

TEC

V **ICE**

THE VOICE OF **TSA**

A Transformation in Healthcare

Enhancing and improving services through co-produced strategy and technological integration

Unveiling a strategic partnership between TSA and the Digital Healthcare Council

An update from the TEC Action Alliance

A look back at Housing 2023

July 2023

The voice of Technology Enabled Care



Alyson Scurfield
TSA Chief Executive

Last month TSA joined forces with Housing 2023 to deliver three days of TEC themed events at the largest housing conference in the UK. This was a first for Housing 2023 and we want technology and the lived experience of people who use it to become a key pillar of the event going forward.



One of the Housing 2023 highlights for me was a session about integrating health and housing. Jacqueline Myers, executive chief of strategy and operations at the North East and North Cumbria Integrated Care Board (ICB) told us that helping people to live independently in their own homes was absolutely central to their strategy as an ICB. Crucially, she highlighted the role TEC can play in making this a reality.

Jacqueline also explored these ambitions at a conference TSA hosted with the ICB in Durham a few months ago. At 'My Home, My Care, My Way'

we brought partners from housing associations, local authority social care teams and the voluntary sector together with people who have lived experience and TEC manufacturers to build a community of practice. TSA is very proud to be working with the ICB on driving collaboration and informing its Housing, Health and Care Programme. Read Jacqueline's blog on page 4 to find out more.

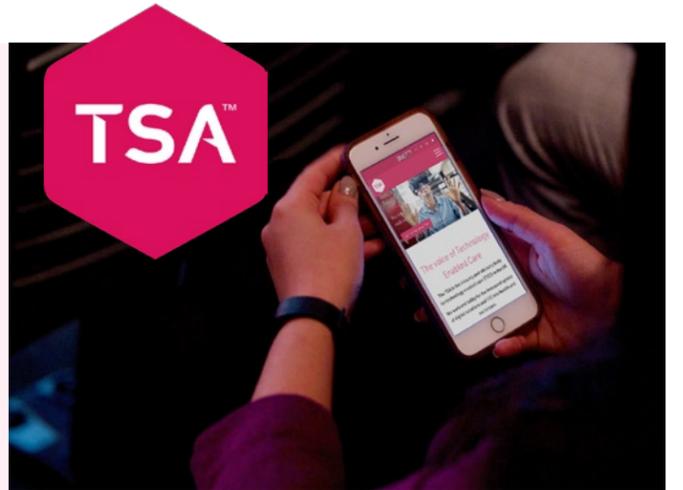
What good looks like for the Integrated Care Systems around the country is massive for community care and that means it's also massive for TEC. We know that our sector can help these 42 newly formed partnerships to improve health and wellbeing in their regions.

That's why we've joined forces with the Digital Healthcare Council to review Integrated Care Board strategies and their joint forward plans. We want to determine which ICBs have made the clearest commitments to digital health and care technologies. Our aim is to then share this best practice so other ICBs follow suit. Tim Dawson, TSA's policy and research officer outlines this important work on page 7.

Keeping you in the loop...

Stay up to date with what's happening in the TEC sector with all the latest news from our members, including advice from Cascade3d on deploying proactive Connected Care, an overview of the Co-Production process in Assisted Living Technologies, and news of a pioneering new research project into falls-prevention from Astraline.

[Visit our Member News page here for more](#)



The TAPPI project we're delivering with the Housing LIN also took centre stage at Housing 2023 and it was wonderful to see one of our TAPPI co-production champions and a supported housing resident herself, Debra Edwards speaking so passionately about the importance of co-producing digital services.

TAPPI is gathering fascinating data about the ways in which organisations can effectively use technology to improve housing and care. Turn to page 11 to find out more about these findings and how we plan to inspire other housing and care providers in the future.

And finally, TSA's external engagement strategy will join up all these dots and make a strong case for TEC to the next government. We're doing a lot of work behind the scenes, and I'll be revealing more soon.

Some of the people helping us to lobby are TSA board members and we're currently strengthening this group. Watch this space for announcements on our newly recruited directors and how they are making the argument for TEC.



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TSA - The voice of
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Improving the use of technology with a co-produced health and care strategy

By Jacqueline Myers

Executive chief of strategy and operations, North East and North Cumbria Integrated Care Board



This month we celebrate our first birthday as the North East and North Cumbria Integrated Care Board (ICB).

We're part of our local Integrated Care System – one of 42 umbrella partnerships established by the Health and Care Act 2022 to join up NHS, local authority and community organisations.

ICBs like mine, that are responsible for planning and funding NHS services in the area, work with Integrated Care Partnerships (ICPs), that bring together councils and voluntary, community and social enterprise organisations. Together, we plan services, improve health and reduce inequalities across our local patch.

The first job of the North East and North Cumbria Integrated Care Partnership was to develop a health and care strategy. This document was co-produced by people with lived experience, along with practitioners and leaders, and in January 2023, we published a broad set of goals.

Our job now is to move forward and describe how we'll deliver better health and wellbeing for all and that's why I'm keen to speak to the technology enabled care sector.

As an ICB we've been tasked with helping people to lead longer, healthier lives and optimise the service delivery of the NHS. One way we'll do this is by addressing wider health determinants.

We know that housing, education and employment have a bigger impact on people's health than NHS services, so we'll be forming strong, far-reaching partnerships to make an impact.

More than anything, helping people to live happy lives in warm, safe homes is crucial to better health and wellbeing for all. And for this to become a reality, we'll need to think differently and work collaboratively.

As a region, the North East and North Cumbria has the worst health outcomes in England. People here have eight years lower life expectancy than the national average, along with longer periods of ill health.

In May we hosted a conference with TSA to tackle this issue. Partners from social care, housing, health and the voluntary sector came together, along with people who have lived experience and practitioners on the ground. The purpose was to create a shared vision and build a community of practice.

We recognise technology has a massive part to play here and must be woven into how we forge ahead with health, care and housing.

For example, we're determined to increase the number of people who can live independently in their own homes. Blending good care, support and technology is key to connecting people with their local communities, building resilience and stemming the flow into hospitals.

This is vital for individuals with autism, learning disabilities and physical disabilities, but it's also important for older people. Technology can play a leading role in supporting individuals who are frail or have complex health conditions to live well and do the things they love.

A lot of the technology that has already been used across social care doesn't always connect and there can be issues with how it is deployed and adopted – something that varies across our region. The same can be said for how NHS services use technology to support people in the community.

We know that improving and standardising the way we use technology doesn't just improve people's lives; it transforms how practitioners use their time too. Staff in the NHS, social care, housing and wider community organisations can use technology to better co-ordinate their work, providing individuals with the right type of support, at the right time – before a crisis occurs.

Having established our Housing, Health and Care Programme for the North East and North Cumbria, the next six months will be about building our partnerships between housing, health and care organisations, including tech providers, and agreeing some practical programmes of work we can undertake together.

As strategic leaders, we want to get out and understand different sectors, find champions and see good practice. This is about identifying tangible actions to build joint purpose and success and crack common challenges.

We have a golden opportunity to integrate approaches and create sustainable, connected care packages that enable as many people as possible to live gloriously ordinary lives.



Shaping the future of Technology-Enabled Care: An update from TEC Action Alliance

The TEC Action Alliance has been busy laying the groundwork for the advancement of Technology-Enabled Care. The Alliance has mapped the Challenge Paper's next steps into a multi-pronged strategy, divided among three working groups. Each group brings a distinct perspective and focus to the table to orchestrate our mission—transforming the TEC landscape.

Group A delves into the heart of the matter by investigating what people expect from TEC. Our mission here is to underscore the potential benefits of co-production in shaping the future of care. Recognising the power of collective intelligence, we have roped in research partners to examine people's needs and the potential benefits of co-production

Group B addresses the demand side, focusing on the commissioners of TEC. This involves engaging with NHSE and ADASS, while concurrently partnering with the TSA and Digital Healthcare Council. The goal? Reviewing Integrated Care Strategies and Joint Forward Plans to comprehend the service demand and inform our strategic decisions.

Group C centres on the features of proactive services. We are building upon the exemplary models highlighted in the Challenge Paper and establishing links with SIG19 to formulate a comprehensive proactive service guide.

Crucially, each group has the backing of partners and external expertise to augment their explorations and drive actionable insights.

To ensure we provide the best care possible, it is paramount that we understand people's expectations from TEC. The cornerstone of this understanding lies in exhaustive surveys that go beyond mere technological attitudes and tap into the actual priorities for technology enablement of health and care.

Collecting evidence of market demand for new or adapted services and technology is key. It not only shapes the business plans and roadmaps of care service providers and technology manufacturers but also helps us demonstrate the benefits of co-production. This shows the commitment of service and technology

providers to the co-production of technology-enabled care, evidencing the beneficial outcomes for commissioners.

Identifying the features of proactive services that deliver these outcomes, capturing barriers to innovative TEC solutions, and recommending policy, funding, and regulatory amendments are other critical steps on our journey. These initiatives are geared towards carving out an evaluation framework across the UK to measure the outcomes of new care models and their costs and benefits.

A significant milestone in our endeavour is the analysis by TSA and DHC of Integrated Care Partnerships' Integrated Care Strategies and Integrated Care Boards' Joint Forward Plans. The goal is to pinpoint systems with high interest in technology and digital solutions and to gain insight into their integration strategies. This will culminate in a paper showcasing how systems prioritise digital technology.

We're also producing a report focusing on the needs, values, motivations, accessibility, skills, and operational requirements of people using TEC. This report will investigate the enablers and barriers to uptake, drawing on input from key stakeholders, literature reviews, and focus groups. The findings will help us develop a robust typology and a set of primary research questions to guide future studies.

In the coming months, we look forward to sharing our progress at the TECAA All Partners meeting and subsequent events. The journey to a future where innovative TEC services are embedded in best practice health and care planning is underway, and we're excited about the possibilities ahead. Together, we will enable the care of the future.

Unveiling a strategic partnership between TSA and DHC

In a promising collaboration, TSA and the Digital Healthcare Council (DHC) have recently partnered to highlight the best approaches for improving health and care services for systems, organisations, and individuals, by embedding digital technology into their service provision.



For the past three months, the two organisations have been diligently collaborating to gain a deeper understanding of how Integrated Care Systems (ICS) intend to leverage technology and enhance their services to improve outcomes for the people using them.

The catalyst for this journey stemmed from the Health and Care Act 2022, which mandated all 42 Integrated Care Partnerships (ICPs) to create and publicise integrated care strategies for their systems. As per the directive, by June 30th 2023, the related ICBs were required to generate a comprehensive five-year Joint Forward Plan (JFP) outlining their proposals to serve their populations' needs.

Through a carefully structured process, TSA and DHC undertook the analysis of the available integrated care strategies, vetting them against certain criteria aimed at identifying systems that strategically plan to intensify their use of technology. This assessment examined whether the strategies directly referenced digital technology in service provision, beyond the scope of shared care records.

Furthermore, the review considered whether the strategies mentioned the application or intended

future use of remote monitoring or virtual wards. Crucially, the strategies were evaluated on their intent to deliver proactive, preventative, and personalised care. The apex of this exploration was identifying if these strategies recognised the role of technology as an enabler for such important health and care delivery.

As we move forward, the initial findings and key messages will be communicated in the forthcoming weeks. Subsequently, a select group of leaders from ICBs will be invited to a roundtable discussion in early October. This forum will provide an opportunity to delve into how these systems have seamlessly integrated digital technology into their strategies and service models, with a focus on understanding the role of co-production in this process.

Following this dialogue, TSA and DHC will publish a short paper detailing the findings and valuable insights gained from this partnership, setting a beacon for other systems to follow. This landmark collaboration between TSA and DHC symbolises a new era in digital healthcare, marking a critical step towards proactive, preventative, personalised and, most importantly, technology-enabled health and care delivery.

The digital switchover: about us, without us?



By Clive Gilbert

Senior Policy and Research Manager for Assistive and Accessible Technology at Policy Connect



The digital switchover can feel like Y2K all over again – as we ask ‘will my telecare service be updated in time to survive past 2025?’. But the most important question of the transition is: Will services turn the switchover into a watershed moment for telecare by harnessing the Internet of Things to deliver more person-centred, proactive support to help people lead more independent and fulfilling lives?

The government certainly expects services to rise to the challenge. In its *Telecare Stakeholder Action Plan* published last December to help the sector prepare for the switchover, the Department for Health and Social Care said that digital technology can deliver better quality services tailored to meet the needs of individuals.

It pointed out that the move away from analogue tech should allow “people to enjoy more choice and control over their lives by integrating their [telecare] device with other digital products and services”.

Smarter telecare

Last April the cross-party think tank Policy Connect’s *Smarter Homes for Independent Living* report identified uniting telecare with the wider connected home as one of the main benefits of the switchover.

Chaired by Councillor Sir Paul Carter CBE and guided by a steering group of disabled people and practitioners from the care and technology sectors, our report highlighted the need to reconsider the role telecare plays in people’s lives.

Many disabled and older people already use computers, smart phones, voice assistants and other technologies to do everything from connecting with family and friends to managing a team at work and booking theatre tickets.

However, telecare has yet to catch up with this reality. We found that the health and social care system tends to view technology mainly as a way of managing people’s care needs and often overlooks how people can use technology to do things they enjoy – or that might not be exciting but are nonetheless part of their everyday routine.

This hyper-medicalised approach not only means that some people never get the chance to experience the empowering technologies that many of us take for granted. It is also counterproductive, because an active and fulfilling life is one of the keys to a healthy life.



The digital switchover is an opportunity to end this paradox. Our report found that it could allow the telecare sector to move away from reactive models of technology enabled care to preventative solutions that allow holistic packages of care and support to be built around the individual’s needs – and more easily evolve as their requirements change.

Making users equal partners

The transition presents two broad sets of challenges to the telecare sector. The first of these is technical: the next generation of telecare products must avoid the pitfalls of the past by being built on open and interoperable technology platforms that maximise choice and flexibility for users. To achieve this, telecare providers must work with central and local government to ensure a second challenge is properly addressed: making sure that the voices of users are not forgotten during the transition.

Our Smarter Homes report noted that disabled and older people are uniquely positioned to offer insights into the enablers and barriers they face in using technology. It is vital that any technologies that are developed for disabled and older people are co-produced with them.

Individuals should also be actively involved in decisions about which technology they use and fully understand the products and services they are using. For example, the government’s telecare action

plan requires suppliers to test the reliability of telecare devices when operating over a digital telephone line and make the results available to local authority and NHS commissioners.

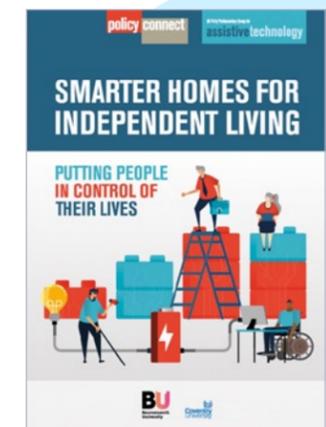
This focus on institutional decision makers ignores the importance of recognising service users as equal partners who are entitled to make informed choices about their care. And we should remember that **on average 60% of telecare users** privately fund their own support.

How to signal change

The sector should therefore go a step further than the action plan proposes by making the data available to everyone. The information should be published both online and in other accessible formats, together with easy-to-follow instructions about how to interpret it.

This would make it easier for public sector commissioners to use the data as envisaged by the action plan while helping anyone else with an interest in tracking the transition to make sense of the sector’s progress.

Of course, involving telecare users in decision making during the switchover is only the first step towards reaping the full rewards of going digital. But it would be a seminal one.



Read the full report at:
<https://www.policyconnect.org.uk/research/smarter-homes-independent-living>

Unveiling the starlets of TSA:

The Drive for Workforce Development and Excellence in Service

There's no doubt that a company's biggest asset is its people, and here at TSA employee growth is embedded in the very fabric of our organisation. A compelling testimony of this comes from three rising stars - Anicka Fairhurst, Tim Dawson and Kaden Lyons - who are making significant strides in their respective careers, thanks to their sterling efforts coupled with TSA's commitment to developing our workforce.

After a challenging graduate job search during the peak of the COVID-19 pandemic in 2020, Tim found his career starting point with TSA's newly created Graduate Scheme. Despite having no initial knowledge of the TEC sector, TSA's warm and welcoming internal team provided the necessary support to help Tim navigate the complexities of A2D and interoperability. Over the past two years, not only has he developed a robust understanding of TEC, but he has also experienced professional growth and increased confidence. In Tim's own words, "I am now more aware of my capabilities, how these relate to day-to-day business activity, and how I can continue to work and progress as both an individual and a member of a wider team."



Tim Dawson
Policy and Research Officer



Anicka Fairhurst
Operations Manager

Similarly, Anicka Fairhurst experienced immense professional development since joining TSA. Transitioning careers, she was presented an opportunity to further her skills within the Operations Department. TSA supported her throughout a 19-month journey that culminated in the successful completion of a Level 5 Operations / Departmental Manager Apprenticeship in May 2023. Highlighting TSA's support, Anicka said, "TSA provided me with holistic support and commitment from colleagues from all departments within the company. My co-workers always supported me when needed, throughout my endeavour, which was a huge factor in achieving my Level 5 Operations/Departmental Manager qualification. TSA's continual encouragement has motivated me to further excel within my role."

TSA's focus on employee development is not limited to those with a clear career path. Kaden Lyons, despite uncertainty over his professional direction, found TSA's supportive environment encouraging. With several supportive sessions aimed at identifying his strengths and interests, Kaden now sees a future in finance and is preparing to embark on a personal development plan with either AAT (Association of Accounting Technicians) or CIMA (Chartered Institute of Management Accountants). Reflecting on TSA's support, Kaden affirms, "I have been strongly encouraged to keep striving for personal development which is so refreshing to see in an organisation."



Kaden Lyons
Finance Officer

The journeys of Tim, Anicka, and Kaden affirm TSA's commitment to our workforce's professional development, nurturing their skills, and promoting personal growth. Our focus on fostering talent and enabling our team to deliver superior service to its members lies at the heart of what we do. It reaffirms TSA as a place where individual talents are recognised, nurtured, and given every opportunity to flourish - thereby ensuring that we can continue to be the voice of technology-enabled care, whilst maintaining stellar service to our members.

TAPPI: Insights and learnings



Interim findings

Our six testbed organisations have been busy co-producing technology with their older tenants. These devices are now in place and we're working with our evaluation partner, Cambridge Centre for Housing & Planning Research (CCHPR) to assess how this tech is being used. We're looking at people's ambitions for the project, their feedback so far, what's working and what's not.

Challenges around internet connectivity, digital literacy and building design have come up again and again. But we're also seeing lots of positive responses - older tenants are really engaged, and they believe TAPPI could increase their independence and peace of mind, keeping them safe and boosting their wellbeing, too.

Staff are hopeful that TAPPI can enhance quality of life and independence for their tenants, along with maintaining tenancies and improving efficiencies within their organisation.

All testbeds, which include Bield Housing & Care, Haringey Council, Platform Housing, Pobl, Southend Care and Wiltshire Council, see TAPPI as an opportunity to learn, collaborate, and advance the field of ageing and technology.

Researchers at CCHPR are continuing their evaluation work and we'll have final findings to share in the autumn.

Co-production week

With power-sharing at the very heart of TAPPI, we thoroughly enjoyed National Co-production Week at the beginning of July. Our series of **personal stories** profiling TAPPI tenants and staff continues to grow and we've been sharing these far and wide, along with an article written by one of our resident champions, Debra Edwards for **Care Management Matters**, all about co-production.



Resources

We're now developing a range of easy-to-use resources that communicate learnings from TAPPI. Our goal is to support other housing and care organisations that want to learn from the project and improve how they use technology with older people. Watch out for updates on these resources.

And remember, visit our TAPPI microsite, where you'll find the latest blogs, news, events and co-production resources:

www.housinglin.org.uk/TAPPI



HOUSING 2023



A showcase of innovation, knowledge and collaboration between Housing and TEC

In June, TSA proudly hosted the TEC Theatre at Housing 2023, a fantastic three-day conference that took place at Manchester Central. A truly enlightening experience, this event brought together experts, innovators, and enthusiasts in the field of TEC within housing.

The TEC Theatre served as the hub of insightful discussions, thought-provoking presentations, and knowledge exchange. These sessions illuminated the potential of TEC in empowering individuals to live the lives they desire, a testament to the power of the right support in the right place. It was inspiring to witness attendees' enthusiasm, filling the theatre to the point of standing room only at times.



The first day of the conference set the tone, unveiling the power of proactive and preventative care in housing. Talks spotlighted the potential of harnessing co-production and leveraging both lived and learned experiences. The resounding message? Empowering a dynamic workforce is key to unlocking personalised outcomes.

The second day was equally successful, weaving key themes that struck at the heart of housing integration, the quality transition to digital, and the transformation of safety within TEC services. We couldn't help but feel a sense of pride as we heard the positive feedback from our speakers, delegates, and visitors. It served as an affirmation that we were not just sharing information but creating a collaborative space for growth and innovation.



As the final day dawned, our programme concluded with a strong finish, loaded with insightful narratives and knowledge that sparked intellectual curiosity. We were deeply moved by the hundreds of delegates who visited our TEC Theatre with the aim of expanding their perspectives on TEC in housing. Their commitment to improving people's lives was palpable.

Our time at Housing 2023 may have ended, but the lessons learned and relationships forged are enduring. We express our heartfelt thanks to everyone involved, from our speakers and panel guests to the delegates and our hardworking staff. Special mention must go to our sponsors, **Appello UK**, **2iC-Care**, and **IoT Solutions Group**; without their support, this event would not have been possible.

We hope the sessions left all attendees informed and inspired, and we look forward to continuing this enlightening journey together. Here's to empowering people through technology and transforming the future of housing.



Reflections on the event from our sponsors:

Housing 2023 was a fantastic opportunity to explore how housing and care colleagues can work together to solve their shared challenges. It was great to share the stage with the Housing LIN to discuss how our solution, Andi, is unlocking personalised outcomes!



Grace Thomson, Head of Partnerships and Marketing, 2ic-Care

The move to digital telecare is really gathering pace in 2023 with many housing providers now pressing ahead with implementing their plans for upgrading from analogue to digital. Housing23 proved an excellent opportunity to see first-hand the innovation in the sector, and Appello were delighted to see the level of interest and engagement in our market leading digital products and services.



Iain Hockings, Head of Marketing, Appello UK

That recognition that housing & social care need to work together to deliver the best outcomes for residents is growing. The TSA being well represented at the recent Housing '23 show helps to champion this story. There are huge opportunities for proactive and preventative care in housing and it was great to be a part of this agenda and the conversations this generated.



Emma Mahy, Founder and CEO, IoT Solutions Group



The voice of technology
enabled care

The industry and advisory body for technology enabled care



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**Embedding quality, safety and innovation in technology
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TEC Services Association

Address: Suite 8, Wilmslow House, Grove Way, Wilmslow, Cheshire, SK9 5AG

Telephone: 01625 520 320

TSA: www.tsa-voice.org.uk

TEC Quality: www.tecquality.org.uk