

TEC

V **ICE**

THE VOICE OF **TSA**

**Less than two months until ITEC
Latest confirmed speakers**

Introducing Pioneering New NHS TEC Guidance

TEC Action Alliance: Taking Action to Improve Lives

TAPPI: Successes and Future Plans

January 2024

The voice of Technology Enabled Care



Alyson Scurfield
TSA Chief Executive

For me, one of last year's highlights was debating the future of technology enabled care at the House of Lords.

On December 5th I was joined by system and strategic leaders at a roundtable at the Palace of Westminster. It was here that we tested proposals from the TEC Action Alliance's Action Paper.

This felt like a big moment, not just because of the invitation from Baroness Ritchie of Downpatrick to discuss the future of our brilliant sector in this historic venue. It was also the energy and ideas in the room - particularly the disruptive thinking around TEC adapting for the future - that was so inspiring.

Groundbreaking research into what people actually want from TEC prompted debate at the House of Lords and it has informed the TEC Action Alliance Action Paper. For the last six months, Dr Sarah Alden has been conducting [research](#) with people who draw on social care, as well as examining over 100 studies.

She has identified some recurring ways that people describe TEC, along with some central principles that people want from TEC. Turn to page 4 to read more and book your place at ITEC to hear how we'll be responding to the findings.

As usual, ITEC will be packed with practical learning sessions and innovation updates but it's the speakers with lived experience that I can't wait to hear. I'm delighted to say that Anna Severwright, co-convenor of Social Care Future, will be opening conference as well as joining our TEC Quality board. Anna is passionate about changing the

public story around social care and her advice and experience will be a breath of fresh air.

On the subject of TEC quality, you may have seen press coverage just before Christmas about the impact of power failures on digital landlines and the adverse effects on some analogue telecare. We've been working hard with telecoms companies and Government to support our TEC members around this, and you can find out what you can do on pages 12-13.

Our focus on quality continues with some new governance developments. We are currently looking at creating a new committee to support with horizon scanning, identifying strategic sector risks and opportunities, and developing our future view of the sector. More on this in the next issue of TEC Voice.

Talking of future views, our very first State of the Sector Report will also be launching at conference, and you can read an update on its progress on page 3.

Quality conversations continued in Whitehall last month when I met with NHS England to discuss the quality of care tech and data as part of their Digitising Social Care programme. I'll keep you updated on progress around these talks and how it links with our Quality Standards Framework.

So many exciting developments going on! Do let us know what you think of this issue.

Innovate, Collaborate, Transform: A Partnership between PA Consulting & TSA



PA Consulting and TSA have cultivated a robust partnership spanning over seven years, marked by a shared commitment to transforming health and social care through the integration of Care Technology (TEC).

In this period, Care Technology has evolved into a vital component of the Social Care landscape, with Councils recognising its pivotal role in addressing the increasing demand and complexity they face.

The significance of our partnership has continued to grow as the role of Care Technology expands, necessitating innovative responses to the challenges confronting social care. Rooted in a dedication to mainstreaming Care Technology, our collaboration not only tackles immediate hurdles but instigates transformative improvements from the grassroots level upward.

At the core of this is the fusion of PA Consulting's award-winning expertise in social care transformation through technology with TSA's commitment to transforming the Care Technology sector by supporting services to improve and strengthen. Together, we aim to fortify and enhance Care Technology services nationwide, having a robust impact on social care. Leveraging our collective strengths offers a potent force for positive change and progress across various sectors.

Empowering the Sector Through Collaboration and Learning

In 2024, a focal point of our partnership is the State of the Sector Report. This comprehensive overview of the current state of Care Technology usage in the UK serves not only as a barometer for the sector's health but also as a strategic compass, guiding us toward impactful interventions and solutions. The report's conclusions will be jointly presented at the TSA Conference on March 18/19, marking a significant milestone in our collaborative journey.

Our commitment to knowledge sharing and insight dissemination manifests in platforms like the TEC Expert Sessions, designed to be immersive and practical.

These sessions provide a space for those responsible for Care Technology across the UK to explore diverse challenges and topics shaping social care and health. This includes a full-day workshop at PA Consulting's Global Innovation and Technology Centre in Cambridge focused on the Future of Care Technology. The success of these sessions, with over 150 attendees from 100 councils and organisations, underscores their value. The positive feedback received has inspired an exciting programme of events for 2024, further solidifying our dedication to equipping commissioners with the tools to excel in a rapidly evolving environment.

Looking ahead, our strategic vision for future collaboration envisions scaling impact, addressing emerging challenges, and ensuring that the benefits of improved care technology use are inclusive and accessible to all. Together, we are shaping a future where technology enhances outcomes, reduces costs, and truly transforms social care and health.

Taking action to improve lives

Last month, the TEC Action Alliance brought together leaders from local government, the NHS, housing and social care to refine its latest report - an Action Paper all about implementing TEC to help people live really good lives.

Hosted at the House of Lords, the goal of the roundtable was to test and sharpen the Action Paper's emerging findings and policy asks.

Strategic and system leaders did just that, providing valuable insights and feedback which is, right now, being used to enhance and finalise the report.

What is the Action Paper about?

In March 2023, the TEC Action Alliance published a **Challenge Paper** which examined (amongst many things) people's attitudes to, and use of, technology enabled care (TEC).

Twelve months on, an Action Paper builds on these findings by answering four central questions:

- How is the market demand for TEC changing?
- What do people want from TEC?
- How can we ensure people get the TEC they want?
- How can we show TEC is delivering the right outcomes?

Two important pieces of research were undertaken to provide answers. The first, exploring what people want from TEC, was conducted by Dr Sarah Alden who examined over 100 sources of evidence and conducted extensive interviews with people who draw on care and support.

Results of this research point 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.

Interestingly, findings from Dr Sarah Alden's research align with the Foundations and Principles that have been captured in the second phase of the TAPPI Programme.

A second piece of research was conducted by Dr Steven Ariss from the School of Health and Related Research (SchARR) at the University of Sheffield, examining how the TEC sector could consistently evaluate its work and evidence the benefits delivered.



What next?

The TEC Action Alliance will launch its latest report at ITEC from 18-19 March. Research findings will be presented, but crucially, the focus will be on conclusions and next steps.

As it says on the tin, this is an Action Paper and implementing the report's recommendations will be key. At conference we'll be outlining how these asks will translate into lobbying, influencing and practice-based work.

Find out more about the TEC Action Alliance Action Paper at ITEC 2024



[CLICK HERE TO BOOK YOUR PLACE](#)

TAPPI: Successes and future plans

Over the past 18 months, our six TAPPI testbeds have made great strides in using technology to support older residents. As the programme draws to a close, we asked each organisation about their successes, any surprises and how they'll be putting their learnings into practice.

Co-production

Working in equal partnership with residents was a real eye-opener for many testbeds, challenging their pre-conceptions and putting people's personal ambitions centre stage.

"Surprisingly, what we thought people wanted from technology turned out to be quite different from what we anticipated", explains Caroline Humphrey, head of service improvement and development and Darshan Savani, TAPPI project manager at Haringey Council.

"This has highlighted the importance of approaching projects like this with an "open mind" and to start co-production as soon as possible – particularly for people who are older."

Vikki Hiscocks, head of research and development at Pobl agrees. "Good co-production can be resource intensive and take longer, but it really does bring benefits

to staff and customers. We were often surprised by the way our assumptions about older people and technology were challenged."

The issue of resource and timing around co-production is something Dan Rock, TEC project officer at Platform Housing Group emphasises, too. In future he'd like: "More lead-in time, to establish internal and external networks ...and plan co-production work with customers... Would have been good to have at least 3 test sites at Platform, rural, semi urban and urban perhaps?"

Lindsey Millen, senior commissioner at Wiltshire Council is now translating the local authority's co-production learnings into action. "We are aiming for customers to be included as part of our evaluation board for the recommission of our TEC offer in Wiltshire."

Dan Rock with residents of Platform Housing Group



Gary Baillie with Alice and Peter, Bield Housing & Care residents

Darshan Savani with a resident of Haringey Council

Seamless

One issue that was raised by many testbeds was interoperability, or lack of it. Gary Baillie at Bield Housing & Care tackled this problem head on.

"One key lesson was the lack of interoperability of different systems from various solution providers... Bringing solution providers together to review the data they hold, how they can interlink, and provide the best possible information and insights was essential."

Vikki Hiscocks at Pobl took an equally up-front approach. "Don't be afraid to challenge suppliers to get them to meet your requirements. The good ones will be willing to collaborate with you to help you achieve the outcomes you are looking for."

Connection

Making sure devices and systems have an affordable, secure internet connection feels like a 'given' for this type of project, but as TAPPI progressed, each testbed realised just how important connectivity actually was.

"Many residents in testbeds based in sheltered or supported housing or extra care settings did not have access to broadband services in their own flats", explain Dr Reyhaneh Shojaei and Dr Hannah Holmes from the Cambridge Centre for Housing & Planning Research (CCHPR), the organisation evaluating TAPPI.

"This presented a considerable challenge to several testbeds and caused delays to some of the pilots."

It was indeed a challenge experienced by Bield Housing & Care. They surveyed tenants across three sites and found 48% were unconnected to broadband, not by choice, but due to digital inequalities and a lack of understanding.

"This insight influenced our approach, leading us to prioritise digital literacy initiatives and address the digital

divide," comments Bield's head of BR24 and assistive technology development, Gary Baillie.

Joan Constable, registered manager at Southend Care experienced similar issues: "One of the key lessons has been to have independent experts on the journey with us. It has been a challenging time with connectivity but again experts in this field have given sound advice."

Caroline Humphrey and Darshan Savani at Haringey Council recommend a way forward around connectivity, "have a good understanding of the digital infrastructure of the building/ systems and how this will impact deployment...Having this knowledge from an early stage could also save time and resources when exploring procurement options."



Marilyn, a Pobl resident, at a TAPPI meeting



Joan Constable with Paul, a resident at Southend Care

Platform Housing Group, Dan Rock explains, are also tackling affordability barriers. "Retirement Housing Officers have been trained...to put forward customers they feel would benefit from [tried and tested tech] which can then be loaned out ...if the tenant has found benefit, we will signpost to funding or support tenants to self-fund."

"We have a Successful Tenancies Team that ...assesses for entitlement to Ofcom's social broadband tariffs for those wishing to connect to the internet. Internally we have Platform's Wellbeing Fund that is open to applications relating to digital inclusion. [We] are looking into the feasibility of building in an affordable recharge policy on additional telecare peripherals directly linked to one of our hardwired call alarm systems for individuals assessed as in need."

Debra, a resident of Haringey Council



Affordable

In their conversations with testbeds, Dr Reyhaneh Shojaei and Dr Hannah Holmes from the Cambridge Centre for Housing & Planning Research found the initial cost of devices was a significant barrier, along with ongoing expenses around broadband, technology subscriptions and maintenance.

Testbeds have addressed these issues in different ways.

"Bield has income advice officers who assist tenants with any income and benefits queries", Gary Baillie explains. "This team, along with our tenant engagement team, could explore ways to incorporate technology into our processes with tenants."

He goes on: "The tenant and family education initiatives we've implemented, such as tech hub drop-in sessions... equip tenants and their families with the knowledge and resources to consider self-funding consumer technology."

Safe

Researchers from the Cambridge Centre for Housing & Planning Research found that residents' fears about online safety were, at the start of the project, another barrier to digital engagement.

"Many residents express reservations about using the internet, primarily driven by fears of making costly mistakes or falling victim to scams," explain Dr Reyhaneh Shojaei and Dr Hannah Holmes. "Privacy...worries about their digital vulnerability contribute to this apprehension."

This is something that all six testbeds tackled by delivering support and training for residents – demonstrating digital safeguards and building people's confidence and knowledge.

In contrast, testbeds reported that many devices put in place through TAPPI played an important part in boosting residents' safety, from the off.

Supported

Providing accessible, ongoing training and support to build digital confidence has been something Platform Housing Group have fully embraced.

Dan Rock explains. "Some of our biggest learning during TAPPI2, taken as a direct result of our discussions with residents has been that support and reassurance before, during, and after the installation of any form of new technology is essential."

This is echoed by Gary Baillie at Bield Housing & Care, "[A] key lesson was that older people do want to learn more about technology. 81% of 492 tenants expressed an interest in learning more about technology and how it works."

Gary Baillie and Bield Housing & Care residents at a TAPPI meeting



Lindsey Millen with Kerri, a resident of Wiltshire Council and Housing 21

Lindsey Millen at Wiltshire Council outlines this: "TEC devices visibly improved residents' confidence and independence and gave them purpose to access the community once again, feeling secure [in the] knowledge that they could call for support if and when needed."

This is something staff at Southend Care found, too, adds Joan Constable. "[The technologies] have made a fantastic contribution to giving tenants a sense of freedom with the added bonus of having security and peace of mind when out in the community."

"This initiative has empowered our tenants," comments Gary Baillie from Bield Housing & Care, recalling one tenant who told him that when she goes to her bed at night, she locks her door and says to herself, 'you're safe, really safe.'

As a result, Bield have put a range of digital literacy initiatives in place, including a hands-on interactive 'Digital Hub' where residents can explore technology using a hands-on approach. They're also looking into creating a tenant tech guide, with basic hints and tips, which could be distributed monthly.

Lindsey Millen at Wiltshire Council has seen the difference support can make to the workforce, too. "Over 500 ASC staff have been trained...Training has ignited interest in our staff about TEC."

But she emphasises another important point repeated by all the testbeds: "[TAPPI] has...highlighted the importance of human touch and how TEC can complement but not replace the talented, committed, and skilled care workforce."

We'll soon be publishing a suite of tools and products from TAPPI. Watch this space for more info.

Find out more about TAPPI here: www.housinglin.org.uk/TAPPI



ITEC 2024

18 - 19 March | The ICC, Birmingham

Less than two months to go until #ITEC2024!

Over the years, the International Technology Enabled Care (ITEC) Conference has proved itself to be the leading dedicated TEC event of the year, renowned for delivering a vast array of themed content over the course of the event, the 2024 Conference will be no different. The key themes this year will be:

Enabling Personalised Outcomes

Harnessing the Power of Data

Transforming Knowledge into Action

ITEC AWARDS

The TSA ITEC Awards are open to any organisation or individual working in TEC and they recognise excellence and outstanding achievements and vision within the TEC sector

The categories for the 2024 ITEC Awards are:

- Innovation at Scale
- Up-and-Coming Innovation
- Workforce Development and Culture
- Partnerships
- Strategic Leader
- Operational Leader
- Service Transformation



TSA Chief Executive, Alyson Scurfield comments:

“The ITEC Awards act as a hallmark of quality and innovation for nominated and winning organisations and attracts recognition from not only the TEC community but also showcases the capability of technology enabled care into housing, health and social care and the difference it makes to the people and communities it supports.”

The closing deadline for submissions is **9 February 2024**. Find out more at: iteconf.org.uk/itec-awards-2024



CONFIRMED SPEAKERS

We are delighted to announce some of our prestigious lineup of speakers, delivering inspiring content across three stages and two days of the conference. Our confirmed speakers include:



CONFERENCE CHAIR
Rt Hon Paul Burstow
Chair, TSA



Anna Severwright
Co-convenor,
Social Care Future



Beverley Tarka
President of ADASS and
Director of Adults, Health and
Communities, Haringey Council



Prof Marting Green OBE
Chief Executive,
Care England

- Alexis Chappell, Strategic Director of Adults' Care and Wellbeing, Sheffield City Council
- Dr Lynne Douglas, Chief Executive Officer, Bield Housing & Care
- Debra Edwards, Co-Production Champion
- Clenton Farquharson CBE, Chair, Think Local Act Personal (TLAP) Board
- Tracy Harrison, Chief Executive, Northern Housing Consortium
- Jacqueline Myers, Executive Chief of Strategy and Operations, North East and North Cumbria Integrated Care Board
- Steve Peddie, Care and Health Improvement Adviser (National Digital), Local Government Association
- Prof Roy Sandbach OBE, Chair, Technology for our Ageing Population: Panel for Innovation
- Kathryn Smith, Chief Executive, SCIE
- Jane Townson OBE, CEO, Homecare Association
- Caroline Williams, Director of Adult Social Care, Warrington Borough Council

BOOK YOUR PLACE AT:

iteconf.org.uk



EXHIBITION STANDS NOW SOLD OUT

We are pleased to announce that over 60 exhibitors will be showcasing the latest innovations in Technology Enabled Care.

ITEC 2024

The ICC Birmingham
18-19th March 2024



[VIEW THE FULL LIST OF CONFIRMED EXHIBITORS HERE](#)

Sponsored by:



Introducing Pioneering NHS Guidance: Technology Enabled Care (TEC) Referral Guidance

In a groundbreaking move, the NHS, in partnership with TSA, is set to release its latest guidance, titled “Technology Enabled Care (TEC) Referral Guidance.” This guidance is a strategic step to further integrate TEC providers seamlessly into Urgent Community Response (UCR) pathways.

Background Context

The inception of this guidance can be traced back to a significant call to action by Amanda Pritchard, Chief Executive of NHS England, last winter. In her letter to all Integrated Care Boards (ICBs), Amanda Pritchard emphasised the importance of commissioning QSF-certified TEC Services. These services are integral to working alongside UCR teams and potentially alleviating the strain on ambulance services, with a goal to reduce ambulance conveyances into hospitals. The emphasis on QSF (Quality Standards Framework), accredited by the United Kingdom Accreditation Service (UKAS), underscores the high standards expected in this collaborative healthcare model.

Winter 2023 ambitions - diverting activity away from emergency control rooms

At a recent TSA event in London, Claire Laing, UCR Lead for NHS England, introduced the new guidance and gave more context within the NHS’ ambitions for winter. She highlighted that this guidance is intended to facilitate:

- New relationships between UCR services and their local TEC providers
- Review of existing pathways in place between UCR and TEC
- Sharing of gold standard indicators and case studies from areas with mature models in place.

She commented,



“This guidance is crucial for TEC and UCR service collaboration. If you are a TEC provider or UCR service and already working collaboratively, this document will ensure that you can provide a seamless service based around excellence. Alternatively, if you are a TEC provider or UCR service that wants to link in, the guidance is going to tell you exactly how to do that.”

Claire Laing, UCR Lead for NHS England

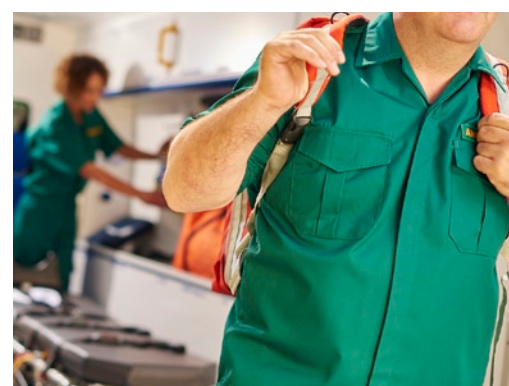


Five Gold Standard Indicators

Central to this guidance are ‘Five Gold Standard Indicators’, which serve as benchmarks for excellence in integrating TEC and UCR services. These indicators are designed to ensure that patients receive timely and efficient care, reducing the need for emergency ambulance dispatches and optimising the use of TEC in urgent care scenarios.

The Transformative Potential of TEC and UCR Integration

Currently, ambulance services receive around 2,600 daily calls from TEC providers, accounting for roughly 3% of all calls. Redirecting a suitable portion of these to UCR services can significantly ease the burden on emergency services. Moreover, this integration is pivotal in ensuring timely care for individuals, allowing them to remain comfortably and safely in their homes.



Case Studies of Success

Recent exemplars include Dudley Telecare - where the number of ambulance callouts for injured fallers was reduced by a huge 80% by utilising these pathways - illustrate the immense potential of this integration. There was similar success for Warrington Borough Council, with 85% of people remaining at home as a result of the integration of TEC and UCRs.

Conclusion: A Step Towards a More Integrated and Responsive Healthcare System

The release of the “Technology Enabled Care (TEC) Referral Guidance” marks a significant stride towards a more integrated, efficient, and patient-centric healthcare system. By bridging the gap between TEC providers and UCR services, the NHS is setting a new standard in healthcare delivery, one that promises better outcomes for patients and a more sustainable model for urgent care responses.

We will be discussing the guidance further at the upcoming ITEC Conference, 18-19 March 2024

You can view the guidance on the NHS website here:

england.nhs.uk/publication/technology-enabled-care-referral-guidance

TSA's Response to Recent Analogue to Digital News and Telecom Charter

You will have seen recent press coverage in the Telegraph, Guardian, BBC and other media highlighting the impact of power failures on digital landlines and the adverse effects on some analogue telecare devices and the people who rely on them.

We know how concerned the TEC sector is about this critical issue and the work TEC suppliers and TEC service providers are doing to test analogue equipment and adopt alternative and battery-backed mobile connections.



We urge the whole of the TEC sector to continue this vital work: testing your telecare on digital networks and moving to telecare devices that are compatible with digital networks, including back up power supplies.

TSA can support and guide you on this testing process and we ask that you share your test results so we can add them to our central repository of outputs. Get in touch via contact details below.

Please keep pushing hard with your digital migration, at scale and at pace. We are fully aware of the logistical and financial challenges you face and that's why our chief executive, Alyson Scurfield is speaking with Virgin Media O2 and other telecoms companies, Government ministers and Ofcom to secure further support and co-operation around the switchover.

Telecoms charter

We welcome this spotlight on digital switchover and the pressure Government is now putting on telecoms companies through a new **charter**. TSA is also pressing for assurances and quality standards around the reliability of mobile networks, which are evolving from 2G, 3G to 5G.

We have done a lot of work on service availability, and we are challenging product and communications providers to confirm that their systems provide the necessary resilience. Read the guidance we have created around that work [here](#).

Managing arising issues

TSA welcomes initiatives between Government and telecoms providers that ensure anyone using a telecare device is protected during the digital switch. But we're also calling for clarity on how any issues arising from this pause on migration will be managed, for example: how analogue networks will be maintained, how people with the greatest need for remote connectivity can still access the benefits of remote connectivity and do not experience digital exclusion. We will report back to you on this.

We are here for you

- As the independent advisory body for the technology enabled care (TEC) sector we've created comprehensive digital migration information and guidance on our website: <https://www.tsa-voice.org.uk/campaigns/digital-shift1/>
- Download our **Guidance and Checklist** for any TEC Commissioners and Buyers transitioning social alarms systems from analogue to digital
- We also run a digital helpdesk for anyone, from a local authority telecare monitoring service to a member of the public, to contact if they have an analogue to digital query, including support around telecoms outages.
- We'll be holding surgeries from early 2024 where care organisations can get free advice about the switchover issues they are facing.

GET IN TOUCH WITH TSA AT: allip@tsa-voice.org.uk / **01625 520 320**

TSA Release 'Mobile Network Closure' Guidance

As you may be aware, the UK's mobile network providers will switch off their 3G and then 2G networks over the next few years. Vodafone, Three, and EE are expected to switch off their 3G networks by the end of 2024 with Virgin Media O2 (VMO2) expected to follow in 2025. 2G network switch-off will be completed by 2033 at the latest, and possibly as early as 2028.

As well as mobile phones, there are many other devices that use mobile networks to connect. These include telecare alarms, security alarms, fire alarms, ATMs and payment terminals.

If you provide a service (like telecare) that relies on 2G or 3G networks, then you are responsible for ensuring the continuity of service after 2G and 3G networks are switched off. This responsibility might be part of contractual and consumer law obligations you have with your customers, as well as any regulatory requirements that already exist.

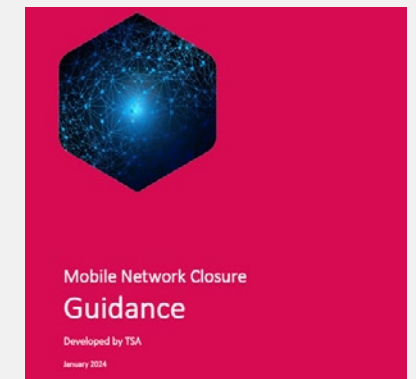
Given that many 4G devices currently use 2G/3G as a communication method for voice, and so could be affected, service providers need to talk to their supplier about potential impacts.

To help you through this process, we have released guidance explaining more about the changes and any actions to be taken.

You can view and download the guidance on our website here:

https://www.tsa-voice.org.uk/downloads/guidance/mobilenetworkclosureguidance2024_v4.pdf

If you have any queries, please do not hesitate to contact: allip@tsa-voice.org.uk



TELLAB: Co-designing a Living Lab to Test TEC with Diverse Communities

In an age where technology rapidly evolves, understanding its impact on the ageing population is crucial. This is where TELLAB (Technology Enabled Living Lab for Ageing Better) steps in.

TELLAB is a groundbreaking three-year research collaboration between the University of Sheffield and Johnnie Johnson Housing (JJH)/Astraline, funded by the Dunhill Medical Trust. Now, 18 months into the project and with an eye on an early 2025 completion, TELLAB is reshaping the way we perceive technology's role in ageing.



At the heart of TELLAB's mission is the ambition to identify the unique care, housing, and support needs of older adults from diverse backgrounds. This is not just a study; it's an evolving interaction with those it aims to benefit. By co-designing procedures with JJH residents, TELLAB is identifying which Technology-Enabled Care (TEC) can truly add value to their lives. This "living lab" is more than a concept – it's a dynamic space where emerging technologies are evaluated and developed in real-world situations.

The project has multiple aims. It seeks to provide up-to-date evidence on the care needs and life aspirations of older adults, methodologies for

identifying relevant TEC, and a living lab for developing and trialling these technologies. Additionally, it offers R&D facilities and best-practice guidance for future living labs. The end goal? To develop a replicable model for co-producing living labs that can be adopted widely.

TELLAB is not just about technology; it's about people. Astraline have a close working relationship with residents in co-designing services, and this approach has taught invaluable lessons about engaging with residents, maintaining communication, and building trust – especially regarding sensitive issues like data privacy.



A crucial aspect of TELLAB is ensuring that the co-production of TEC is representative. Recognising that voices from ethnic minorities were underrepresented, the team has taken steps to address this imbalance. These communities, often marginalised and excluded, are now an integral part of TELLAB's research. The involvement of the Housing Learning and Improvement Network (LIN), along with Abdul Ravat, head of development and relationships at the Abbeyfield Society – who is also a member of the Government's Older People Housing Taskforce – brings further expertise to the project.

The establishment of a residents' panel to oversee TELLAB's work marks a significant step. The panel, working with Gujarati and North African communities through a consultant with strong

community ties, has been actively engaging in workshops held in community centres. These sessions are brought to life with an illustrator capturing the discussions in real time.

As TELLAB moves into formalising its approach and establishing guiding principles, the groundwork for the research itself begins. This project is more than a study; it's a testament to the power of collaborative, inclusive research. It promises not just insights but actionable strategies that could shape the future of ageing and technology. With TELLAB, the aim is clear: to ensure technology enhances the lives of older adults, respecting their diversity and unique needs.

<https://sites.google.com/sheffield.ac.uk/tellab>

Attention Service Providers: Unlock Your Exclusive Free Pass to the Digital Healthcare Show!

Click the banner or visit www.digitalhealthcareshow.com now!

DIGITAL HEALTHCARE SHOW
24 - 25 APRIL 2024 + ExCeL LONDON
IN PARTNERSHIP WITH...

TSA™
The voice of technology enabled care



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
enabled care**

TEC Services Association

Address: Suite 8, Wilmslow House, Grove Way, Wilmslow, Cheshire, SK9 5AG

Telephone: 01625 520 320

TSA: www.tsa-voice.org.uk

TEC Quality: www.tecquality.org.uk