

**TSA**<sup>TM</sup>

# TSA Virtual Surgeries 2022





## 01 The Quality Standards Framework (QSF)

# Update

# 01

## The Quality Standards Framework (QSF) Update

### Proactive and Preventative Trailblazer Programme

TSA

- Overwhelming response to the Trailblazer by new and existing organisations.
- This will start in March 2022 with a high profile for Trailblazer organisations at Conference.
- For Existing Organisations a 'reference' group will be created following the Conference workshop.
- Trailblazer page on the TEC Quality website for more details.
- **Responder Trailblazer Programme**
- New Trailblazer for Responder Services – if you provide a Responder service or outsource your service and they are not QSF certified, then you may be eligible to join the group.
- QSF Responder module to be reviewed
- Opportunity to shape and lead the industry with best practice and to contribute to new guidance.

## **Special Interest Group 15 – Infection prevention and control for the TEC and Community Equipment Sector:**

- **To start February 2022 – more group members required**
- **To produce guidance material to achieve best practice across the Industry**

## **QSF Scheme Review**

- **All Common Standards & Service delivery modules – wording changes**
- **Incorporate changes from SIG projects – A2D, Proactive and Preventative**
- **Will include the replacement of BS8591 to BS9518 (fire detection and monitoring)**
- **Scheme Change Webinars 1<sup>st</sup> and 3<sup>rd</sup> March 2022**
- **Implementation into QSF 1<sup>st</sup> April 2022 with ‘go live’ for 6<sup>th</sup> June 2022.**

## **Future Projects:**

- **Exciting plans underway to move the QSF audit process onto a Digital auditing platform.**
- **Review of the current Telehealth Monitoring module and future Trailblazer programme.**



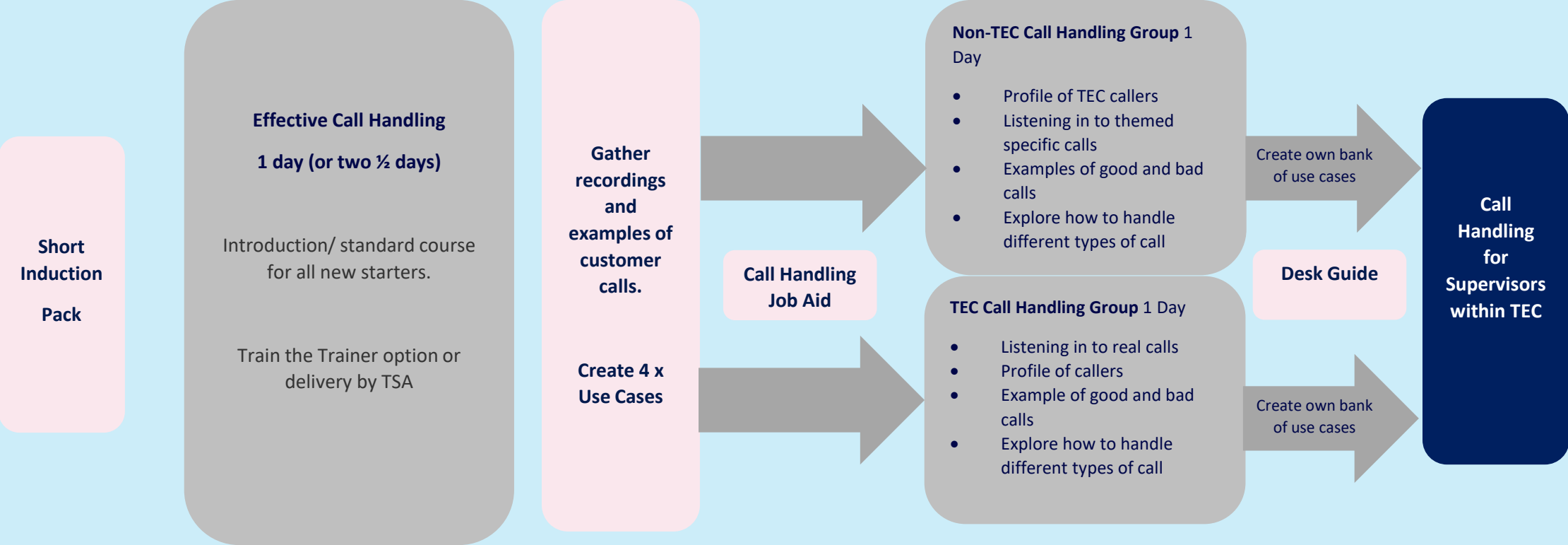
**02** Workforce Development

# Update



# Learning Journey

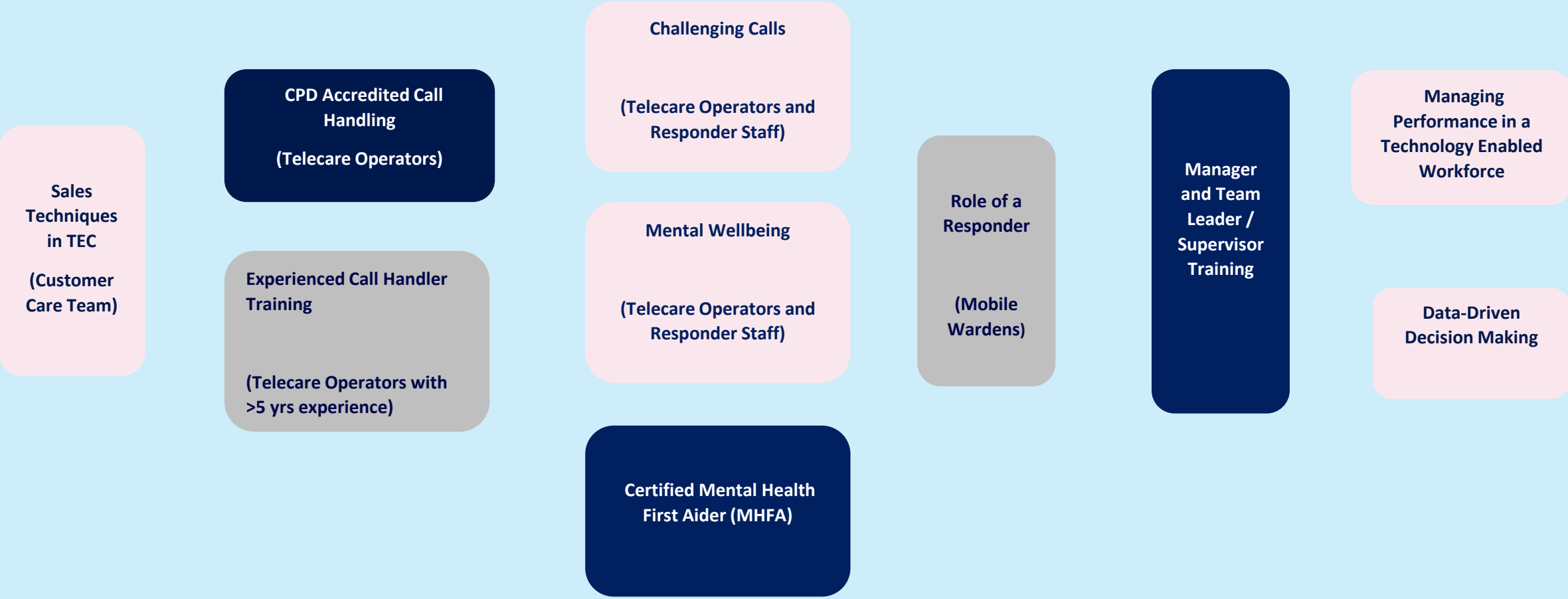
## Effective Call Handling





# Learning Journey

Multiple Team Knowledge Building





# 02

## Workforce Development

**If you would like a copy of our  
Learning Brochure or for a  
consultation, contact:**

**[training@tsa-voice.org.uk](mailto:training@tsa-voice.org.uk)**





03 TSA Marketing  
**Update**

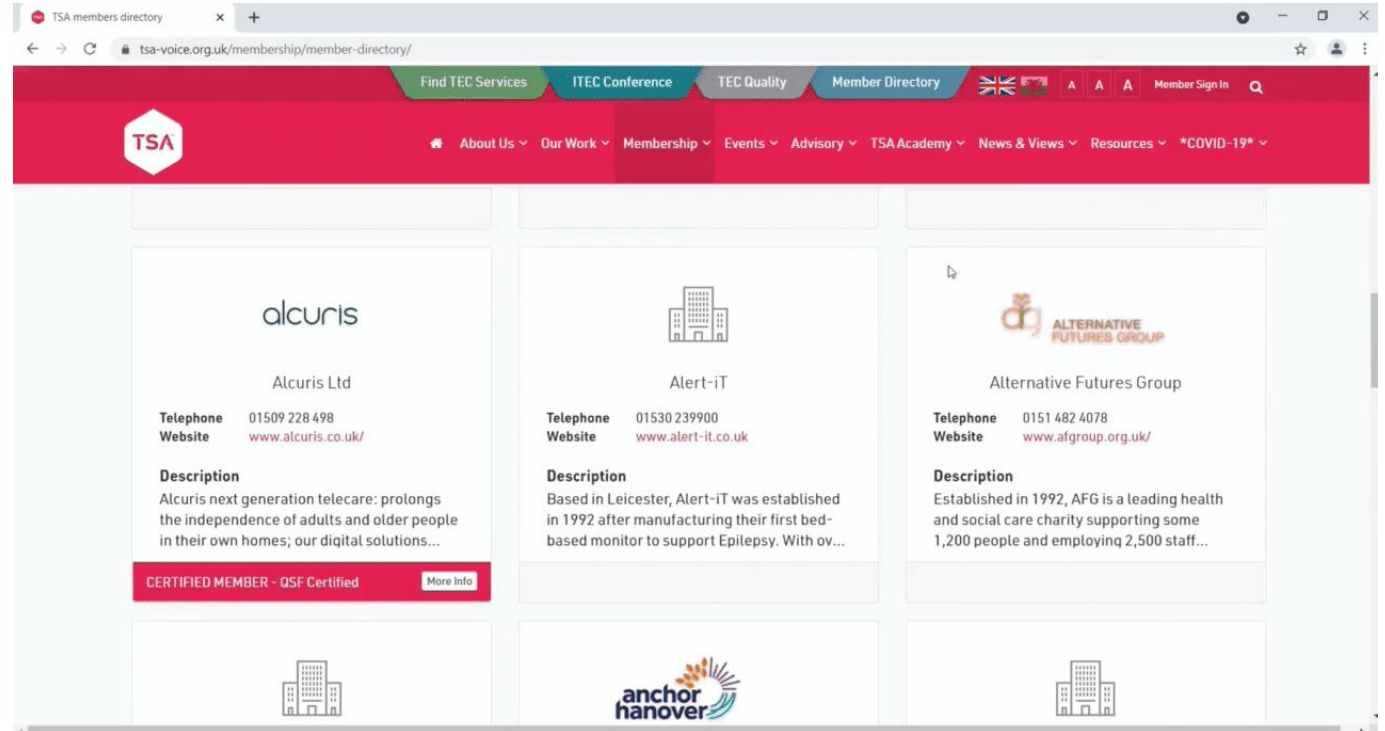
# New member benefit!

## The NEW improved TSA Member Directory

- Update your **contact details + LOGO**
- Submit your 100-word **company profile**
- Showcase your best work, products and services with **4 pieces of content >>**
- The lightbox supports **images, PDF brochures, video files, infographics, surveys, links to websites** and more...
- Directory will soon be made public, visible to **consumers, families and health professionals.**
- Raise your profile and brand reach within TEC, housing and care!

Email your content to:

[marketing@tsa-voice.org.uk](mailto:marketing@tsa-voice.org.uk)





## Who is your TEC Marketing lead?

We are collating all the brilliant marketing people in the TEC sector, so we can do some powerful combined campaigns to drive forward the TEC agenda and get the message out.

Please type the name and email of your  
marketing contact in the chat now

Stronger Together



04 TSA Events

# ITEC Conference 2022

# ITEC Conference, 28 – 29 March 2022, The ICC, Birmingham

TSA

- Reconnect with the TEC sector - first face to face event in 2 years
- Early Bird Tickets on sale until the 11 February 2022
- Buy 3 get 1 free ticket offer
- Over 50 exhibition stands
- An expanded Innovation Stage
- Gala dinner featuring the ITEC Awards (submission deadline is the 18 February)

Plenary  
Sessions

Innovation  
Stage

Knowledge  
Sharing

ITEC  
Awards

Gala  
Dinner

Exhibition  
Zone

## Headline Sponsors:



Anthropos



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Care  
Part of AXA Health



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# ITEC Conference, 28 – 29 March 2022, The ICC, Birmingham

TSA

## Programme Highlights

- A choice of programmed content each day including
  - Daily morning and afternoon plenary sessions
  - An enhanced Innovation Stage, featuring 4 sessions per day
  - 6 Knowledge and Networking sessions per day

17.5  
hours of  
content

Over 50  
Speakers

Programme  
Online

### Headline Sponsors:



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Care  
Part of AXA Health



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# ITEC Conference, 28 – 29 March 2022, The ICC, Birmingham

## Programme Highlights

Co-Chaired by: Sir David Pearson CBE, Chair of TEC Quality and Paul Burstow, Chair, TSA

Speaker contributions from:

- Michelle Dyson, Director General for Adult Social Care, Department of Health and Social Care
- Lord Victor Adebawale Chair of the NHS Confederation
- Rachel Mason Expert By Experience
- George MacGinnis, Challenge Director, Healthy Ageing UK Research and Innovation
- Iain Macbeath, Strategic Director, Health and Wellbeing Bradford City Council
- Professor George Crooks Chief Executive Digital Health & Care Innovation Centre
- Roy Sandbach, Chair of the Technology for our Ageing Population: Panel for Innovation (TAPPI)
- Sue Kay Chief Executive of the Dunhill Medical Trust
- Jeremy Porteus Chief Executive Housing Learning Improvement Network
- Kathryn Evans, Deputy Director of Urgent Community Response, NHS England & NHS Improvement
- Caroline Williams, Associate Director for Integrated Care, Warrington Borough Council and Warrington and Halton Hospitals NHS Foundation Trust
- Professor Anthony Marsh, Chief Executive of West Midlands Ambulance Service and National Strategic Adviser of Ambulance Services for NHSEI
- Plus many more key speakers from across Health, Housing and Social Care



# ITEC Conference, 28 – 29 March 2022, The ICC, Birmingham

TSA



Winners  
announced at  
the Gala Dinner  
28 March

## • 6 Award categories for 2022 are:

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

Further details can be found online at:

[www.itecconf.org.uk/itec-awards-2022/](http://www.itecconf.org.uk/itec-awards-2022/)

## Headline Sponsors:







# ITEC Conference, 28 – 29 March 2022, The ICC, Birmingham

## Early Bird Tickets on sale until the 11 February 2022

- Day tickets from £185
- Two days with a gala dinner ticket £350
- Buy 3 get 1 free ticket offer

[www.itecconf.org.uk/ticket-options](http://www.itecconf.org.uk/ticket-options)



### Headline Sponsors:



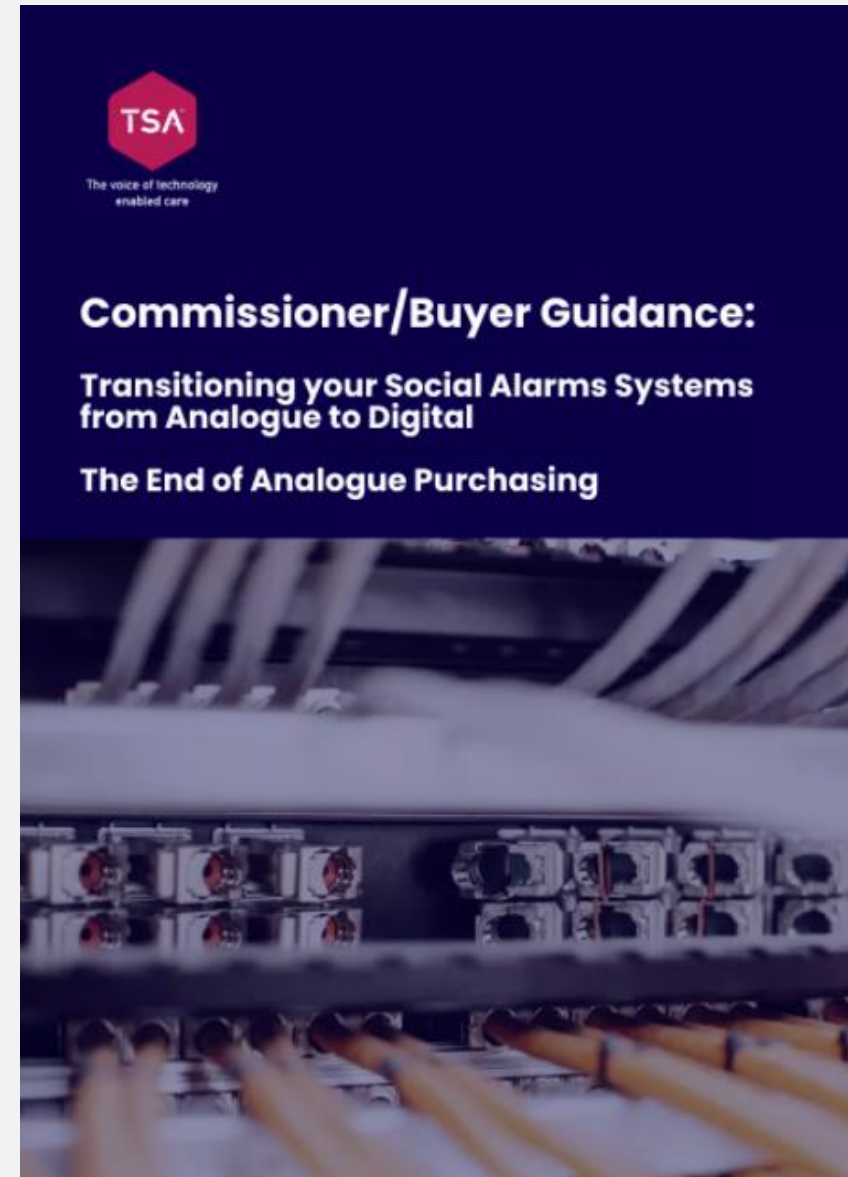


05 Digital Transition

# Update

# A2D Commissioner/Buyer Guidance

- **The purchase of new analogue only equipment**
- **Soft Market Testing**
- **Procurement**
- **RAG existing equipment**
- **Alarm User Risk Matrix**
- **Digital Interoperability**
- **Data transfer and testing**
- **KPI Reporting**
- **Buyer's Checklist**



# Openreach Update

- 551 telephone exchange now identified for early migration to provide new digital only
- 181 exchanges have now been migrated
- All exchanges to provide new digital only from end of September 2023 onwards
- New Openreach test centre in London for suppliers to test equipment over new digital networks from BT, Sky, Vodafone, TalkTalk & Zen

<https://www.openreach.com/upgrading-the-UK-to-digital-phone-lines/industry/digital-services-test-lab>

No. of Exchanges											Grand Total
Region	Trial notification 01/12/2020	Tranche 1a 29/06/2021	Tranche 1b 13/10/2021	Tranche 2 13/10/2021	Tranche 3 25/01/2022	Tranche 4 29/04/2022	Tranche 5 02/08/2022	Tranche 6 01/11/2022	Tranche 7 08/02/2023	N/A Removed from stop sell	Grand Total
East of England			1	2	3	3	7	3	5	1	25
Lancashire & Cumbria			3	1	6	3	6	3	8		30
London		1	5	2	4	8	3	3	5		31
Midlands		6	16	3	5	8	12	15	25	1	91
North East			2	2	2	1	3	2	1		13
North West			19	3	5	10	6	2	7		52
Northern Ireland		4	10	5	10	27	20	27	10		113
Scotland East		1	3	1	4	4	5	2	3		23
Scotland North			5	2		1	3	2	2		15
Scotland West			4			3	5	1	5	1	19
South East			3			6	5	2	3		19
South West	1		12		2	11	7	7	6	1	47
Wales North		1	3			4	6	4			18
Wales South			3	1		2	5	3	6		20
Yorkshire & Humberside			5	4	6	5	5	2	12		39
<b>Grand Total</b>	<b>1</b>	<b>13</b>	<b>94</b>	<b>26</b>	<b>47</b>	<b>96</b>	<b>98</b>	<b>78</b>	<b>98</b>	<b>4</b>	<b>555</b>

## A2D Hot Topics

- Stopping the procurement of new Analogue only alarms
- Analogue equipment failure rates
- Using the digital landline rather than the SIM card
- Interoperable protocols
- Scheme equipment upgrade or replacement
- Integration of everyday equipment



### STATEMENT

Organisations must no longer procure social alarms that can only establish connections to Alarm Receiving Centres using analogue tone-based communication. It is mandated that those organisations that have an ongoing requirement to communicate in analogue protocols (e.g. ARC infrastructure has not been upgraded) must procure 'hybrid' social alarms that communicate in both analogue and digital protocols (and can be switched remotely without the need for an on-site reprogramming).

## TSA Focus Areas

Working in conjunction with NHSx, TEC Cymru and the Scottish Digital Office to support all stakeholders through the transition

- **Collation of ARC dialled numbers for passing to Communications Providers**
- **A digital transition helpdesk to collate issues around alarm failures, disconnections in the home etc.. and to feedback to stakeholders**
- **Collation and analysis of alarm failures from around the UK by device type, network and protocol, where available**

# 05

## Digital Transition



## 06 Attendee Feedback



The voice of technology  
enabled care

# Thank you

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