

TSATM

TSA Virtual Surgeries 2023





01 The Quality Standards Framework (QSF)

Update

999/NHS/TEC Quality Project Update-

Following the mandate from Amanda Prichard – NHS Chief Executive to all Integrated Care Boards in Oct 2022:

[NHS England » 24/7 control centres among new plans to step up NHS winter preparations](#)

- Development of a 'Universal Response Service' to alleviate NHS pressures on ambulance and hospitals.
- Roll out of Decision Support Tool to prepare the TEC Sector Monitoring Centres to use Urgent Community Response Services as an additional pathway. One further training session on the 20th Feb.
- Trained TEC Services – access to NHS Service Finder to locate Urgent Community Response Services across England.
- Guidance and Training documents for the DST, available on the TEC Quality website www.tecquality.org.uk following attendance of a workshop.
- Intense work at ICB level with the Northeast and London to integrate services regionally.
- Various pilots currently running with PPP Taking Care, Medequip Connect, Progress Lifeline, Tendering, Warrington Borough Council to use 'Urgent Community Response' teams as an additional referral pathway for TEC Providers.
- Warrington BC Case Study – Connecting TEC, UCR & Responder Services - https://www.tsa-voice.org.uk/downloads/case_studies/warrington_case_study-final.pdf

- **QSF Scheme change process – 2023 and updates to TEC Quality website.**
- Consultation process ended with 2 x workshops held in January to roll out the new changes.
- Changes go live on April 3rd 2023 with new Gap Analysis Document version 10.1.
- Scheme changes include addition of Proactive and Preventative Care criteria and output of SIG 8.
- New Guidance documents on the TEC Quality - Audit Toolkit page (SIG 8 and 11)
- New buttons on the Audit Toolkit page – ‘Reporting a serious Incident’ and ‘System Change report’
- New ‘restricted page’ for the Decision Support Tool page – password available on completion of training.
- Revision of Handbook – Audit Modules page
- Updated ‘Register of Certification’ page – now includes the Service Delivery modules certified to.

- **Additional Developments for 2023**
- Launch of SIG15 Infection, Prevention and Control – guidance material.
- SIG16 TEC Health, Response, Integration – complete Responder module refresh.
- Finalise the development of the Digital Auditing Platform with Auditee testing
- Guidance for Digital Alarm Installations
- Continue with the development of the Proactive and Preventative Care Model
- Revision of the Telehealth module to include Virtual Wards



02 Workforce Development

Update

Workforce Development



46.5%



VIRTUAL HOUSE



Of people said they are NOT very confident that staff have the tools and skills to deploy digital solutions

Ensuring the sector and workforce has the right capabilities, **mindset** and **culture** to embed technology-enabled care into service provision.

“Delivering the best care for our population relies on our people having the right skills and knowledge to leverage all digital tools available.”

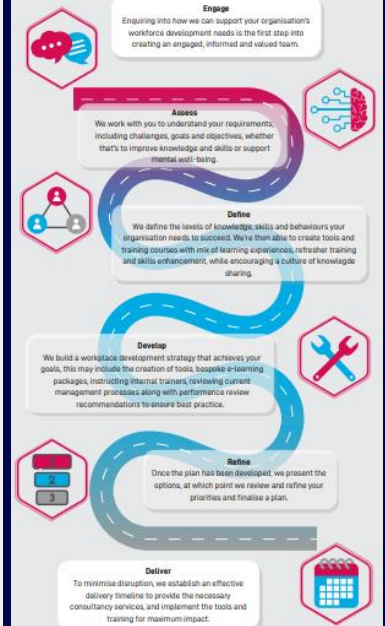
Stacie Coburn, Director of Performance
Cambridgeshire and Peterborough ICS

TSA

LEARNING JOURNEYS

Workforce Development Learning Journeys

Bespoke learning journeys designed and developed to suit your organisation's exact needs in order to build the right knowledge, capabilities and skills at the right time to the right audience.



Deliver
To minimise disruption, we establish an effective delivery timeline to provide the necessary consultancy services, and implement the tools and training for maximum impact.

TSA
The voice of technology enabled care





Largest of England's 42 integrated systems with 3.2m people

Digital & workforce are 2 of 6 priority workstreams in their strategic plan

ADASS regionally commissioned the Building Your TEC Knowhow

10/12 local authorities across the region

Approx 200 users so far

25% reported feeling more confident in recommending TEC



Enquiries to:

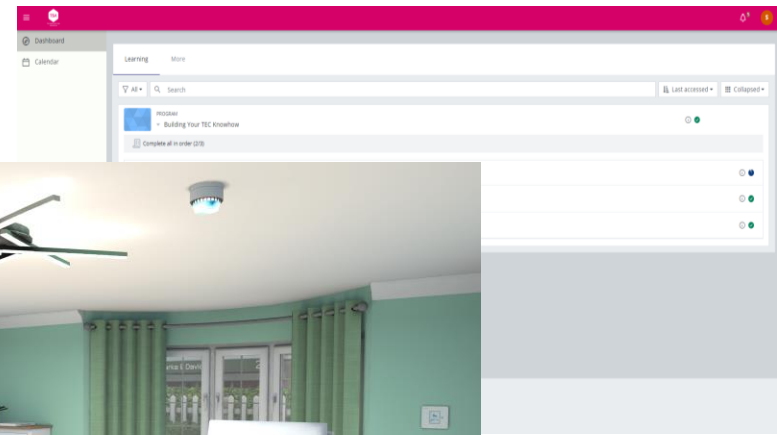
training@tsa-voice.org.uk

Building Your TEC Knowhow

<https://www.tsa-voice.org.uk/tsa-training-service/building-your-tec-knowhow/>

Enquiries to:

training@tsa-voice.org.uk



Virtual Training and Workshops

Enquiries and bookings to:

training@tsa-voice.org.uk

<https://www.tsa-voice.org.uk/tsa-training-service/book-a-virtual-workshop2/>

CPD Accredited Call Handling

CPD Assessing & Installation of TEC

Role of a Responder

Mental Wellbeing

Suicide Awareness

Persuading & Influencing Skills

Enhancing the Service Users' Experience

Conflict Management

Handling Difficult Conversations

Experienced Call Handling

Call Quality Monitoring

Leadership, Management & Coaching





03 TSA Marketing Update



Updated Marketing Member Benefits

Email your content to:

marketing@tsa-voice.org.uk

TSA's members are as some of the most passionate and innovative entities within the TEC sector – and we want to do all we can to help showcase the important work that you do.

Included in your member benefits is a variety of marketing support, ensuring maximum visibility for your company across the TEC Sector and beyond.

We've recently evaluated and updated these benefits, to ensure that we are working with our members in the best and most productive way – we have outlined the support offered here.

Updated Marketing Member Benefits Company listing

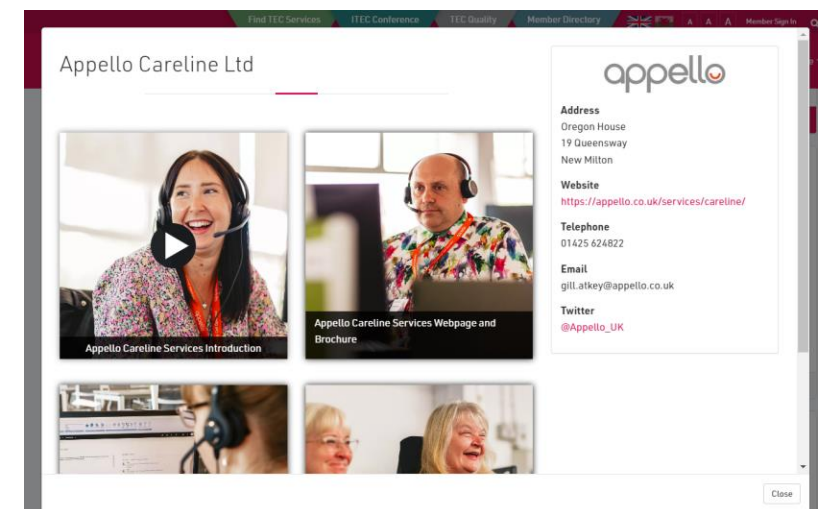
Email your content to:

marketing@tsa-voice.org.uk

- **Your company listing within the TSA membership Directory**

Your 'Lightbox' within our [membership directory](#) gives you the opportunity to showcase and raise the profile of your company. It includes your company information and a short 100 summary of your company. You can also include four pieces of content to showcase your company, including images and links to your website. It also supports PDFs and videos.

It is fully searchable, giving you the greatest amount of visibility possible.



Updated Marketing Member Benefits

Case studies

Email your content to:

marketing@tsa-voice.org.uk

- An opportunity to submit your latest Case Studies, to sit on the resources section of the TSA website

If you have a story to tell about results generated by your product or service then we want to hear from you.

Clearly demonstrate your company's successes by [submitting your Case Studies](#) for us to feature on our website – we've also created some [guidance](#) for you to use whilst developing your case study.

MEMBER CASE STUDIES

Ethel Care - Scottish Council cost saves £14K with virtual TEC support to single service user

ARMED - Telecare Cardiff use ARMED to support their falls prevention strategy

Tunstall - The benefits of managed TEC services

IoT Solutions Group - Supporting social care and independent living through smart IoT Technology



Updated Marketing Member Benefits

Website

Email your content to:

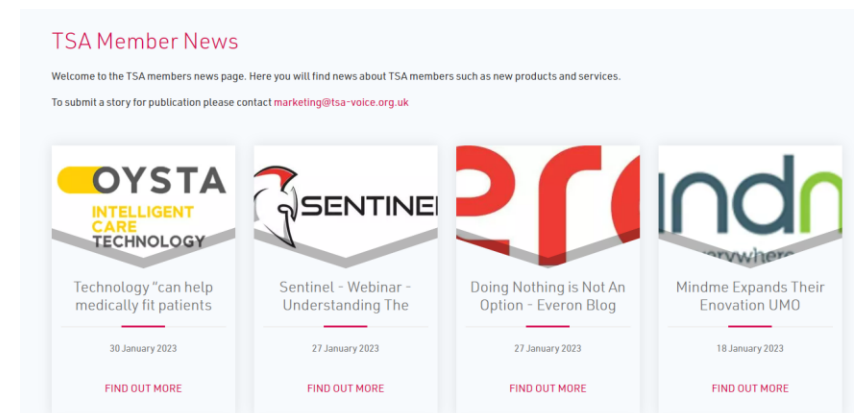
marketing@tsa-voice.org.uk

- An opportunity to shout about your latest achievements via the TSA [member news section](#) of the website

Include news of the latest developments within your company [on our website](#) – you can also submit your press releases to us and we will feature them on this page.

At TSA’s discretion, articles may also be selected to feature in our [TEC Voice](#) publication.

Member news will also be shared in a weekly tweet - in which your company will be mentioned – linking directly to the member news page.



Ts & Cs for submissions

Email your content to:

marketing@tsa-voice.org.uk

Ts & Cs for submissions: case studies and members news

- A maximum of two articles/case studies may be submitted per month, per member
- These are to be genuine news pieces, and not heavily lean towards sales
- All images are to be supplied by the member
- All submissions will be reviewed by TSA prior to publication to ensure content is relevant and acceptable
- We reserve the right to edit submissions before publication



Added benefits

Email your content to:

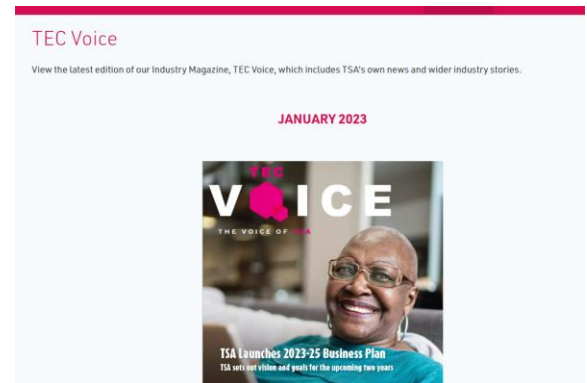
marketing@tsa-voice.org.uk

Added benefits

- TSA will advertise any vacancies withing your company on our Industry Jobs website page. Please see [previous examples here](#) for an idea of the required format for submission.
- Events retweet– if you are planning any events or webinars, TSA are happy to share these via our Twitter page - please simply ensure to tag us into your launch tweet

Housekeeping

- Ensure you are following us on [LinkedIn](#) and [Twitter](#)
- Please ensure we have your correct contact details and that your ‘member directory’ listing is up to date.
- Be sure to [sign up to our mailing list](#) for all the latest updates from TSA





04 ITEC Conference Update



The International **Technology Enabled Care** Conference 2023

27 - 28 March 2023

The ICC, Birmingham



UNLOCKING PERSONALISED OUTCOMES

- A two-day event dedicated to helping social care, housing, health and TEC professionals deliver proactive, preventative digital services
- Early bird rate extended due to popular demand
Now available until midnight on the 14 February
Plus a buy 3 get 1 free ticket offer
- Over 50 exhibition stands
- An expanded Innovation Stage
- Gala dinner featuring the ITEC Awards



- Plenary Sessions
- Innovation Stage
- Knowledge Sharing
- ITEC Awards
- Gala Dinner
- Exhibition Zone

Headline Sponsors:





The International **Technology Enabled Care** Conference 2023

27 - 28 March 2023

The ICC, Birmingham



ITEC Awards Applications – NOW OPEN!

2023 ITEC Awards are:

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

Submission deadline, 5pm on Friday 17 February 2023

www.itecconf.org.uk/itec-awards-2023/



**UNLOCKING
PERSONALISED
OUTCOMES**

Headline Sponsors:





The International **Technology Enabled Care** Conference 2023

27 - 28 March 2023

The ICC, Birmingham



Confirmed Speakers include:

- **Michelle Dyson**, Director General for Adult Social Care, Department for Health and Social Care
- **Sir David Pearson**, Member of the Health and Social Care Committees Expert Panel
- **Dr Sarah Mitchell**, Executive Director Allied Health, Scientific and Technical, Hauora a Toi Bay of Plenty, New Zealand
- **Jane Townson**, CEO, Home Care Association
- **Paul Burstow**, Chair, TSA
- **Rich Amos**, Person with Lived Experience, WM ADASS Regional Co-production Advisory Group
- **Kay Smith**, Disabled Tenant Representative on the Housing Committee, North Ayrshire Council



www.itecconf.org.uk/programme/



**UNLOCKING
PERSONALISED
OUTCOMES**

Headline Sponsors:





The International **Technology Enabled Care** Conference 2023

27 - 28 March 2023

The ICC, Birmingham



Early bird member rates (valid until 14th February)

- Two day attendance (including gala dinner) - £370.00
- Two day attendance (no dinner ticket) - £335.00
- One day attendance (valid on either day) - £195.00
- Gala Dinner Ticket - (Monday 27 March) - £65.00

20
hours of
content

Over 50
Speakers

Programme
Online



www.itecconf.org.uk/registration/



**UNLOCKING
PERSONALISED
OUTCOMES**

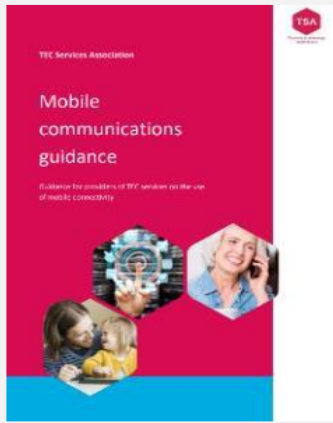
Headline Sponsors:





05 Digital Transition

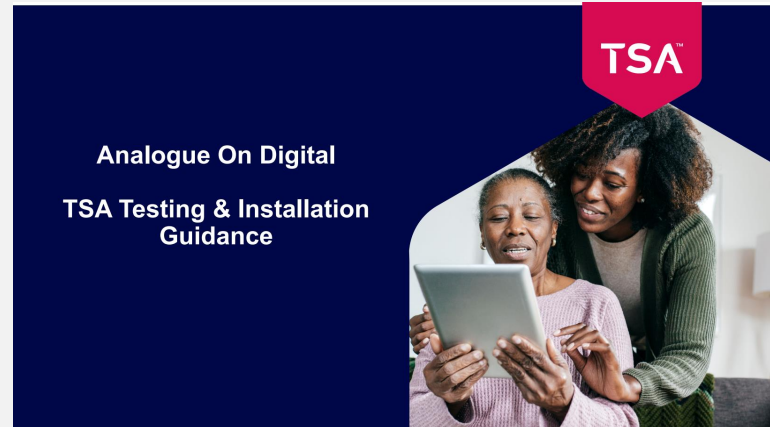
Update



Mobile Communications Guidance



Interoperability of Digital TEC systems



TSA Testing & Installation Guidance



Digital Readiness Guidance



A Digital Future for Technology Enabled Care?



The impact of Analogue to Digital Migration of Technology Enabled Care

Digital Transition Publications



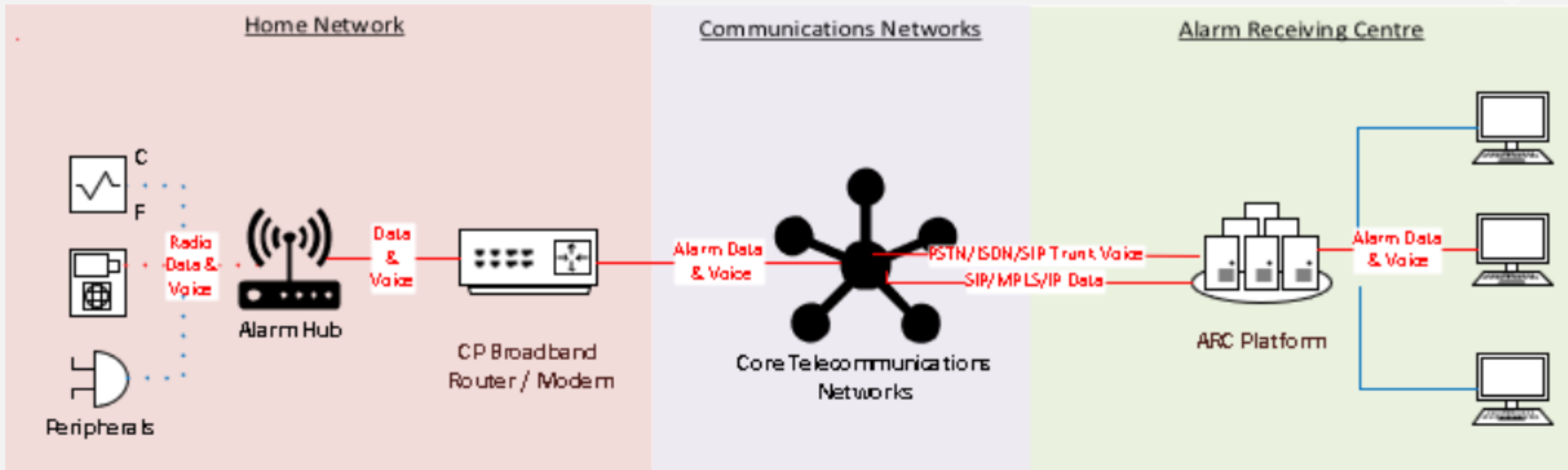
Data and Cyber Security Research for Technology Enabled Care

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Analogue On Digital
TSA Testing & Installation
Guidance



Analogue on Digital – Digital Landline only



Note:

Installing Analogue-only equipment on Digital landlines is not recommended:

- No standard power backup for mains failure
- No power outage notification to ARC if no router/modem backup in place
- Analogue protocol disruption expected to increase as core networks transition to digital

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**3G and 2G switch-off
OFCOM report**



Overview

- The UK's mobile network operators have confirmed to the Government that they will switch off their 2G and 3G networks by 2033 at the latest.
- EE, Three and Vodafone have committed to ensure that they offer a broadly equivalent level of coverage after the 3G and subsequent 2G switch-off, with areas currently reliant on 3G/2G being upgraded to 4G ahead of switch-off.
- No definitive 2G switch-off dates announced yet but switch-off not expected to begin until at least 2028
- Most telecare units have a 2G modem but Service Providers should check their device datasheets
- Service Providers should also be prepared for some disruption as all devices may not handle the transition from 3G to 2G smoothly
- 3G Switch-off Dates
 - Vodafone (Inc. Lebara Mobile, Asda Mobile and Talk Mobile) is starting its switch-off in early 2023, starting in Plymouth and Basingstoke)
 - EE (inc. Your Co-op, 1p Mobile and Utility Warehouse) plans to start its switch-off in early 2024
 - Three (Inc. iD Mobile) expects to switch off by the end of 2024
 - Virgin Media-O2 (Inc. Lycamobile, Giffgaff, Tesco Mobile, Sky Mobile) has not yet announced its planned 3G switch-off date

TSA™

TEC Device Resilience

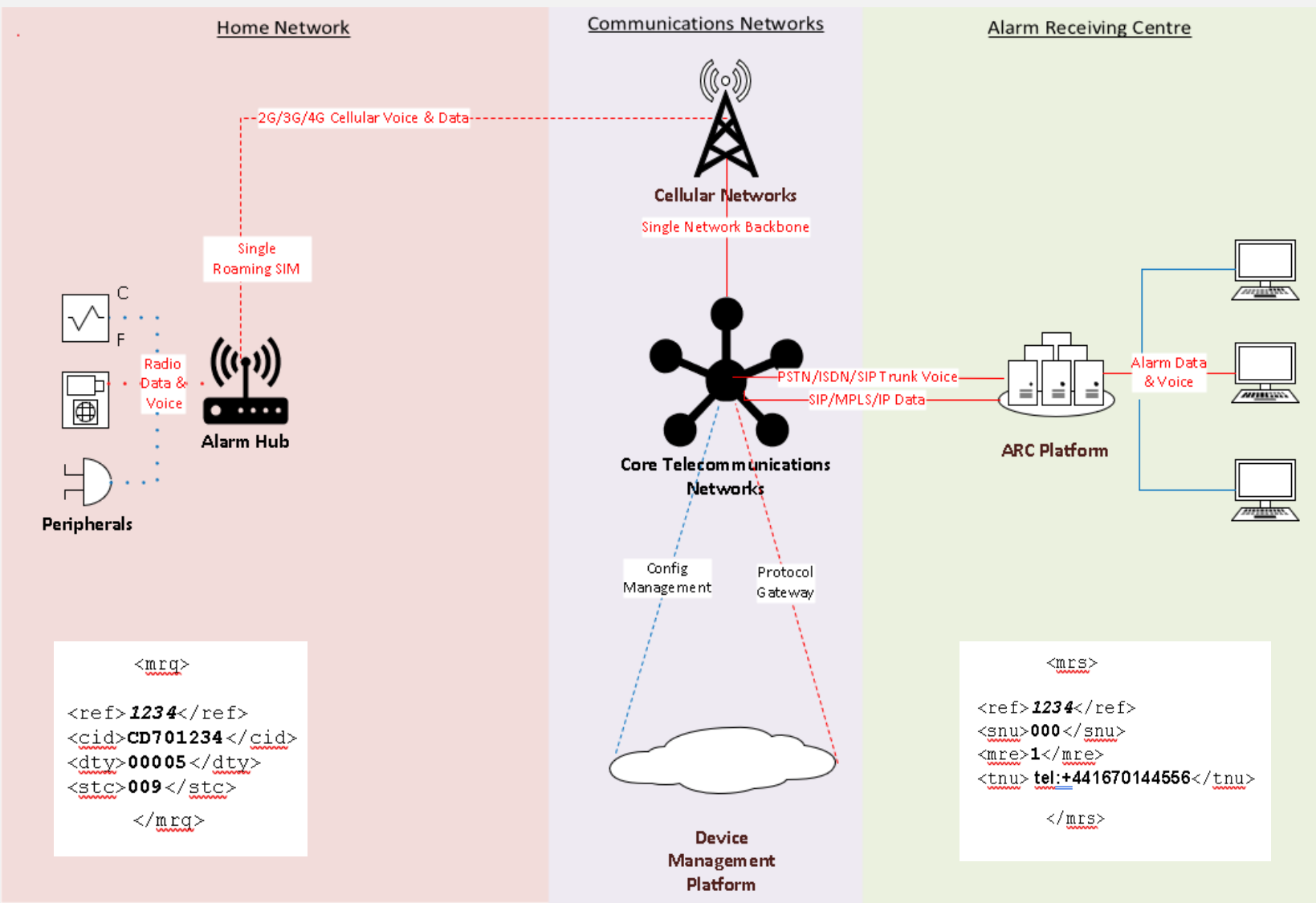
Recent SIM-based Disruption



Background

- As an industry, there are times when there are disruptions and outages to networks that connect alarm devices with alarm monitoring centres, whether analogue or digital, landline or SIM.
- The ongoing transition from analogue to digital has created a heavier reliance on SIM-based networks to convey digital protocols rather than the historic reliance on landline networks for analogue protocol transmission
- Some disruptions over the recent months and years has highlighted the need to learn the lessons and improve planning for the future

Characteristics of Single SIM based set up



- Most SCAIP set-ups involve an initial data message sent to the ARC and responded by the ARC before the voice call is set up
- That initial message exchange requires data connectivity between device and ARC – any disruption to the data network can mean no voice connection is possible
- The Roaming SIM networks improve the initial connectivity between the Alarm Device and the local masts – it does not mean the entire route is roaming
- Each SIM relies on a single network backbone to operate successfully, if that single backbone fails entirely then, irrelevant of the roaming SIM, the solution will not work
- Device Management Platforms show which devices are online and offline and alerts can be configured to email etc..

Lessons Learned



- Many key industry stakeholders and Service Providers are unaware of the impact of data loss on the ability of many devices to the ARC using SCAIP
- SIM providers treat voice outages with a higher priority than data outages
- No easy way of identifying units that were affected (some devices will have different backbone network even if supplied by same manufacturer)
- Most alarm devices were unable to (or not configured to) switch to non-data protocols or voice-only connectivity
- Communication to Service Providers from Suppliers (both device and network suppliers) should be improved
- Robust Disaster Recovery plans to cover the data outage eventuality not universally in place (e.g. mass communication to alarm users or next of kin)
- No proactive alerting system automatically set up if one or more devices offline or had been switched off due to too many alerts received
- General misunderstanding of the capabilities of roaming SIMs

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Digital Survey 2023



TSA Digital Survey 2023



Does your organisation monitor telecare alarms using an Alarm Receiving Centre (ARC) platform?

Which ARC platform (type and version number) do you currently use?

Is your current ARC platform able to accept digital interoperable alarm calls? (e.g. SCAIP / TS50134-9 / BS8521-2 / NOWIP)

Are you planning to change your ARC platform in the next 12 months?

How many dispersed alarm connections does your organisation currently have?

How many of those dispersed connections are linked to digitally interoperable alarm devices? (i.e. those devices that can transmit SCAIP / TS50134-9 protocols)

How many grouped alarm schemes does your organisation currently have?

How many of those group alarm schemes are linked to digitally interoperable alarm devices? (i.e. those devices that can transmit NOWIP / BS8521-2)

How many grouped alarm scheme connections does your organisation currently have?

How many of those group alarm connections are linked to digitally interoperable alarm devices? (i.e. those devices that can transmit NOWIP / BS8521-2)

Are you currently continuing to procure any alarm devices which have analogue-only capability?

If so, why are you continuing to procure new analogue-only alarms?

Are you installing analogue-only alarm devices onto digital landlines?

If so, have you completed any testing of analogue units on digital landlines?

Are there any other points surrounding the 'Digital Shift' that you require further clarity around?

On a scale of 1 to 10, how prepared is your organisation for the digital shift?

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A2D in 2023



Key A2D Activities in 2023

Q1

- UK Digital Survey
- Digital Device Webinar
- A2D sessions @ TSA Conference

Q2

- Publication of updated test results
- IoT Device Webinar
- Digital Reliability Guidance

Q3

- 'On the Day' A2D Guidance
- ARC Platform Webinar
- Cloud ARC Platform Guidance

Q4

- Online lead-times for digital devices
- Grouped Living Equipment Webinar
- Grouped Living A2D Guidance

Ongoing Activities

Quarterly Member Surgeries
Comms Provider digital roll-out publications
121 A2D Member Support

Updates to Existing Guidance
Digital Helpdesk
A2D Blogs & Interviews



All IP Webinar - Digital Social Care Alarms Update

When: 9 February 2023, 10:00 – 12:30

Where: Online

Join us for our upcoming All IP Webinar: Digital Social Care Alarms Update. This webinar is an update to our previous one on the dispersed social alarm devices that can communicate with TEC Monitoring (ARCs) using digital interoperable protocols, such as SCAIP and TS510134-9. During the webinar, our suppliers will cover the following topics:

- TEC Monitoring Centres and peripheral interoperability
- The range of peripherals available
- The proactive and preventative capabilities of the devices
- Ease of configuration and installation
- Cybersec

This webinar is aimed at Service Managers, Commissioners, IT teams, and anyone with budgetary responsibility for digital social alarms. Attendees will also have the opportunity to ask questions of the suppliers in advance or on the day of the event to cover any additional topics.

The webinar will be chaired by Tim Mulrey, TSA's operational lead for TEC analogue to digital guidance in the UK. In addition, we will be hosting subsequent webinars in 2023 that will cover other areas such as grouped living solutions, digital TEC Monitoring Centre platforms, and IoT devices in the TEC sector.

There has been a real shift in how TEC is regarded, and this is our chance, as an entire sector, to harness this potential. Don't miss out on this opportunity to be a part of the future of TEC.

Book Your Place Today!



The voice of technology
enabled care

Thank you

www.tsa-voice.org.uk