

**TEC**

# **V** **ICE**

THE VOICE OF **TSA**

**Unveiling the Key Themes and  
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**Navigating a New Frontier in Technology  
Enabled Care: Ensuring Resilient Future Solutions**

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**TAPPI: The Final Phase**

**September 2023**

# The voice of Technology Enabled Care



**Alyson Scurfield**  
TSA Chief Executive

## One of TSA's central roles is to act as a strategic convenor and advisor: lobbying and guiding governments, the health service and local authorities on the benefits of TEC.

At a recent meeting with senior officials in the Department for Health and Social Care (DHSC) this is exactly what we did, with a particular focus on the system conditions we think are needed to support wider adoption of proactive and preventative TEC. We'll keep you updated on developments with DHSC and the work we're doing with them to scale TEC.

Our lobbying continues at the Liberal Democrat, Conservative and Labour Party Conferences. We've teamed up with the Social Care Institute for Excellence (SCIE) and Policy Connect to host a series of fringe events. The aim is to get future governments thinking about the role TEC can play in tackling rising demand for health and care services.

In October we'll be speaking in depth to four Integrated Care Systems (ICS) for a discussion hosted in partnership with the Digital Healthcare Council (DHC). These ICSs have demonstrated best practice in using technology to improve lives and we've asked them to share the practical steps they are taking. Their insights will form the basis of a report published this autumn.

A month later, I'll be at the House of Lords for a TEC Action Alliance event where we'll bring together our alliance partners with government officials to test thinking around the Action paper, currently in development. I'm particularly excited about the evaluation framework we're crafting to help TEC organisations measure the impact of their work.

I'm writing this article having just spoken at Sheffield City Council's TEC Transformation and Tests of Change Conference. Looking around the room, I saw leaders, commissioners and front-line staff from across the local authority, Integrated Care Board, hospital trust, university, voluntary sector, industry and much more. They were all talking about the value of TEC, and it struck me how engaged and invested everyone was in this truly collaborative approach. Watch this space for an update.

One issue raised in Sheffield was the need for quality assurance in our rapidly evolving digital landscape. Ensuring that providers have the latest industry resilience standards in place is hugely important and in response, TSA has crafted a new resource, The End-to-End Resilience of Technology Enabled Care Solutions. Find out about it on page 8.



**ITEC 2024**

The ICC Birmingham  
18-19th March 2024

SAVE THE DATE FOR ITEC 2024  
BOOKING COMING SOON

Within TSA, we're continuing to strengthen our skills-based board with the appointment of three new non-executive directors. Read about who they are and what they will bring on page 4.

And finally, I'm delighted to announce the theme for next year's ITEC Conference: Empowering People's Lives - Transforming Futures Through Knowledge, Innovation and Action. This feels so relevant to the preventative vision we're all working towards. I can't wait to share the innovative ways our sector is enabling individuals to self-manage their health, putting power into the hands of people, families and the care staff who support them.

Hope you enjoy this issue!



[tsa-voice.org.uk](https://tsa-voice.org.uk)

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PROFILE SPOTLIGHT:

Kevin McSorley

A Guiding Force of TSA's Evolution and Founder of Radius Connect 24

Strengthening the Pillars at TSA:

TSA has ushered in a new era, welcoming three powerhouse Non-Executive Directors to its team. Among these, a familiar face stands out - Kevin McSorley. A stalwart in the TEC industry, Kevin's association with TSA is a tapestry of roles and contributions over the years. Now, as he rejoins TSA as a Non-Executive Director, Kevin offers a glimpse into his journey and the bright horizon he envisions for TSA and the broader industry.

Tracing Back the Steps:

"My association with Radius began in September 1993. My mission was clear - to spearhead the development of its social alarm, telecare, and telehealth monitoring services. Today, this vision stands, realised as Radius Connect 24. Here, my primary role is to steer strategic leadership, fostering sustainable growth and propelling the evolution of these services."

Radius Connect 24 stands as a testament to his leadership, supporting over 20,000 households across Ireland. Their diverse offerings span from housing and community to health, social care, and private markets, with a keen emphasis on health and well-being.

A lesser-known fact? "Radius was among the pioneers that were founding members of TSA. I've had the privilege of serving on its Board of Directors from its inception in 1994 through to 2013. I wore the hat of Chair for six transformative years from 2000-2006.

After a hiatus, I found my way back to the Board in 2015 and have recently been honoured with a reappointment for another three years."

Kevin's perspective on TSA's role is threefold:

- 1. "Anchor technology-enabled care and support services firmly across housing, social care, and health sectors."
2. "Empower members to efficiently roll out these services."
3. "Uphold industry standards that mirror the advancements in technology and service blueprints."

Evolving with Time:

"At Radius Connect24, our goal is clear. We're evolving from merely reactive services to a more proactive and preventive stance. This aligns perfectly with TSA's vision for the industry's future."

Unintrusive sensors in homes today are the silent sentinels, catching early signs of declining mobility, which facilitates timely interventions. "A routine wellness check call can be the difference between swift issue resolution and prolonged complications. Our dual model of reactive alarms and proactive outreach ensures comfort, safety, and a sense of well-being for our clients."

"This approach is in harmony with the purpose and vision outlined in TSA's 2023-25 Business Plan. I am both humbled and exhilarated to collaborate with TSA again and play my part in shaping the industry's future."

Three questions for government from TSA

TSA recently hosted a fringe event in Bournemouth, coinciding with the Liberal Democrat Party Conference and in partnership with the Social Care Institute for Excellence (SCIE) and Policy Connect.

Over the coming weeks, we intend to ask three significant questions to each of the main political parties to coincide with their respective annual conferences:

- How can a new government use its powers to leverage resources and build capacity in the system to meet the growing demand for care?
• What steps can the government take to remove barriers to innovation that supports independent living and wellbeing?
• How can government create the conditions for cross-sector innovation?

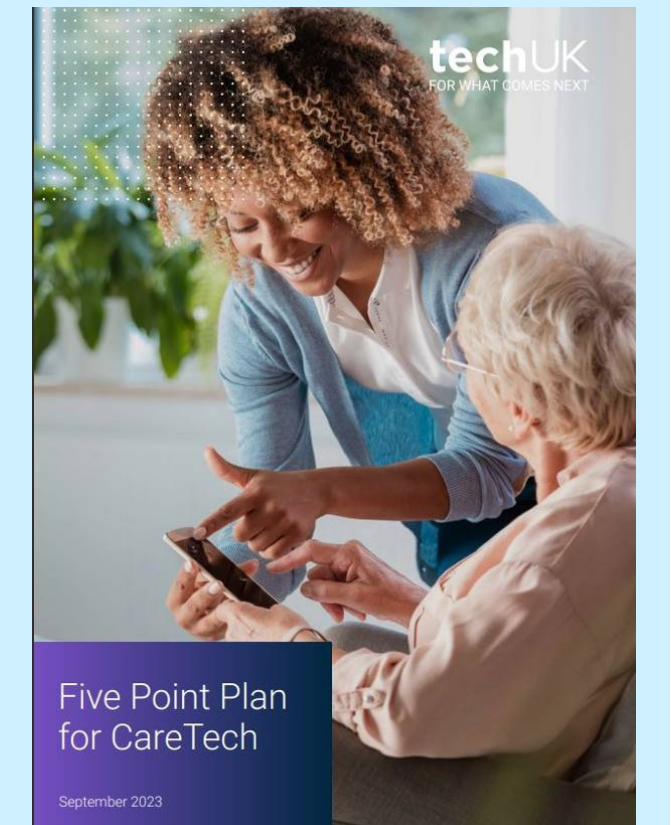
We believe that the Government, national bodies, TEC sector, care, health, and housing systems must harmonise. There is an emphasised need for a successful transition from analogue to digital technologies, and both strong leadership and a digitally skilled workforce are considered paramount.

Key elements we will highlight include intelligent commissioning, alignment of incentives and ownership, and the necessity of continuous research and evaluation. We will underscore the importance of amassing evidence, and also stress that innovation should be jumpstarted so that standout services can be magnified through national programmes in collaboration with local systems. Regulation, Endorsed Quality Assurance, and a continuous improvement framework are all deemed essential for these endeavours.

We believe that these systemic shifts should always involve co-production, ensuring that people are empowered to shape the care they receive. If these strategies are correctly implemented and centred on the individuals, it would lead to a proactive and preventative ecosystem of support. This would result in people living healthier, happier lives - an outcome everyone deserves. We have and will continue to advocate to government to achieve these objectives, and our events to coincide with the main political party conferences are just one of the methods we will use to lobby and influence each political party.

TEC Quality chair speaks at techUK event

Sir David Pearson, the chair of TEC Quality spoke at the launch of techUK's Five Point Plan for CareTech on 12 September. David also wrote a foreword for the plan, outlining the importance of care integration and the role greater personalisation and interoperability of technology must play. But his overriding message was around standards, and he called for endorsed quality assurance and a continuous improvement framework to underpin all tech advancements in social care going forward.



Read the report here: https://www.techuk.org/resource/techuk-launches-the-five-point-plan-for-caretech.html

# EMPOWERING PEOPLE'S LIVES

Transforming futures through knowledge, innovation and action



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

## Unveiling The Key Themes and Looking Ahead to ITEC 2024

Reflecting on the phenomenal success of ITEC 2023, a year that saw unparalleled engagement and record-breaking attendance, the energy and anticipation for the upcoming year are palpable.

With each passing year, our community grows, our goals become more ambitious, and our commitment to technology-enabled care deepens. It's with this heightened spirit that we introduce the driving themes for the International Technology Enabled Care Conference 2024, proudly titled: "Empowering People's Lives: Transforming Futures Through Knowledge, Innovation and Action".



Mark your calendars for what promises to be a landmark gathering at the iconic ICC in Birmingham on the 18 and 19 of March 2024.



## Here's a sneak peek at the key themes that will drive ITEC 2024:

### 1 Enabling Personalised Outcomes

ITEC 2024 is not just a conference but an evolving narrative of how care should be. At its core, proactive and preventative services will be critically examined. Our mission? Championing "people-powered partnerships". By delving into the world of co-production, we'll unearth strategies and insights, navigating the intriguing realm of "the art of the possible". Furthermore, we'll facilitate in-depth discussions surrounding business cases, including the TAPPI evaluation framework, and showcase real-world applications, spotlighting the transformative potential of tech-enabled care solutions.

### 2 Harnessing the Power of Data

Today, data is the heartbeat of innovation. At ITEC 2024, we'll delve into its role as a tool for ensuring quality, safety, and crafting visionary guidance. Expect stimulating workshops and sessions that detail the symbiosis between people and partnerships, and the art of co-producing transformative data. And amidst this digital revolution, a tribute to our diligent workforce – the architects of this transformation – will be essential.

### 3 Transforming Knowledge into Action

Knowledge is powerful, but applying it is revolutionary. ITEC 2024 pledges to bridge that gap. We'll illuminate the key enablers, demystify complex evaluation frameworks, and provide hands-on experiences, ensuring every attendee is equipped to traverse the path from knowledge to actionable strategies.

The horizon of ITEC 2024 beckons. Are you ready for this thrilling journey? Extend your hand and join us in sculpting the future, amplifying voices, and empowering lives through pioneering knowledge, innovation, and robust action. **Together, we'll not just set the stage for change – we'll be the change.**

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# Navigating a New Frontier in Technology Enabled Care: Ensuring Resilient Future Solutions

In the rapidly changing arena of Technology Enabled Care, adaptability remains a central theme. Whether you're a Commissioner aiming to deepen your knowledge, a Service Provider keen on making informed technology choices, or a Supplier eager to stay ahead of the curve, the importance of being aligned with current industry standards is paramount.

To address this, we were pleased in September to introduce our latest contribution: 'The End-to-End Resilience of Technology Enabled Care Solutions'. This guidance, shaped by the collective insights of the TSA's Special Interest Groups, is meant to partner with the emerging standards for resilience within the vibrant TEC sector.

This isn't merely another manual for your shelf. Tailored for the impending digital transition, it encompasses resilience standards, industry best practices, and fundamental methodologies. It aims to be a reliable reference as the sector moves from traditional analogue systems towards contemporary digital solutions.

At its essence, the guidance focuses on real-world utility, reinforcing the importance of ensuring that our alarm users – the direct beneficiaries of these innovations – receive consistent and uninterrupted support.

Recent industry evolutions and challenges have informed the creation of this guidance. While comprehensive, it's crafted to be user-friendly, ensuring relevance to a broad audience, irrespective of their technical expertise.

In addition to the document, we have run a series of webinars to introduce and delve deeper into the nuances of this guidance, ensuring our community has a comprehensive understanding of its content and application. A huge thank you to all who attended these sessions – we hope you found them useful!



## Supplementary Insights: 'Practical Steps to Compliance'

To complement the main guidance, we've curated a secondary document, 'Practical Steps to Compliance'. It simplifies the core elements of 'The End-to-End Resilience of Technology Enabled Care Solutions', presenting them in a step-by-step manner, free from jargon. Whether you're an experienced Commissioner, an innovative Service Provider, or an engaged Supplier, this document aims to enrich your grasp of the primary guidance.

Our commitment to elevating the TEC sector is unwavering. As we journey forward, we greatly appreciate the insights and feedback from our community. We welcome you to share your thoughts and experiences with us at [allip@tsa-voice.org.uk](mailto:allip@tsa-voice.org.uk).

Together, let's champion the idea that TEC is not just about cutting-edge technology, but about providing consistent, dependable care.

# TAPPI: Final Phase

As we enter the last few months of the TAPPI project, we wanted to provide an update on how your organisation can benefit from our findings so far.

It's vital for TAPPI to have life beyond this implementation programme. To ensure the value and legacy of the project, we're working on a range of tools and resources and we're speaking to leaders in housing, health and care systems about applying our learnings at scale.

## Evaluation Report

In the next few months, the Cambridge Centre for Housing & Planning Research (CCHPR) will publish their final evaluation, sharing the project's central learnings and insights.

## Videos

We'll bring the programme to life in a short video - with views from housing tenants and staff across all six testbed organisations. And we're creating an animation - made with our TAPPI tenant champions - all about co-producing digital technologies.



Residents explore different technologies at Harling Court, Ledbury, owned and managed by Platform Housing Group

Vicki, a resident at Dairy View extra care living scheme managed by Housing 21 in partnership with Wiltshire Council



Kerri, another resident at Dairy View, learns about her new tablet with a volunteer from AbilityNet



TAPPI videographer interviews Marilyn, Pobl's Co-Production Champion

## Toolkit

A suite of TAPPI resources for housing, care and health providers are in development. There will be a website with checklists, guidance, top tips, FAQs, blogs, Q&As and many more tools to help organisations improve how they use technology with their older residents.

## Personal Stories

We've added three more case studies about the tenants and staff who've been involved in TAPPI. Hear their opinions on the highs and lows of the project - what's worked and what hasn't.

We've also created some top tips on writing a personal story and this document will be shared soon.



Visit our TAPPI microsite for the latest personal stories, blogs, news, events and much more: [www.housinglin.org.uk/TAPPI](http://www.housinglin.org.uk/TAPPI)

From our testbed partner:



## Paul's Story

Paul, 51 has his own flat in an extra care living scheme for people who need varying levels of support. He is a dedicated Southend United FC fan and loves colouring, cooking and meeting up with his girlfriend. His flat is one of 15 in the Longmans scheme which is managed by Southend Care in Essex.

### Tell us about yourself

I was 50 stone, living with my parents, sleeping on a mattress on the floor. I didn't go out and I was in a bad way. They got people to lift me out through the window with a crane. I went to hospital to clean up and then to a care home.

When I came to Longmans, I was bed bound still but I've lost half my body weight now – it took two years. I've still got a way to go. I don't eat crisps or drink coke anymore. I have lots of salads and I exercise. The staff here help me make healthy meals. I cook jacket potatoes, curry, spaghetti bolognese and sausage casserole. I do have a treat every so often still!

I've got my own flat and I'm independent. I do all my own washing and cleaning.

Last year I went on holiday for the first time ever with my brother. We went to Butlins – it was good.

**“ I've got my own flat and I'm independent.**



**“ I go out two or three times a week into town and I feel safe. I would have never done that before.**

### What technology do you use and how does it support you?

I have a phone and a tablet. I play games and do colouring on them. My sister phones me sometimes. There's also a big tablet in the communal lounge here. You can do games and colouring on that too.

I also have an Oysta. I wear it round my neck when I go out and it helps with my confidence. I support Southend United – someone has to! – and I go to matches with my sister and niece. I get a lift back from my brother-in-law and I press the button and say, 'I'm coming home now, see you in a minute' and then the staff here know I'm on my way back. They get worried if I'm late.

If I get into trouble, I press the blue button and the staff say, 'what's the matter, Paul?' And they can see where I am [via the GPS].

Now I go out two or three times a week into town and I feel safe – even when it's dark. I've also got a girlfriend, Linda. She's 56 and lives nearby. We meet up once a week. I would have never done that before.

I love my Oysta, I do. It's great.



Steven Plume is assistant manager at Longmans, an extra care scheme and West Street, a supported living scheme. He supports Paul and other residents to live independently.

Paul has a sleep mat installed in his flat. We talked about what it does and how it can be beneficial to his health. It monitors his wellbeing and checks he's getting a good sleep. It also picks up on anything unusual, like if he's getting up a lot in the night.

Paul also uses an Alexa device which reminds him to take his medication. We've set up prompts, so he remembers to do certain things at certain times and he's less reliant on staff. Sometimes he just needs a bit of reassurance.

Paul has had sleep apnoea in the past. We knew about this previously and the doctor asked us to provide more data. The device is calibrated to let us know if he has any more episodes. In that respect the sleep mat is really helpful as it recognises any issues Paul's having.

We're also exploring some scales that connect to our Amba system and monitor people's weight. Normally Paul has to go into town to get weighed but these scales will monitor his weight here at Longmans.

“ Technology is all about finding things earlier and supporting people better.

## What are the barriers?

Like Paul, the majority of people at Longmans are fairly independent. They just need some monitoring support. But a few residents find technology a bit 'big brother'. They're concerned about where their data is being stored.

We offer all the tenants here access to the Amba app so they can see their own data and we show people the benefits of using technology enabled care.

We talk to our residents and their families about how using technology means that rather than reacting to problems that have happened, when it can be too late to put the right support in place, technology is all about finding things earlier and supporting people better.



“ We offer all the tenants access to the app so they can see their own data.

## Acknowledgements

Technology for our Ageing Population: Panel for Innovation (TAPPI) Phase 2 is funded by **The Dunhill Medical Trust** and jointly project managed by the **Housing LIN** and the **TSA**.

Find out more about this project at:

[www.housinglin.org.uk/TAPPI2](http://www.housinglin.org.uk/TAPPI2)



The voice of technology enabled care



The voice of technology  
enabled care

**The industry and advisory body for technology enabled care**



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