings. Residents will be given shared responsibility, alongside staff, to make decisions about which digital support services to develop.

It is hoped that this approach will help Bield Housing & Care, Haringey Council, Platform Housing Group, Pobl Group, Southend Care and Wiltshire Council to create digital services across England, Scotland and Wales that are determined by their residents, alongside the professionals and staff that support them.

Alyson Scurfield, CEO of TSA said: "Our goal with TAPPI is to create a blue print for delivering digital housing services successfully within communities. We've appointed six brilliant housing providers - from a long list of applicants - to test new tech-enabled service models with their residents, using our 10 TAPPI principles. This work is vital to identifying the best ways we can support people to remain in their own homes and communities for longer."

For further details on TAPPI2, visit:
www.housinglin.org.uk/TAPPI2



Six tips for successful co-production

Co-production is one of the ten overarching principles identified in the first phase of the TAPPI (Technology for our Ageing Population: Panel for Innovation) project. Jolie Goodman of Co-Production Works shares six practical tips for successful co-production in your organisation.

With new consumer regulations on the horizon, many housing providers are rethinking how they engage with residents.

Listening to the lived experience of people and their families is essential if the sector wants to genuinely improve the quality of its services.

Co-production is at the heart of this. It's a buzz word that lots of people in the sector are talking about but working co-productively with residents is complex and it's a struggle for organisations to get it right.

As an artist, working from a survivor perspective, I began facilitating other people's creativity – helping them to express in new ways what is sometimes difficult to articulate verbally.

An example of this is a project called TAPPI (Technology for our Ageing Population: Panel for Innovation) where I'm co-producing relationships with older people who are shaping digital services with their housing providers.

Led by the Housing Learning and Improvement Network (Housing LIN), the TEC Services Association (TSA) and funded by the Dunhill Medical Trust, TAPPI puts older residents in the driving seat. Co-production is one of its 10 foundational principles and residents' experiences will show us how apps, devices and other tech-enabled care and housing solutions can better support people in later life.

I want to share some practical tips on making co-production work in your organisation too.

1. Ensure diversity

Co-production is all about valuing everybody's expertise equally so it's vital you actively involve people who are seldom heard. Reach out to individuals who are disabled, from ethnic minorities or LGBTQ+ communities. Think carefully about the residents not yet around the table.

For more information on the TAPPI project visit: www.housinglin.org.uk/TAPPI



2. Guarantee accessibility

Meetings must be designed so everyone can easily participate, including people with disabilities or impairments. Consider your venue, the format of materials and any communications before or after your meetings. Remove all barriers to boost inclusivity.

4. Be inventive

Support tenants to feel comfortable communicating their own views. Not everyone wants to speak in front of others or write down their thoughts. Using creativity can be an alternative way for people to share their views. I often create artworks with residents, using drawing, painting, collage and video diaries.



6. Build local confidence

Avoid creating a culture of dependency on external consultants like me! Grow the co-production capability of residents and staff so they can drive this work in the future. In the TAPPI project each housing provider will nominate two or three people – at least one of them a resident – and this champions group will be supported through mentoring, action learning, training and facilitated group work to embed co-production in their housing provider going forward.



3. Pay participants

For the TAPPI project we are paying the residents we work with. Reimbursing people with fees or expenses is good practice and shows that if you put something in, you get something out. Participants feel valued and this creates an environment where everyone sees themselves as respected experts working towards a single goal.

5. Train participants & staff

Giving residents a role in decision making (when they haven't had a say before) is a big change. They need to develop certain skills and understand new responsibilities. Staff also need to accept they will have to share decision-making. In the TAPPI project we are training residents and housing teams, showing them that by working together they will make better decisions for everybody.

I hope that genuine co-production soon becomes the norm for tenant engagement. It strengthens trust between residents and providers, it empowers individuals and ultimately, it leads to better satisfaction and outcomes for the people you support.



Jolie Goodman is an artist and associate at Co-production Works

<https://coproductionworks.co.uk/>

A longer version of this piece was published in *Inside Housing* on 04.07.22



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The industry and advisory body for technology enabled care



Quality · Safety · Innovation

**Embedding quality, safety and innovation in technology
enabled care**

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