

TEC VOICE

THE VOICE OF TSA

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ITEC 2024 is now just days away!

Read our quick-guide to the ITEC 2024 programme

Enhancing TSA's Governance for a stronger future in TEC

Elevating Fire Standards in TEC

March 2024

The voice of Technology Enabled Care



Alyson Scurfield
TSA Chief Executive

Only a few weeks to go until ITEC 2024 and our programme is bursting at the seams with rich content to inform and empower your TEC work.

I can't wait to see you on 18 & 19 March for what is shaping up to be one of our most compelling and varied line ups in ITEC's history. If you haven't booked yet, don't miss out.

Hear from inspirational directors of adult social care including ADASS president, Beverley Tarka; Sheffield City Council's Alexis Chappell, Oxfordshire County Council's Stephen Chandler, and Warrington Borough Council's Caroline Williams.

We have insights and expertise from people who draw on care such as Anna Severwright, Clenton Farquharson CBE, Debra Edwards, Rich Amos and Karen McCormick.

Collaboration with health systems is high on the agenda at conference, too. Don't miss NHS leaders such as Matt Carder, Community Services Policy and Development; Peter Skinner, Digitising Social Care; Tim Straughan, NHS @home, Abi Wendels, Nottingham & Nottinghamshire NHS and Jacqueline Myers, North East and North Cumbria ICB, all offering their tips on how TEC can support health services.

I saw a brilliant example of this collaboration between TEC, health and social care on a recent

trip to the North West where I met with officials from the Department of Health and Social Care to tour Warrington's 'one system – one population – one purpose' model.

Their approach targets individuals based on their risk profile, with health and social care teams in Warrington acting as one to identify and meet the needs of people and enrich their outcomes. It'll be no surprise to hear that TEC is at the heart of this integrated approach. Find out more about it at ITEC.

Another visit took me up to Edinburgh where I presented prizes to some incredibly innovative TEC organisations at the Digital Health and Care Awards. There is lots of important and imaginative work going on in Scotland right now to transform health and care through digital solutions and services and I'm delighted to say that Neil Gray MSP, Cabinet Secretary for NHS Recovery Health and Social Care at the Scottish Government will be speaking at ITEC to tell us more.

I've also been sharing the ideas and innovation of our TEC sector in my role on the expert working group for Science, Tech, AI & Pharmaceuticals which informs the 15-year Workforce Strategy for Adult Social Care.



ITEC 2024

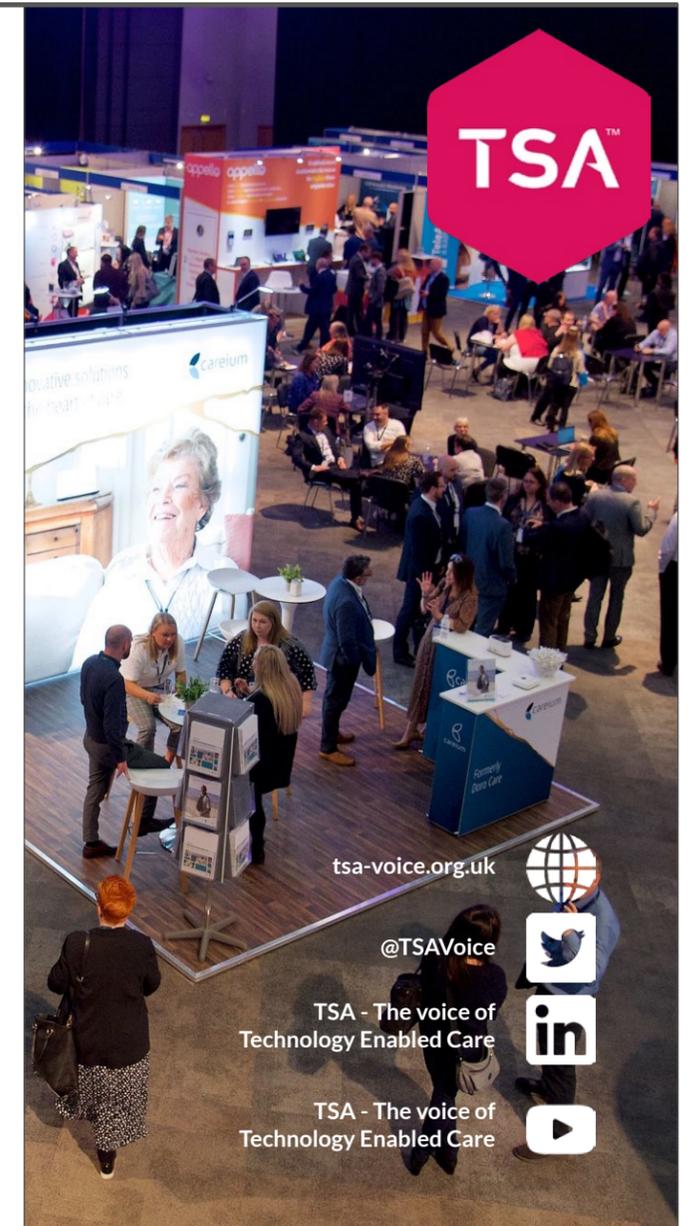
The ICC Birmingham
18-19 March 2024

BOOK YOUR TICKETS NOW

Ensuring the care workforce feel confident using TEC is absolutely crucial and this workforce strategy, co-chaired by TEC Quality Chair, Sir David Pearson, will identify gaps in capability and knowledge and find ways to bridge them.

Awareness of TEC in the workforce was one of the key themes from a recent away day with TSA and TEC Quality board directors. The creation of a comprehensive evidence base for TEC was another theme from this session and you can read about how TSA is tackling the TEC evidence gap on page 15. We've worked with researcher Dr Steven Ariss to explore how the TEC sector can consistently evaluate its work and evidence the benefits delivered.

You can find out more about this Common Approach to TEC Evaluation plus so much more at ITEC on 18-19 March. Really hope to see you there!



TSA: Enhancing Our Governance for A Stronger Future in TEC

In the dynamic landscape of Technology Enhanced Care, transformative strides are being made, signalling a new era of innovation and excellence.



Rt. Hon. Paul Burstow
TSA Chair

This progress, a testament to the collective efforts of dedicated professionals within the sector, highlights a pivotal moment in our journey towards achieving unparalleled quality and governance in TEC.

TSA stands at the forefront of this evolution, and our Quality Improvement Programme Board (QIPB) and Special Interest Groups (SIGs) have played a critical role in reaching our current milestones. We recently transitioned to a skills-based board, marking a significant achievement in our continuous pursuit of excellence.

However, our journey does not end here. The sector finds itself at a crucial juncture, with the need to further strengthen our structure and prepare for the challenges that lie ahead. In response, TSA is taking proactive steps to enhance and strengthen our governance model. This new structure is designed to better serve the needs of the TEC sector, ensuring that we are equipped to anticipate and mitigate risks with a more comprehensive perspective.

The establishment of this governance framework is not just an organisational change but a call to action for everyone involved in TEC. It represents our commitment to future-proofing the industry, developing an infrastructure that enables us to navigate and shape the future of TEC with confidence. This initiative is about more than just adapting to change; it's about being at the helm of it, guiding the sector towards a vision of innovation, resilience, and collaboration.

Recruitment for various groups and panels under this new governance structure will commence in the second quarter. Insights and expertise from across the sector are invaluable as we embark on this phase, aimed not just at navigating the future but at defining it.

TSA's initiative is a testament to what we can achieve when we come together, combining our strengths and visions for a stronger, more innovative TEC sector. As we move forward, it is crucial that we maintain this momentum, working collaboratively to overcome challenges and seize the opportunities that lie ahead.

Together, we can pave the way for a future that is not only robust and innovative but also resilient against the ever-changing landscape of technology and care. We will strive to forge a path towards a brighter, more secure future for Technology Enabled Care.

The strides we are making today are just the beginning. We will continue to work hand-in-hand with the whole sector to shape the future of TEC with foresight, innovation, and a shared commitment to excellence. The journey ahead is an exciting step towards ensuring a stronger, more dynamic TEC sector for generations to come.

SPEAKER FOCUS: ANNA SEVERWRIGHT

Living life, while navigating health and social care



Anna Severwright is changing how we all think and talk about social care. As a former doctor and now one of the co-convenors for **Social Care Future**, a people-powered movement for change, Anna is helping to re-write the public story about care and support.

For years, this narrative has been presented as an unsustainable and broken system that is trying to 'look after vulnerable people who cannot look after themselves'.

But Anna and the Social Care Future team believe that far from motivating people to act, this 'crisis talk' makes the problem seem too big to solve, leading to fatalism and inaction. They also feel that language such as 'vulnerable' and 'service-user' – regularly used to describe people who draw on care and support – is dehumanising and divisive.

Anna's passion for reframing social care comes from her own experiences. She recently told Care Talk magazine: "I have drawn on social care for over 10 years now, and in all that time my life felt frozen at 25. Because the professionals I saw mostly focussed on my health or practical needs, so did I. No-one asked me what I wanted from my life to give it meaning or purpose so I felt those were not things I could have or should want anymore. That took a heavy toll on my mental health."

It's this meaning and purpose that care and support can bring to people's lives that Anna and the Social Care Future movement want to communicate. Their goal is to 'shift mindsets and

grow expectations about how we should all be able to live our lives when we have reason to draw on support'.

To fire people's imaginations about a brighter future for social care, they have created a vision which is being adopted by councils, care providers and policy makers: "We all want to live in the place we call home, with the people and things we love, in communities where we look out for each other, doing the things that matter to us."

Anna has also been helping to change other people's experiences of social care through national events, inquiries and reports. She was a special advisor to the House of Lords Adult Social Care Committee, a commissioner on the Archbishops' Commission on Reimagining Care and a past co-chair of the Coalition for Collaborative Care.

We're delighted that Anna will open ITEC on 18 March, giving our conference a firm focus on people's lives. Technology enabled care is not about kit or systems, it's about offering people the right support so they can live the lives they want – something we all deserve.

ITEC 2024



Don't miss Anna Severwright speaking at ITEC on 18 March
Book tickets at: iteconf.org.uk

EMPOWERING PEOPLE'S LIVES

Transforming futures through knowledge, innovation and action



The International Technology Enabled Care Conference 2024
18-19 March | The ICC, Birmingham

TSA's Quick Guide to the ITEC 2024 Programme

As ITEC 2024 swiftly approaches, we're buzzing with anticipation to unveil some of the programme highlights that promise to make this event truly special.

DAY 1 Monday 18 March

The adventure begins with **'Empowering People's Lives'**, where session chair Rt Hon Prof Paul Burstow, Chair of TSA will open proceedings and proudly present the TEC Action Alliance Action Paper and the inaugural State of the Sector Report. These pivotal documents are set to redefine the trajectory of the TEC sector, offering invaluable insights for all subsequent discussions at ITEC 2024. Other inspiring speakers in this opening session include Anna Severwright, Co-convenor, Social Care Future and Neil Gray, Scottish Government Cabinet Secretary, speaking about the potential of TEC to give people the power and autonomy to live their lives in the way they want.



Rt Hon Paul Burstow



Clenton Farquharson CBE

Following this, **'Implementing TEC so we can all live good lives'** takes to the Innovation Stage, with presenters including Clenton Farquharson CBE, Chair, Think Local Act Personal (TLAP) and Dr Sarah Alden, Research Consultant formerly of the University of Sheffield, who will further explore how Technology Enabled Care can dramatically enhance living standards, ensuring a personalised and empowered experience for everyone.

Back on the Plenary Stage, the presentation **'Transforming Futures to Enable Personalised Outcomes'** will be led by industry leaders such as Caroline Williams, Director of Adult Social Care at Warrington Borough Council, and Jacqueline Myers, Executive Chief of Strategy and Operations at Northeast and North Cumbria Integrated Care Board among others. It will delve into the transformative power of TEC. This session is focused on enabling personalised outcomes through coordinated, proactive, and preventative care, demonstrating how integrated service provision and neighbourhood teams can offer tailored care approaches that not only support system change but also align with sustainability plans.

'New Models of Community Care' on the Innovation Stage highlights innovative community care models. This session emphasises the importance of TEC in enhancing early intervention and support, showcasing efficient, effective, and person-centred care models that meet the evolving needs of our communities.

You can then hear from speakers such as Peter Skinner, Programme Director of Digitising Social Care for NHS England, in a crucial discussion on **'Making a safe transition to digital in TEC'** on the Innovation Stage. This presentation will navigate the complexities of digital adoption in the TEC sector, focusing on cybersecurity, data protection, and the construction of a trust framework through quality assurance frameworks.

The session **'Smarter Commissioning: Utilising Intelligence to Deliver Better Outcomes'** concludes the first day with a forward-thinking session on the strategic importance of smarter commissioning in TEC. This dialogue will explore how leveraging intelligence and insights can significantly enhance service delivery, ensuring that TEC solutions are both effective and closely aligned with users' needs.



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DAY 2 Tuesday 19 March

Day Two springs into action with the unveiling of the new TAPPI principles, leading into a discussion on **'The future of housing: Helping people maintain the life they wish to lead in a place they call home.'** This session will examine the critical role of housing in fostering independence, safety, and wellbeing, with a keen focus on personalisation and user needs.

One session not to be missed is **'Transforming Knowledge into Action,'** chaired by Rt Hon Prof Paul Burstow, Chair of TSA, and featuring speakers such as Clenton Farquharson CBE, Chair of Think Local Act Personal (TLAP), and Beverley Tarka, Director of Adults, Health and Communities at Haringey Council and President of ADASS, focuses on converting knowledge and research in TEC into tangible, actionable solutions. This session promises to explore the role of co-production and service integration in enhancing care delivery and outcomes, aiming to foster a more informed and effective approach to care.



Beverley Tarka

Be sure to then dive into **'Utilising Smart Technologies to Empower People's Lives,'** chaired by Nathan Downing, Director of Membership & Consultancy Services at TSA, with presenters Rich Amos, Co-Production Champion, and Steve Taylor, Care Technology Expert, PA Consulting, delves into the potential of smart technologies to revolutionise care. This session will discuss the integration of TEC with consumer technologies, addressing adoption barriers and highlighting how smart solutions can support independence and wellbeing.



Rich Amos

'Building the workforce of the future: Bringing digital skills and innovation into care delivery' which features Karolina Gerlich, CEO, The Care Workers Charity, and Harvey Neve, Director of Digital Data and Technology at HC-One and others, will spotlight the imperative of imbuing the care workforce with digital literacy. This presentation is dedicated to transforming care delivery through a blend of technology, training, and education.

The programme culminates with **'Where do we go from here: An interactive session to turn knowledge into action'** chaired by Alyson Scurfield, Chief Executive of TSA. This session offers a unique platform to reflect on the insights gleaned throughout ITEC 2024 and discuss how we can apply these learnings to propel the sector of Technology Enabled Care forward.

These sessions, along with our **Knowledge and Networking** sessions across two stages, are just a taste of what ITEC 2024 has in store. Don't miss your chance to be a part of this defining event in Technology Enabled Care.

Explore the full ITEC 2024 Programme and plan your visit: iteconf.org.uk/programme

Tickets are still available; **get yours today** and join us in shaping the future of care: iteconf.org.uk/registration



ITEC Conference

ITEC Awards 2024

TSA are delighted to once again present the annual International Technology Enabled Care (ITEC) Awards to be held at the prestigious Gala Dinner at this year's ITEC conference on the evening of the 18 March 2024 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 recognise organisations or individuals working in Technology Enabled Care in the UK and overseas and they recognise excellence and outstanding achievements within the TEC sector.

The ITEC Awards act as a hallmark of quality for your organisation and will attract recognition from the whole TEC community of the difference the winners and entrants make to the TEC industry and the millions of people it supports.



Here are the categories and the all-important finalists:

INNOVATION AT SCALE

This award recognises organisations that have developed a recent innovative TEC product or service, which have proceeded through early trials or has been recently integrated and implemented. Effective examples of digital innovation would be co-produced with users, carers and practitioners and showcase evidence and highlight the impact of improving individual health and care outcomes.

- Chiptech
- Social-Ability
- Yokeru

UP-AND-COMING TEC INNOVATION

This award recognises organisations that have newly developed innovative TEC product or service, which are proceeding through early trials or pilots or have been recently integrated and implemented. Effective examples of digital innovation would be co-produced with users, carers and practitioners and show early evidence of improving individual health and care outcomes.

- CanSense
- DHI Rural Centre of Excellence, Archangel & Mydex
- Vale Telecare and TEC Cymru



OPERATIONAL LEADER

This award identifies inspirational individuals that have demonstrated an outstanding hands-on approach to making a difference. They are focussed on empowering people's lives and inspiring others to do the same, enabling positive outcomes by utilising TEC. Our finalists have shown outstanding resilience, energy and focus for the betterment of their community within TEC.

- Gary Baillie, Bield Housing & Care
- David Fuente, Community Housing TECS
- Charlotte Green, Llesiant Delta Wellbeing

WORKFORCE DEVELOPMENT AND CULTURE

This award recognises organisations that have put people and empowering staff at the centre of its operation, values and culture.

- Aster Connected Living
- Community Housing TECS & Heart of Worcestershire College
- Reach & Respond

PARTNERSHIPS

This award recognises organisations that have come together and created innovative partnerships that have improved outcomes/ systems but also accelerated the agenda, profile and uptake of technology enabled care amongst stakeholders.

- Community Housing TECS and Platform Housing Group
- Llesiant Delta Wellbeing and CGI
- NHS Shared Business Services

STRATEGIC LEADER

This award identifies standout individuals that have demonstrated outstanding TEC leadership skills, vision, and action. Their impactful activity will ultimately have had a focus on the use of digital TEC products and services to improve outcomes for users, families, and carers.

Our finalists involve and empower stakeholders and develop workforce and system-wide strategies. They build on successes and learn from failures, constantly looking to improve quality, impact, and cost-effectiveness.

- Dr Lynne Douglas, Bield Housing & Care
- Gerry Hodgson, Cascade3d
- Richard Keyse, 2iC-Care

SERVICE TRANSFORMATION

This award recognises and applauds services that have planned and implemented major transformation across their organisation with a proactive and preventative approach. They have impacted on wider networks with the objective of accelerating the uptake of TEC and/or streamlining processes for better outcomes.

- Alcove Limited
- DCASC, Reading Borough Council
- NRS Healthcare & West Sussex County Council

Reaching out to residents

By Helen Henderson, Head of Reablement, Therapy and Community Services, Wiltshire Council

First published in [The MJ](#) in January 2024

Wiltshire has one of the country's fastest growing older populations. Nearly 22% of everyone living here is 65 or over: the average in England is 18.6%. We are also one of three councils in the Southwest with an older population that grew by more than 30% in the last decade.

Residents living longer is wonderful news. But we also want to ensure they spend their later years in good health, doing the things they love, in the places they call home.



Elizabeth, an Occupational Therapist, helps a resident at Dairy View, an extra care living scheme managed by Housing 21 in partnership with Wiltshire Council

Unfortunately, that isn't always the case. Many older people in our county have disabling illnesses or injuries that mean they can't lead the life they want.

My team at Wiltshire Council was set up five years ago to tackle this. We provide support so individuals can achieve what's important to them after being in hospital, having a fall or illness. That often means re-learning skills like cooking meals, managing their personal care or living independently doing things that are important to them.

The short-term, intensive support we provide is in demand. Since we established our reablement service in 2018, annual referrals have tripled to 3,340. This growing need, combined with Wiltshire's rurality has forced us to think creatively about how we deliver support going forward.

One measure we've put in place is integrating digital, in its many forms, into our care. Staff now have many more options in their 'toolbox', helping them to design engaging and imaginative care programmes personalised to people's ambitions.

Delivering digital reablement has not been without its challenges, though, and I'm keen to share my learning with local authorities facing similar demographic and geographical demands.

Blend in-person and remote support

Our service relies on the influence of occupational therapists and reablement workers to improve people's physical ability and wellbeing.

That's great when a staff member visits, but we often find people's confidence dips when they're alone again. To provide ongoing reassurance, we now combine face-to-face visits with remote monitoring, data analysis and online positive reinforcement.

That might be putting an exercise regime on someone's tablet via an app and backing this up with reminders from a smart speaker.

Or it could be a home sensor system that learns a person's daily routine and flags issues, such as them taking longer to move from sofa, to bathroom, to bed at night. We use this data to offer the right support, whether that's referring to health providers or voluntary sector organisations or changing our own interventions.

Co-produce, co-produce, co-produce

Sharing decision making with people who draw on reablement is hugely important. This is true for any type of support, but it's crucial if you're incorporating technology into someone's care package.

We've seen this first hand with residents at Dairy View, one of our extra care schemes managed by Housing 21. Through the TAPPI programme (Technology for our Ageing Population: Panel for Innovation) an occupational therapist worked with residents to explore how devices and apps could help them feel safer and more independent.

TAPPI, which is funded by Dunhill Medical Trust and led by the Housing Learning and Improvement Network (LIN) and the TEC Services Association (TSA), is all about improving how TEC (technology enabled care) is used in care and housing. We learnt that residents are much more likely to use digital devices or systems on an ongoing basis if they are involved in the decision-making from the start.



Kerri, a resident at Dairy View tests the new TEC equipment

Nigel, another resident at Dairy View, learns about a new TEC device

Improve connectivity

It sounds obvious, but having a reliable, secure internet connection is vital. Poor network coverage is common in rural Wiltshire and this, plus many older people not having wi-fi installed or being unable to afford it, can increase digital inequalities. Get the connectivity basics right before your team procures any TEC or tries to implement any packages dependent on assistive devices.

Vicki, another resident at Dairy View



Kerri uses her new tablet with Lindsey Millen, a Senior Commissioner and TEC Advisor at Wiltshire Council

Connectivity also extends to different bits of kit working together. Reablement exercise apps don't always talk to fall detectors, monitoring systems, GPS trackers and other devices. It's worth thinking about how you can find systems that work together seamlessly.

Put training in place

Another contributor to digital inequality is literacy, or lack of it. Some residents have never had an internet connection or mobile phone before and don't know how it works. They are nervous about online security and privacy and worry that TEC might take carers away.

At Dairy View, we offered face-to-face sessions with a charity that supports people to use technology. This had a really positive impact on both people's uptake and continued engagement with devices and we're now looking to offer similar training to relatives and care workers.

Technology is transforming reablement delivery across Wiltshire and helping us achieve good outcomes. Between 2022-23, 78% of people were still in their home three months after drawing on reablement support – a figure we're looking to improve in 2024.

The lessons we've learnt are now being used to reach people before they reach us. The council is raising awareness of technology enabled care through proactive demonstration and education sessions in local communities. It feels like the core role of technology in supporting people to live the lives they want is finally being recognised.

New Research Highlights How Technology Can Support ‘Gloriously Ordinary Lives’

In an era where technological advancements are revolutionising daily life, groundbreaking new research titled “Implementing Technology to Help People Live Really Good Lives: What People Want from Technology Enabled Care” offers a fresh perspective on how people view and describe TEC, the main functions they recognise, and the values and principles they demand from TEC.

The TEC Action Alliance, pioneers in exploring the intersection of technology and care, commissioned this insightful research from Dr Sarah Alden, a social policy researcher who previously worked at the University of Leeds and the University of Sheffield.

Transforming Care Through Technology

The study is a comprehensive exploration of public desires, expectations and views on technology-assisted care. It points to the need for a common ‘structure’ and language for TEC. This would improve awareness, help people to choose the right solution for them, and ensure their TEC works seamlessly with the other devices and systems they use.

Methodology: A Diverse and In-Depth Approach

The research is a blend of extensive literature review, stakeholder interviews and focus groups, ensuring a well-rounded and inclusive approach:

Literature Review: This international review examines over 100 literature sources and 26 case studies. It focuses on various technology types used in everyday life, from specialist software to mainstream gadgets, reflecting the diverse ways people use technology.

Fieldwork: Engaging directly with 42 individuals who rely on care and support, along with their families. This phase included one-on-one interviews and focus groups, emphasising the viewpoints of often underrepresented groups in the main literature.

Expert Interviews: Conversations with 15 stakeholders, including local authority staff, third sector professionals, academics, and technology developers, provide an expert lens to the research.



Implementing technology to help people live really good lives: What people want from technology enabled care

Author: Dr. Sarah Alden - 2024

Implications for the Future of Care

This research marks a significant step in understanding and integrating technology in care. By highlighting what people genuinely seek from technology-assisted care, it paves the way for developing more personalised, seamless and supported care models and technological solutions.

As technology enabled care continues to evolve, the insights from this study will undoubtedly influence how we think about technology’s role in enhancing the everyday lives of individuals drawing on care and support.

[CLICK HERE TO READ THE FULL REPORT](#)

Creating a common approach to TEC evaluation



Dr Steven Ariss

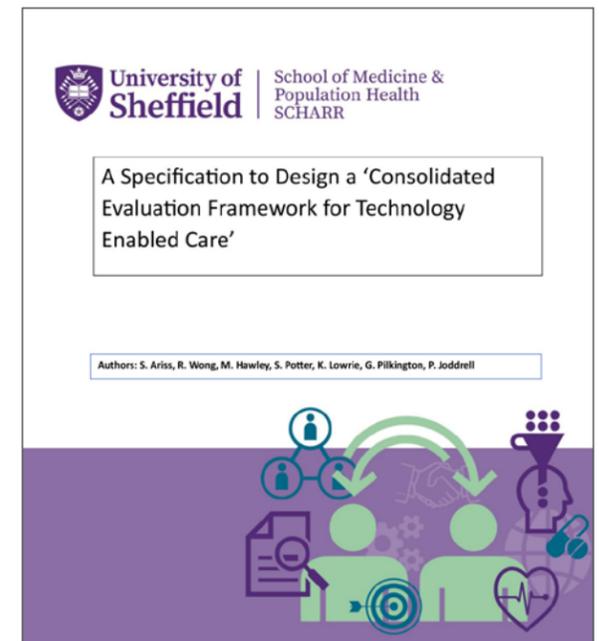
Senior Research Fellow at the University of Sheffield

Later this month, the TEC Action Alliance will launch its brand new Action Paper. One of the paper’s key recommendations is the need for consistent evaluation in the TEC sector.

TEC commissioners want evidence that their money is helping people to live good lives, improving their health and wellbeing and reducing crisis-driven events. This is more important than ever in the face of growing service demand and budget cuts: evaluation data is key to validating business cases for TEC investment.

But there is a problem. Robust evaluations, verifying the outcomes delivered by TEC solutions and services, are not widespread. When they do exist, they are often based on small sample sizes so there is no large-scale body of evidence around TEC benefits.

Language is another barrier here. The lack of common TEC terminology and evaluation data has made comparisons between different services and solutions difficult for people and families and also commissioners.



The TEC Action Alliance brought researcher Dr Steven Ariss on board to look at this issue. Steven is a senior research fellow at the University of Sheffield, with experience of evaluating technology in health care, and he was tasked with identifying the key attributes for TEC evaluation.

Steven and his team reviewed existing evaluation frameworks in the UK’s TEC, digital health and care sectors. They then established what is needed for a common approach to TEC evaluation, including five central building blocks to form an evaluation framework.

The research team also defined how this evaluation approach could be optimised for TEC applications. They looked at where evaluation data could be inherited and re-used in onward developments, with a view to growing a significant body of evidence around the impact of TEC.

You can read Dr Steven Ariss’ full research report [here](#) and find out more about this evaluation work and how you can learn from it at ITEC 2024.

[Book your place here.](#)

Elevating Fire Safety Standards in Technology Enabled Care



In an era marked by the rapid integration of technology into care services, the importance of robust standards for safety and quality of life enhancement cannot be overstated. The Technology Enabled Care Services Association (TSA) stands at the forefront of this movement, dedicated to ensuring the highest safety and well-being standards for those it serves.

Through a significant initiative launched in October 2023, TSA convened a Special Interest Group to develop comprehensive fire safety guidance for the Technology Enabled Care (TEC) sector. This endeavour reflects an understanding of the growing need for consistent, high-quality, and safe TEC service delivery as more individuals opt for independent living at home.

A collaboration with the National Fire Chiefs Council (NFCC) and the renewal of the Memorandum of Understanding in 2024 have been pivotal, marking a milestone in the journey towards integrating quality standards with the latest British Standards and insights from Norfolk Fire and Rescue Service. This partnership underscores a shared commitment to operational excellence and the safety of those who rely on TEC services.

This guidance document emerges not just as a set of instructions but as a blueprint for excellence in TEC service delivery. It targets the essential needs of frontline TEC staff and commissioners across Health, Housing, and Social Care sectors, equipping them

with the knowledge and tools to meet the highest fire safety standards. The guidance is a response to the urgency highlighted by tragic incidents reviewed by Norfolk Fire and Rescue Service, leading to significant improvements in TEC systems, alarm response, and installation practices.

As we approach the analogue to digital switchover, set for completion by 2025, the necessity for clear, actionable guidance becomes ever more critical. This transition promises to enhance the capabilities of TEC equipment and the precision of service delivery, addressing the complexities of digital infrastructure and the diverse needs of those living in specialised grouped living environments and individual homes.

The document also highlights the crucial role of maintenance in ensuring the reliability and functionality of TEC equipment, providing a lifeline for many. It delves into the nuances of TEC monitoring, emphasising the essential yet non-specialist role of TEC services in fire response and the importance of understanding when to escalate alerts to emergency services.

In crafting this guidance, we have not only set out to establish standards but also to inspire a culture of continuous improvement, innovation, and collaboration. As we look to the future, our partnership with the NFCC, our adherence to British and Industry Standards, and our dedication to the Quality Standards Framework stand as pillars supporting our mission to safeguard and enrich the lives of those who rely on TEC services.

Alyson Scurfield, Chief Executive of TSA, emphasises the collective endeavour to elevate care and safety standards within the TEC sector, stating, *"This guidance is more than just a document; it is a commitment to safeguarding and enriching the lives of those who rely on TEC services."* This statement encapsulates the essence of the TSA's mission: to inspire a culture of continuous improvement, innovation, and collaboration.

Terry Pinto, NFCC Lead for Assistive Technology & Norfolk Fire and Rescue Prevention Lead, said,

"Seeing the TEC sector continually grow and innovate in the pursuit of improved safety and care is exciting. Unfortunately, across the UK we continue to see a number of preventable fire deaths where TEC installations could have improved the chances of survival for the occupants. I hope our collective efforts enable improved standards in fire alarm monitoring, call triage and call escalation to ensure service users receive the best emergency response and care in their hour of need."

This document represents a collective effort to elevate the standard of care and safety in the TEC sector. It is a call to action for all stakeholders to come together, to learn, to adapt, and to lead with a commitment to excellence that mirrors the aspirations of the communities we serve. Together, we can create a future where technology-enabled care not only promises but delivers a safer, more independent life for all.

The guidance will be officially revealed at the ITEC Conference 2024 in Birmingham on 18-19 March, marking a significant step forward in our commitment to enhancing fire safety standards in the TEC sector.



DIGITAL HEALTHCARE SHOW
24 - 25 APRIL 2024 + ExCeL LONDON

THE DIGITAL HEALTHCARE SHOW 2024 Uniting the UK's digital healthcare community

Explore an honest and holistic view of driving change at the **Digital Healthcare Show 2024**, taking place 24-25 April 2024 at ExCeL London.

Across two days, you will collaborate with thousands of digital healthcare professionals through open discussions interrogating the pragmatic steps to transformation, successful tech applications, and the real-world challenges of driving the digital agenda in healthcare.

Take home practical lessons you can apply today while expanding your network with our diverse and multidisciplinary line-up of speakers, leaders and potential partners exploring the digital healthcare landscape.

In partnership with TSA, the **Technology Enabled Care Theatre** will host sessions covering the latest developments in patient-facing innovation and offering practical solutions that you can leverage to meet patients' digital expectations while enhancing engagement and maintaining patient safety. These sessions will also include deep dives into topics including remote monitoring tools and T.E.C, to PIFU, and app design.

Speaker highlights at the Digital Healthcare Show 2024



Brin Hodgskiss
Head of Transformation, NHS England



Andrew Raynes
CIO, Royal Papworth Hospital NHSFT



Hayley Grafton
Chief Nursing Information Officer, University Hospitals of Leicester NHS Trust



James Freed
Deputy Director, NHS Digital Academy



Rebecca Tinker
Chief Digital & Information Officer, Digital, Data and Technology Services, NHS Blood & Transplant



Stephanie Somerville
Director, Virtual Wards & Community Transformation, NHS England

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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
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TEC Services Association

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Telephone: 01625 520 320

TSA: www.tsa-voice.org.uk

TEC Quality: www.tecquality.org.uk