

TEC

V **ICE**

THE VOICE OF **TSA**

TSA Launches 2023-25 Business Plan

TSA sets out vision and goals for the upcoming two years

TSA's ITEC Awards are back

A move to proactive and preventative TEC Services

January 2023

The voice of Technology Enabled Care



A very happy new year from everyone at TSA!

Alyson Scurfield
TSA Chief Executive

January's TEC Voice is packed with fresh ideas, practical advice and diverse opinions to inspire your planning for 2023.

This edition is heavily focused on the launch of our business plan, which shows how we'll shape the operating environment for the TEC sector to thrive over the next three years.

This is an ambitious plan, all about moving at pace so we can empower you, our members and stakeholders, to harness the true potential of TEC.

Aims for 2023-25

In it, we outline our four strategic objectives, which centre on personalisation; integration; developing modern, secure technologies; and upskilling the workforce.

But this is your plan as much as it's ours. Although we've mapped out what TSA will do to nurture strong partnerships across sectors, this is a rallying cry to all TEC organisations.

Unless we all push ourselves to think outside our sector and build success amongst a wider audience, we'll never truly enrich, enhance or enable people's lives through TEC.

Driving Integration

Joining up services is something we're already doing through our work with NHS CEO Amanda Pritchard. She has urged all Integrated Care Boards (ICBs) to commission TEC Responder Services to reduce pressure on ambulances, mandating QSF-certification. Read more on page 3.

This is just one way that TEC can build resilience in health, and on page 7, our new TEC Quality board director, Nigel Sparrow, himself a GP and former CQC advisor, outlines just what this integration could look like.

Changing the narrative

If we're going to effectively collaborate with other sectors, we must first be very clear on our own story. What, exactly, is the role of technology in supporting people to live well? How can we capture the common purpose of TEC? What language and evidence should we use?

These are all questions the **TEC Action Alliance** will address through a green paper setting out the case for a new TEC narrative. It will be published at our ITEC conference.

Events

Talking of ITEC, our programme is already bursting with inspirational speakers and practical workshops – all designed to help members harness opportunities across health, care and housing. Find out more on pages 4 and 5.

Building Skills

Last but not least, on page 6 we have a blog about developing tech expertise in the housing, health and care workforce. Fiona Brown, a former local authority executive director for neighbourhoods and TSA board director, makes a strong case for the value of immersive TEC learning.

I hope you enjoy this issue of TEC Voice.

Sector News

The role of QSF-certified TEC Monitoring Services in the NHS 'Going Further For Winter' plans

Significant developments have recently taken place as part of continuing collaborative work between TSA and the NHS on the 999 NHS England project.

In mid-October, TSA's Chief Executive Officer Alyson Scurfield presented to Senior Health Leads, outlining the important role TEC Monitoring Services and TEC Responders can play in reducing winter pressures on the NHS.

Following this presentation, Chief Executive of NHS England Amanda Pritchard wrote to all Integrated Care Boards (ICBs) urging them to commission QSF-certified TEC Monitoring Services to work with Urgent Community Response teams and free up around 55,000 ambulance trips each year. She highlighted that QSF is a UKAS accredited scheme – demonstrating the high quality of our certification process.

We are delighted that our QSF certified TEC Monitoring Services and Responder Service members will now be able to play a significant role in the NHS' Going Further Winter Resilience plans. TSA will be working with all certified TEC Services to help them engage with ICB commissioners.

We are proud that TSA are working in partnership with the NHS to provide solutions to these pressures, whilst helping to mitigate risks to the most vulnerable people in our communities and their families.

Our recent 'Train the Trainer' webinars launched the NHS directory to QSF-certified members and the Decision Support Tool for onward training. Topics



covered in the webinars included how to utilise Urgent Care Responders as an additional response pathway, the TSA Decision Support Tool and our NHS Service Finder Guidance.

These tools proved highly important during recent Ambulance Service strikes. The TSA Decision Support Tool in particular enabled QSF-certified services to have access to information for call handlers to appropriately triage calls using NHS Urgent Community Response Services.

If your organisation is yet to become QSF-Certified, you can find more information on how to become certified here.



For more information and resources on winter resilience, visit the dedicated page on our website.

LAUNCH: Submissions Now Open For TSA's ITEC Awards 2023

TEC Services Association is delighted to present its annual International Technology Enabled Care (ITEC) Awards to be held at the prestigious Gala Dinner at ITEC Conference on the evening of 27 March at the ICC Birmingham.



ITEC represents Innovation, Integration and Improvement using technology enabled care, and these awards will highlight organisations that are doing the most to deliver significant benefits for users, carers and communities, as well as for commissioners and providers.

The **TSA ITEC Awards** are open to any organisation or individual working in TEC and they recognise excellence and outstanding achievements and vision within the TEC sector.

The categories for the 2023 ITEC Awards are:

- TEC Innovation Award
- Workforce Development in TEC Award
- Partnerships in TEC Award
- Leadership Award
- Transformation Award

TSA Chief Executive, Alyson Scurfield says: "The ITEC Awards act as a hallmark of quality and innovation for nominated and winning organisations and attracts recognition from not only the TEC community but also showcases the capability of technology enabled care into housing, health and social care and the difference it makes to the people and communities it supports."



DELEGATE BOOKINGS

Early Bird Rate is Available Until 31 January

Join over 950 colleagues at this industry-leading two-day event dedicated to helping social care, housing, health and TEC professionals deliver proactive, preventative digital services.

Our two-day programme will feature inspiring speakers, real-life experience, practical workshops, live feedback and networking opportunities. You will also have the opportunity to explore our exhibition, featuring more than 50 organisations showcasing the latest solutions and services.

The Gala Dinner on the evening of the first day is a well-known glittering event in the TEC calendar and will include the ITEC Awards where we recognise and celebrate those organisations who have shown outstanding demonstration of innovation and excellence.

Early Bird tickets are now on sale, and if you are attending with colleagues make use of our group ticket offer - buy three and get a fourth ticket free.

VIEW OUR TICKET OPTIONS AND BOOK YOUR PLACE TODAY!

EXHIBITION ZONE - Last 3 Silver Stands Remain. Book Now To Secure Your Stand

ITEC 2023 is your opportunity to showcase your digital solutions to sector leaders, commissioners, procurement and operational managers. It's a busy market and your place within it is essential.

We now have a very limited number of stands remaining. **Please secure your stand promptly to avoid disappointment.**

EXPLORE THE FLOORPLAN AND BOOK YOUR STAND TODAY

ITEC 2023

The ICC Birmingham
27-28th March 2023



CONFIRMED SPEAKERS

We are delighted that we are now in a position to announce some of our fantastic speakers across the two days of the conference.

The chair of the conference will be TSA Chair, Paul Burstow.

Content will be delivered from three platforms, our plenary Stage, our innovation stage and our Knowledge and Networking Zones.

Overall conference theme is Unlocking Personalised Outcomes.

We will have Plenary sessions focusing on the following themes:

- Day 1, Session 1 - Unlocking Personalised Outcomes
- Day 1, Session 2 - Integration in Action
- Day 2 - Tomorrow's World



Keynote speakers over the 2 days include:

- Rich Amos, A Person with Lived Experience from the WM ADASS Regional Co-production Advisory Group
- Kay Smith, Disabled Tenant Representative on the Housing Committee, North Ayrshire Council
- Sir David Pearson, Member of the Health and Social Care Committees Expert Panel
- Dr Sarah Mitchell, Executive Director Allied Health, Scientific and Technical, Hauora a Toi Bay of Plenty, New Zealand
- Helen Whatley, Minister of State (Minister for Social Care), DHSC – Invited
- Michelle Dyson, Director General for Adult Social Care, DHSC
- Amanda Pritchard, Chief Executive Officer, NHS England – Invited
- Sarah McClinton, President, ADASS – Invited

The role of immersive learning in workforce integration

Fiona Brown reports on workforce development in the region and the potential role of TSA's immersive learning experience, 'Building Your TEC Knowhow'.



Fiona Brown
Chair of North East
ADASS

The way care is delivered must change significantly, and therefore the skillset of the workforce must also evolve.

The North East Association of Directors of Social Services (ADASS) represents twelve local authorities in the region and is facing challenges with increasing demand for services and staff shortages.

The role of staff in social care is unique - carers have the ability to make a significant difference in people's lives every day. In the North East, over 91,000 people are employed in the care sector, working closely with colleagues in the health industry. The care sector is the third-fastest growing sector in the North East economy, but vacancy rates have increased by 50% since 2020/2021.

As a result, the way care is delivered must change significantly, and therefore the skillset of the workforce must also evolve. Workforce development is now a priority for many organizations in the North East, and ADASS is working with the Integrated Care system to develop innovative approaches to recruitment and retention, establish care academies, and offer joint recruitment campaigns with the health sector as well as extensive development opportunities.

I therefore fully support the TSA's strategic priority for Workforce, which states: "To enhance the expertise

of the housing, health, and care workforce to deliver person-centered care enabled by technology", and we have recently been building TEC knowhow in the North East by utilising TSA's immersive learning experience, **the Virtual House**.

The development of the Virtual House meets several aims in the North East and, in fact, aligns with the Adult Social Care White Paper's goals of developing new models of care, adopting technology at scale to deliver blended care, raising staff awareness of the impact of technology, and improving staff confidence in prescribing and championing technology with families.

The North East is currently trialling the Virtual House immersive learning experience eLearning program across nine of our twelve local authorities. In addition, we are working closely with the TSA to further develop the virtual house to enhance and support the local authorities' current eLearning programs and platforms.



We are also exploring the potential for the Virtual House to be integrated into care assessments in people's homes, whilst evaluating the approach to guide future regional development.

The Virtual House is a crucial element in the region's approach to culture change within our front-line staff and we are proud to be working alongside TSA to further develop this important tool.

For more information on 'Building Your TEC Knowhow and the Virtual House, click here

A view from the board - how TEC Quality will support and align with TSA's Business Plan

By Nigel Sparrow OBE FRCP, FRCGP, Hon FFSRH

Firstly, a bit of background on me - I am the Director of TEC Quality and have a background as a GP and Professor of General Practice. In 2015, I was awarded an OBE for my services in Primary Care. I served as the Senior National GP Advisor and Responsible Officer at the Care Quality Commission for 6 years until September 2019. I have also held several senior roles at the Royal College of General Practitioners, including Vice Chair of Council, Chair of the Professional Development Board, and Medical Director of Revalidation. I was a member of the Standing Commission on Carers for 7 years, during which time I worked to raise awareness of carers in general practice and promote integrated health and social care.

In my current role as Chair of the GP Advisory Board at Target Ovarian Cancer, I strive to improve the early diagnosis of ovarian cancer.

As a Non-Executive Director of TEC Quality, I aim to use my extensive knowledge and experience in medical leadership, quality, standards, regulation, and education to support TEC Quality in providing the best technology-enabled care to the population.

The NHS 999 project has demonstrated the benefits of TEC Quality in improving the efficiency and quality of NHS services. Amanda Pritchard, CEO of NHSE, stated in a letter from October 2022 that technology-enabled care from providers certified to the TSA Quality Standards Framework, accredited by UKAS, can improve outcomes following falls and reduce 999 calls, particularly during winter when capacity is limited. TEC Quality can support the TSA Business Plan's goal of building trust in technology-enabled care and provide evidence of the benefits of integrated health and social care by working with the CQC and other regulators to show improvements in safe, effective, quality-assured care. This includes the development of personalized preventive care using TEC services.



Nigel Sparrow OBE
Non-executive director of TEC Quality

There are many exciting opportunities for the use of TEC in the development of virtual wards, allowing for early discharge from hospitals. For example, temperature probes in wound dressings could be used to monitor for developing infections and alert community nursing teams to visit, and step counters could provide evidence of effective mobilization at home post-surgery. With the use of TEC, patients can be safely discharged from the hospital much earlier and monitored remotely. This aligns with priorities 2 and 3 in the TSA business plan to use TEC to support the integration of health and social care services and drive the use of modern, affordable TEC with quality assurance to provide safe, effective, high-quality care.



TSA Launches 2023-25 Business Plan



Now is a big moment for technology enabled care. TSA and our talented sector have made great strides forward in the last two years.

After an invaluable contribution during the pandemic, a raft of UK wide government policy announcements recognised the vital role of digital in connecting health, care and housing, wrapping services around people's needs.

There's been a real shift in how Technology Enabled Care has been positioned and regarded, and this is our chance, as an entire sector, to harness the potential, embed ourselves in wider sectors and grow the market.

Our 2023-25 Business Plan sets out how TSA will do just that, empowering the TEC sector, and the individuals it supports to thrive and grow.

We've listened carefully to our members, staff, Board, and importantly, people with lived experience to ensure this plan is reflective of their needs and ambitions.

We are confident that our new Business Plan will help the TEC sector to cement its position as the 'glue' that integrates services; unlocking personalised outcomes, embracing high quality technologies and empowering its workforce.

Rt. Hon. Prof. Paul Burstow, Chair of TSA said, "TSA is well-respected in the sector with an understanding of service solutions and what good looks like in communities. In recent years TSA has improved its profile and built confidence and trust as evidenced by its contributions to policy developments and strategic partnerships with key stakeholders."

TSA has a strong and growing membership base with over 1.8 million people and carers now accessing services via TSA's member organisations. TSA has stable leadership in Chief Executive Alyson Scurfield and, following a governance review in October 2021, is transitioning to an independent, skills-based Board."

In July 2022 we were delighted to welcome three new independent directors who have further enhanced the skills and experience of the Board. The Quality Standards Framework is the only independent and UKAS accredited quality assurance system in the technology enabled care sector. TEC Quality continues to evolve the scheme to ensure it reflects the ever-changing environment within which technology enabled care service providers and suppliers operate.

This Business Plan recognises the important role that TEC Quality has to play - quality assurance is critical to give confidence to people who use technology enabled care services as well as the organisations who fund it.

We are well-placed to implement this ambitious Business Plan, which builds on our achievements in the last two years, and continues progress towards our vision - People's everyday lives enriched, enhanced and enabled by technology enabled care.

Importantly, the Business Plan is underpinned by a three year financial plan which allows for investment in key strategic activities to deliver whilst ensuring the organisation is financially sustainable. We would like to thank the staff team, Board colleagues and TSA members for their contributions to the Business Plan and commitment to delivery.

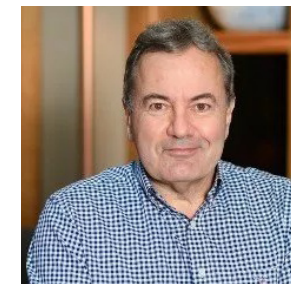
You can read and download the full TSA Business Plan 2023-25 here:

<https://lnkd.in/gsgxHHzH>



An update to QSF - The Resilience of Monitoring Services

As technological advancements continue to shape the healthcare industry, it is crucial that we find ways to ensure the quality and reliability of Technology Enabled Care services.



Steve Sadler
Head of Technology Strategy

The COVID-19 pandemic has emphasized the need for proactive and preventative TEC services, which operate differently to traditional 'reactive' alarm services.

With the shift towards digital systems and the increasing integration of the 'Internet of Things', regulations and standards must be adapted to keep up with a growing spectrum of smart applications and devices. Additionally, there is a growing demand for data analytics and artificial intelligence in TEC service delivery, as well as an increasing interest in self-management of health and care, where private pay channels play an increasing role.

To address these developments, TSA has established Special Interest Groups (SIGs) to bring together service providers, technology suppliers, and other stakeholders to contribute to the development of new standards and guidelines. One such group, SIG8, has recently completed work on new standards for the TSA Quality Standards Framework (QSF) to address the "Resilience of Monitoring Services" and full guidance for our QSF-certified members on these updated standards will be released shortly.

These standards focus initially on ensuring that the intended purpose of a service is well understood, that key operational parameters and processes are fully defined, and that personal data is protected and secure. From September 2023, these QSF standards will extend to cover Service Availability and Maximum Tolerable Downtimes, which measure the proportion of time a service is fully operational and accessible to users, as well as defining the maximum acceptable duration for any single instance of failure.

Collectively, these Resilience standards aim to provide confidence that a service and its underlying technology platform can deliver to the right quality levels without delving into vendor-specific information. More information can be found in SIG8's "Application Guidelines".

TSA is also actively working to evaluate responses to the 2022 Risk Survey as a part of the work taking place in SIG14. We will soon be publishing a summary of findings and recommendations. Additionally, a risk management toolkit has been completed and will be made available to TSA members.

As the healthcare industry continues to evolve, the TSA is committed to providing guidance, training, and support services to help service providers navigate this ever-changing landscape and ensure the delivery of high-quality TEC services.

A move to a more proactive and preventative care model

Following the launch of TSA's new business plan, Nathan Downing reflects on the importance of a shift to a more proactive and preventative care model, and how TSA will support this move.



Nathan Downing

TSA – Director of Membership & Consultancy Services

As we enter a new year, and indeed as TSA launch our new business plan, the TEC sector is seeing ever greater opportunity to play a key role within the health, care and housing system and providing crucial support to enable people to maintain independence in their own homes and communities.

Discussion around a move to a more proactive and preventative care model, enabled by TEC services and solutions, continues to gather pace, particularly given not only the increasing demand across health and care and the present pressures being front and centre within the national media but also the capacity demand within the TEC sector as resources are stretched, recruitment and retention is ever tougher and services put more energy into the digital shift.

Positioned correctly, there are significant opportunities for a more proactive approach, incorporating enabling technology, data analytics and insights and greater interaction and partnership working with community-based services – all combining to support targeted proactive intervention ahead of crisis point and playing a role in delivering better personalised outcomes for people and families and realising cost avoidance in health and care services.

Now more than ever it is vital to work more collaboratively to combine the safety critical, emergency response from TEC services that we are all familiar with and proactive outreach and targeted interventions through Connected Care and data insights, in doing so delivering a sustainable impact at individual, service and system levels.

Through Special Interest Group (SIG) activity, supported by a working group of commissioners, service providers and solution suppliers, TSA have produced initial thoughts, advice and guidance relative to proactive and preventative services and welcome the sharing of feedback, lessons learnt, evidence gathered, use cases to help build the conversation; the next step, and the convening of a new SIG later this quarter, will be work on a viable service specification on proactive and preventative support to share with the TEC sector later into 2023 as we all look to take such service models from pilots to scale and continue to build the case for investment.

TAPPI: implementation begins

Phase two of TAPPI is all about testing our 10 principles in real life situations and this crucial, on-the-ground 'doing' work has now begun.



Co-production champions

We've recruited 12 co-production champions who are tenants and front-line workers from the six housing and care organisations involved in phase two of TAPPI.

These champions will steer the project, engaging other residents and employees around technology; flagging barriers, testing devices and working equally with project leads to redesign the way their housing and care organisations use digital in the future.

All our co-production champions met for the first time on 10th January, and they will be supported through mentoring and training. Crucially, they will be paid for their time.

Workforce development

Building staff skills and confidence around technology is critical for TAPPI. We know digital systems can boost productivity and quality in housing and care, but they can also free up time for those meaningful human interactions between tenants and staff that matter so much.

TSA's workforce lead, Samantha Davies met with our six testbed sites in December to talk through their training ambitions and plans for a TAPPI learning platform are now underway.

Blogs

We have two new blogs on the TAPPI microsite. The first is from TAPPI chair, Professor Roy Sandbach, about the importance of taking TAPPI's 10 principles and testing them in practice – something that is now happening across the UK.

<https://www.housinglin.org.uk/blogs/TAPPI-An-opportunity-at-exactly-the-right-time/>

The second is from the Cambridge Centre for Housing and Planning Research who are helping each testbed to evaluate their work. It includes practical tips on how to effectively plan and conduct your own tech service assessment. <https://www.housinglin.org.uk/blogs/TAPPI-Phase-2-Evaluating-initiatives-trialling-technology-for-an-ageing-population/>

Resources

We have a wide range of resources on the TAPPI website. From info about the TAPPI steering board and events to evaluation guides and Q&As with our six testbeds. More here:

<https://www.housinglin.org.uk/TAPPI2>



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

Launch of The Digital Reality White Paper

First up, some exciting news from Everon UK Limited. TSA were delighted to recently contribute to their new White Paper - 'The Digital Reality'. It outlines important changes impacting the digital transition, and how to safely transition from analogue to digital in a timely manner. It provides details among others on:

- The What and the Why of the digital switchover
- Real risks for buyers and service users
- Case studies of those on the digital journey
- The £500 million Adult Social Care discharge fund
- The Digital Opportunity for housing and care



You can view the White Paper here: <https://everon.net/the-digital-reality/>



"This paper has been drafted because of a growing need to better inform the sector about important changes impacting the digital transition. Following two successful webinars and a breakfast meeting with housing and care leaders, some key questions were debated and we hope this paper will help anyone looking for more support"



Peter Kerly, MD, Everon UK

In a roundup of other member news:

Camden Council, in partnership with Oysta, has successfully piloted a care tech device to allow residents to return from hospital sooner and be fully supported to recover at home.

Astraline and Johnnie Johnson Housing are working with CATCH (Centre for Assistive Technology and Connected Healthcare) at the University of Sheffield to deliver a trailblazing research project that enables organisations and researchers to test technology and ideas, in an ethically governed Independent Living Lab.

Person Centred Software is delighted to be sponsoring the Champions of Care awards. The awards are designed to celebrate and give recognition to the incredible work that is happening within Health and Social Care and give everyone the chance to thank others.

We are inviting you to nominate any individuals for the Champions of Care Awards.

For all of our member news, you can visit the Member News page on our website.

How Workforce is supporting our members

TSA are delighted to have welcomed Persona Support onto our 'Building your TEC Knowhow' knowledge building courses, and we will be working with four local authorities across the Northeast region to embed this within their learning and development programmes.

We are now working with 10 of the 12 local authorities within the Northeast ADASS project to implement 'Building your TEC Knowhow' within hospital discharge teams, adult social care teams, newly qualified social workers, first line responders and will be working with care providers in the coming weeks.

TSA have also begun work with Betsi Cadwaladr University Health Board to deliver training to teams of frontline call handlers across five sites who receive and manage calls from patients. We will be developing their skills and behaviours to ensure an effective, consistent, and professional service is provided across each site, enhancing the customer service skills of the teams.



How we can support you

In 2023, we will continue to work collaboratively to design flexible ways of learning that fit around the lives of your people. Whether it's a one-off virtual classroom, a series of bitesize sessions, an off-site leadership programme or a whole workforce digital transformation, we have the expertise to guide and support you.

Our group courses and workshops are **now scheduled to the end of 2023**, with the first CPD training sessions of the year now taking place.

We are also offering **Learning Journeys** to support both the core and soft skills of the key roles within the TEC Sector – Call Handlers, Assessors & Installers, Responders, and the respective service Team Leaders. These Learning Journeys incorporate the CPD training courses, along with workshops to develop skills in enhancing the Service User's Experience, Mental Wellbeing, Leadership, Management & Coaching skills, and handling difficult conversations.

And of course, there's Building Your TEC Knowhow - our immersive learning experience. **Click here to find out more.**



What's coming up

In addition to our already scheduled group courses and workshops, we are excited to be working on developing the Role of a Responder course into a CPD Accredited training package – as soon as this is available, we will of course let you know.



The voice of technology
enabled care

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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