TEC VOICE

THE VOICE OF TSA

Going Further For Winter
TEC Services to be utilised by the NHS

Reflecting on TSA's recent digital switch testing

Your invite to ITEC 2023

November 2022

The voice of Technology Enabled Care

Alyson Scurfield
TSA Chief Executive

Building winter resilience is a big focus for this issue.

Over the next few pages we'll show how TSA is supporting members and protecting individuals – ensuring the quality and safety of TEC during the challenging months to come.

NHS Winter Plans

We're delighted to say that through our work with NHS leaders, TEC Responders are a pivotal part of the NHS Going Further for Winter plans.

NHS chief executive Amanda Pritchard has written to all Integrated Care Boards (ICBs) urging them to commission QSF-certified TEC Responder Services to work with Urgent Community Response teams and free up around 55,000 ambulance trips each year.

This is a major opportunity for certified TEC Responders - it's their chance to get funding from ICBs and scale up. TSA will be working with all certified TEC Responders to help them engage with commissioners.

Decision Support Tool

This resilience work doesn't end there. As part of TSA's collaboration with the NHS, we have created a Decision Support Tool that enables TEC monitoring centres to deal with alarm calls appropriately. Read page 11 for more information on training to use this tool.

UKAS Audit

In her letter to ICBs, Amanda Pritchard highlighted that QSF is UKAS accredited – demonstrating the high quality of our certification process.

That quality was reaffirmed recently when UKAS conducted a full scheme audit. Their feedback was hugely positive:

"During the assessment, it became clear that TEC Quality have a clear commitment to quality improvement within the Scheme ... This was evidenced by a well structured and systemised management system, with competent personnel in place ... and by the top management commitment in supporting growth and innovation to develop further improvements."

"There is a strong ethos on driving innovation to assist service users in acquiring a service which is modern, secure and affordable..."

"The strong culture of team working was demonstrated throughout the assessment and all roles and responsibilities are clearly defined.".

### TEC Quality Chair appointed to Expert Panel

Sir David Pearson, chair of TEC Quality, the body that runs QSF, has been appointed to the Health and Social Care Committee's expert panel to evaluate government commitments made on NHS digitisation. This signals the expertise and knowledge of our Chair and the strong foundations of our QSF scheme. Read more here.

TSA Business Plan

Continuing the theme of resilience, I'm pleased to say that our joint business plan for the next three years has just been approved by the TSA and TEC Quality boards.

This plan is all about growing the strength and flex of the sector and it's been co-produced with people who have lived experience, our talented staff team and brilliant members so it is truly representative of what people want from TEC. Read about our methodology and how we'll be delivering four key strategic objectives on page 5.

I hope you enjoy this issue of TEC Voice.
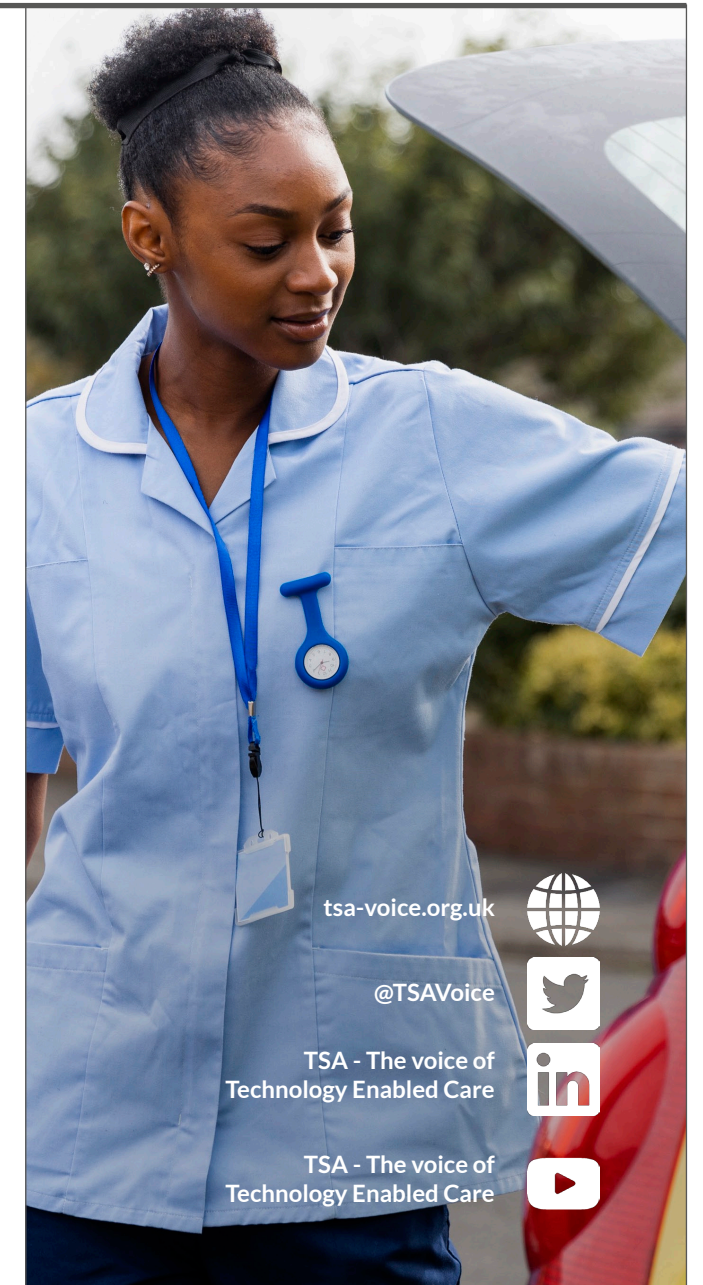
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Next steps in the analogue to digital switchover

Tim Mulrey, TSA business strategy & transformation associate, reflects on TSA's recent digital switch testing and the concerning results.

Tim Mulrey
TSA Business Strategy & Transformation Associate

TSA have encouraged the entire TEC industry to embrace digital technology when both manufacturing and installing devices across the UK.

Since the release of our whitepaper exploring the implications of the UK-wide analogue to digital switchover taking place in 2025, TSA have encouraged the entire TEC industry to embrace digital technology when both manufacturing and installing devices across the UK.

We released guidance in November 2021 requesting service providers discontinue purchasing analogue-only units, with this guidance strengthened in June 2022 when it was introduced as a stipulation into the Quality Standards Framework.

However, we appreciate that switching over can be a complex task. Given the sheer numbers of service users currently using analogue devices in TEC, coupled with government-led mandatory timescales for exchange upgrades, there will inevitably be a short period when analogue-only equipment will need to communicate with Alarm Receiving Centres (ARCs) using analogue-to-digital conversion methods.

The need for testing

It is known that there is a variation in performance of analogue devices across communications providers' digital networks. Understanding how those differences impact on device performance is critical to ensure service providers comprehend and plan for any risks involved once the switchover takes place, whilst pre-empting and exploring potential mitigations to any issues that arise.

Our recent tests showed concerning results - a significant proportion of analogue devices failed or needed to redial on digital networks.

Whilst we have recently contacted manufacturers of TEC equipment in the UK in order to provide both guidance and support to test analogue devices over digital networks, we have also undertaken our own in-house testing in order to ascertain an important insight into potential compatibility issues between analogue devices and digital networks. The results were concerning – a significant proportion of analogue devices failed or needed to redial on digital networks.

At a recent Ministerial led Roundtable at the Department of Health and Social Care, there was a call to action for all equipment solution suppliers and service providers within the Technology Enabled Care sector. This call to action was to complete telecare device testing and to share test results with telecare industry and sector stakeholders, particularly those test results that focus on the use of analogue-only devices on digital networks.

Next steps: what should you do now?

Given the highly varied results of our tests across various networks and devices, TSA ask that all manufacturers complete testing of devices at one of five tests sites that have been set up across the UK by 9th December.

This testing should be undertaken as a priority, with the results shared with all stakeholders so that clear and consistent guidance can be produced to ensure that any risks associated with the switchover are minimised, with known issues mitigated.

Get support with testing and the switchover

TSA are here to support and guide you through device testing, and the wider issues involved with the analogue to digital switchover. Please contact me to share your test results, if you have any questions or need support: tim.mulrey@TSA-Voice.org.uk

Look out for our how-to guide to testing, coming soon. This includes practical tips about test centres, preparing for test calls, plus a standard test specification and much more.

NEW TSA BUSINESS PLAN

For six months we've been developing a brand new, joint business plan for TSA and TEC Quality.

This ambitious strategy for 2023-25 builds on our recent achievements and continues progress towards TSA's vision - **people's everyday lives enriched, enhanced and enabled by technology-enabled care**.

The plan has been created through a process of research about our operating environment as well as engagement with stakeholders. We've listened carefully to people with lived experience, our staff, our two boards and our members – testing ideas around priorities and implementation planning with them.

This has helped us to articulate TSA's purpose and it's also given us four strategic objectives that will underpin our work for the next three years.

The business plan will launch in January 2023, and we'll take members through our methodology, our view of the external context, our strategic objectives and implementation plan then.

Crucially, we'll outline how this plan will support member organisations and the people they work with.

We're so proud of our innovative, resilient sector and we'll continue to support TEC services so they can grow, flex and flourish in years to come.

TSA helps council build a business case for investment

TSA's consultancy team - led by director of membership & consultancy services, Nathan Downing – have been working hard with Southampton City Council's telecare service to build a business case for investment.

Local government budgets are under increasing pressure, often leading to difficult decisions on where to devote limited resources amid many competing priorities. As a result, it's never been more important for individual council service areas to build a robust and convincing case for investment.

But it isn't an easy task – particularly when you are focused on day to day demands. That was the situation Southampton City Council's telecare service found itself in. It's a high performing area for the local authority, as demonstrated by the fact that it has been Quality Standards Framework (QSF) certified since 2014.

The team therefore sought support from TSA to help build a business case for expanding the service.

"The council has a long-running relationship with TSA having been a member for many years and so it was the ideal match", explains Lisa Haynes, head of supported housing and community support.

"To obtain additional investment you have to have a robust business case. We didn't want generic advice and information, we wanted something specific and that's what TSA bring".

Lisa Haynes

"What's really important is we are able to demonstrate how telecare supports people's independence, prevents escalation of need and how investment in services supports the wider health and social care system by delivering cost-effective care and support solutions at scale"

"The report TSA has produced gives that stamp of approval that demonstrates we have the capability to deliver comprehensive digital transformation as well as an ambitious expansion programme."

As a result of the work, the telecare service now has a business plan, backed up by a detailed report from TSA spelling out the benefits realisation that telecare can deliver, with a proposal for investment which includes an all-important digital roadmap.

It has a far better understanding of its performance, how to improve it –for example, through staff development – and rigorous ways to capture, quantify and demonstrate impact. The business plan has been submitted and it is currently going through the council's governance.

Read the full case study here and get in touch to find out how TSA can support your organisation with similar projects and partnerships:

nathan.downing@tsa-voice.org.uk

01625 520 320

Case Study

Building a business case for investment in TEC
Southampton City Council

TAPPI project gathers pace
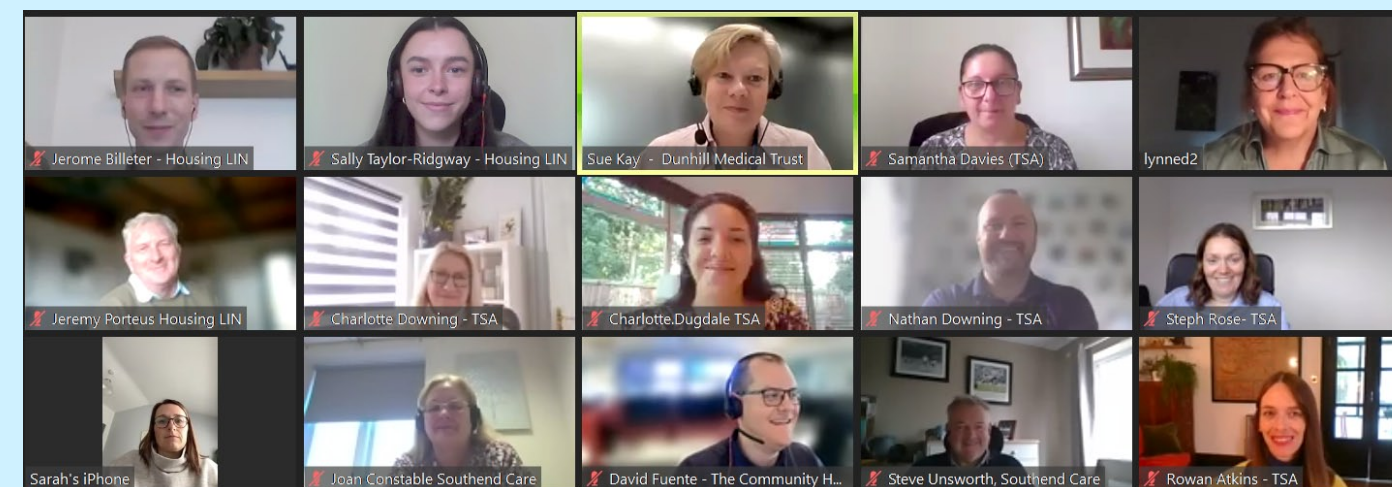
It's been a busy few months for our TAPPI project (Technology for our Ageing Population: Panel for Innovation) which aims to improve the way technology is used in housing and care for older people.

Partner plans

Led by TSA, the Housing LIN and funded by the Dunhill Medical Trust, TAPPI had its first get-together with all six testbed partners and their teams – over 40 people in total.

We heard ambitious plans from Bield Housing & Care, Haringey Council, Platform Housing Group, Pobl Group, Southend Care and Wiltshire Council, setting out how they will co-produce new tech services with their tenants over the next twelve months.

Co-production training

Jolie Goodman and Pete Fleischmann from Co-production Works have been visiting each testbed partner across England, Scotland and Wales, supporting them to work in equal partnership with tenants and staff. Champions will be recruited and trained so they can embed co-production within the six testbeds.

Steering board

A new, independent TAPPI steering board is being formed - made up of business leaders, academics and policy makers – to guide and scrutinise the project.

Standards

We're beginning important work to ensure that our 10 practical TAPPI principles are embedded in TEC standards, infrastructure and services going forward.

For further details on TAPPI2, visit:
www.housinglin.org.uk/TAPPI2

ITEC 2023
UNLOCKING PERSONALISED OUTCOMES

27 - 28 March | The ICC, Birmingham

Your invitation to ITEC 2023

We are excited to announce the return of TSA's ITEC Conference, taking place from 27-28 March 2023 at the ICC in Birmingham.

Join us at this leading two-day industry event dedicated to helping social care, housing, health and TEC professionals deliver proactive, preventative digital services.

We often hear about the potential of technology to personalise support, empowering people and families to achieve their aspirations and control their own lives.

But, in reality, how can your organisation unlock personalised outcomes for individuals?

- What does good personalisation actually look like when it comes to TEC services?
- Which digital technologies should you use to implement personalised support?
- And how can you integrate these with mainstream health, care and housing?

Enjoy a packed two-day programme of inspiring speakers, practical workshops, live feedback, networking opportunities and real-life experience.

VIEW OUR TICKET OPTIONS AND GROUP BOOKING OFFER

Find out how to:

- Co-produce digital services in partnership with the people you support
- Deliver new models of digital care in housing
- Use data safely and effectively to personalise care
- Transition from analogue and harness emerging digital solutions
- Grow the digital confidence and capability of your workforce
- Show leaders in health, housing and care the value of TEC

A huge thank you to our headline sponsors:

Legrand Care

Anthropos

Access Assure

Taking Care

Click here to view the floor plan and book your stand:
https://itecconf.org.uk/exhibition-options-to-suit-all/

Our draft programme will be announced soon. In the meantime, we look forward to seeing you at ITEC 2023.

FINAL GROUP WORKSHOPS FOR 2022

With 2022 drawing to a close, we have the final few places remaining on our group workshops being delivered to the end of 2022. The focus of these sessions centre around the core skills of our workforce, with the view to help them develop and progress in their roles, ensuring they have the right knowledge, skills, and behaviours to provide good quality services in accordance to the Quality Standards Framework.

Workshops include:

- Suicide Awareness
- Understanding Safeguarding
- Communication skills
- Role of a Responder
- Mental Wellbeing
- Getting the most from your people
- CPD Accredited Call Handling for TEC
- CPD Accredited Assessment & Installation of TEC

View upcoming course dates

https://www.tsa-voice.org.uk/tsa-training-service/book-a-virtual-workshop/

There's lots of exciting developments coming up within Workforce, including a schedule for workshops in 2023 and much more, so stay tuned!

For further information or to secure a place, email the Workforce team at **training@tsa-voice.org.uk** or call **01625 520320**

Chair of TEC Quality, Sir David Pearson, selected to be on government expert panel

We are delighted that Chair of TEC Quality, Sir David Pearson has been selected to be on the Health and Social Care Committee's Expert Panel to evaluate the Government's progress in achieving its commitments made regarding the digitisation of the NHS.

The panel has been established and commissioned as a politically impartial group of experts to conduct an evaluation – independently of the Committee – of the Government's commitments in different areas of healthcare policy.

"I am very happy to be joining the Expert Panel as we support the work of the Committee in scrutinising health and social care policy and delivery in this country. We live in times of extraordinary challenge and opportunity. The work of the Committee is crucial in contributing to the development and wellbeing of social care and health for the people of this country."

Sir David Pearson

QSF is changing: New standards for TEC Monitoring Services/ARCs

At TSA, we are dedicated to continuously improving the quality and safety of TEC services across the UK in a rapidly evolving era of technological advancement.

The 2025 digital switchover provides an additional challenge, with the 'tech puzzle' that TEC Monitoring Centres face becoming even more complex.

TSA has formed a Special Interest Group (SIG) to identify the new quality levels and standards that monitoring centres must meet to deliver the necessary readiness to these changes.

What's the QSF change process?

- We've examined service providers' readiness for managing the resilience of their services
- The TEC Quality team has been consulting on proposed new standards for TEC Monitoring Services
- The Quality Standards Framework (QSF) will then be updated, with a focus on the resilience of monitoring centres in relation to: availability, data protection and security.

We'll also take the needs of different monitoring centres into account, including reactive, proactive and preventative services.

How will changes be introduced?

The implementation of these updated standards will be in a multi-phased approach over an extended period. TSA fully recognises the challenges that the rapid evolution of technology brings for TEC Monitoring Centres, and we are here to guide and support you throughout the entire process.

We've created a Guidelines document, which will help you to interpret and achieve the new standards. This will be released shortly.

Next steps

We will shortly be releasing more information on the new standards, including timescales, consultation activity, scheme change workshops and other help TSA can provide. We will ensure that this is distributed to our members as a matter of priority.

For more information about the Quality Standards Framework, visit:
https://www.tecquality.org.uk/
or you can email Helen Rudkin:
helen.rudkin@tec-quality.org.uk

New Decision Support Tool for TEC Monitoring Centres

Sign up to free webinars: 5, 6 and 12 December

TSA will be running a series of Free 'Train the Trainer' webinars **aimed at Managers and Trainers** of QSF certified TEC Monitoring Centres to launch the TEC Quality Decision Support Tool.

Every day, an estimated 2,600 calls are made by the UK's 200 TEC Monitoring Centres to Ambulance teams. The Decision Support Tool, developed by TSA in partnership with NHS and AACE, will assist TEC Call Handlers to use NHS Urgent Community Response Teams as an additional pathway to alleviate the pressures on the ambulance service for non-emergency health related incidents.

This partnership approach aligns closely with NHS England's 'Going Further For Winter' resilience plans. In October, NHS chief executive Amanda Pritchard wrote to all Integrated Care Boards (ICBs) urging them to commission QSF-certified TEC Responders to work with Urgent Community Response (UCR) teams and free up around 55,000 ambulance trips each year.

NHS Service Finder: search for services

As part of the NHS 999 project, TSA has arranged for QSF-certified TEC Services to register with NHS Service Finder. Call handlers will have access to the comprehensive NHS Directory of Service to find information on local and regional NHS services within England.

TEC call handlers can use NHS Service Finder to search for the most appropriate pathway, including:

- Local Urgent Community Response (UCR) Teams (currently 8am – 8pm)
- Falls services (these may be acute or preventative services)
- TEC Responder Services
- Pharmacies
- GP Surgeries

Register your service on NHS Service Finder so organisations can find TEC services

By registering on NHS Service Finder, TEC providers can help other organisations (such as Integrated Care Boards) find their services, too.

If you are a Manager or a Trainer of QSF-Certified TEC Monitoring Centres, secure your free place on one of our webinars by clicking on the dates below. All sessions are the same – there is only the need to attend one. These webinars will introduce both the NHS Service Finder and the TSA-developed Decision Support Tool.

- **Monday 5th December**
- **Tuesday 6th December**
- **Monday 12th December**

In addition to the webinars, we have developed a handy new section on our website containing a variety of guidance, case studies and documents to support our members. These resources will continue to grow as we head into winter.

TSA

The voice of technology
enabled care

The industry and advisory body for technology enabled care

TEC Quality

Quality · Safety · Innovation

Embedding quality, safety and innovation in technology enabled care

TEC Services Association

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