

TEC VOICE

THE VOICE OF TSA

The prevention opportunity to seize today

Utilising analogue data in a digital world

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Are the stars finally aligning for technology enabled care?

TSA joins forces with Housing 2023

May 2023

The voice of Technology Enabled Care



Alyson Scurfield
TSA Chief Executive

A huge thank you to all our members, exhibitors and sponsors for making ITEC 2023 our busiest and best yet.

Over 1,000 delegates visited us at the ICC in Birmingham; our Gala Dinner was completely sold out, speaker sessions were buzzing with energy and I've heard so much positive feedback about the rich conversations that took place in our workshops.

But it was the contribution of people with lived experience that made ITEC different this year.

Everywhere I looked, there were individuals who draw on care and support – asking questions, sharing their perspectives, soaking up the atmosphere and challenging us, as a TEC sector, to enhance our services and solutions.

And it's only with that real-life challenge from people who use technology-enabled care, will we co-produce the devices and systems people really want and realise our true potential as a sector.

I do believe we are on the cusp of something magical. You could feel it in the air at ITEC, amongst the vitality of the crowd, the pride and innovation of the exhibitors and the dynamism of speakers.

This is our time. We have hard evidence that TEC can relieve health and social care pressures and, critically, help people to live the lives they want.

But we must drive appetite for expansion – amongst individuals, their families and carers – as well as commissioners, funders and policymakers.

That's why ITEC was all about turning our potential into reality. We wanted to arm delegates with fresh viewpoints, guidance and exemplars – valuable knowledge and inspiration they can take back to their organisations and put into practice.

And now that ITEC is over for another year, the real work starts.

We've begun by releasing Proactive & Preventative Guidance for members (read more on page 5). The next stage of our TEC Action Alliance journey is underway with the creation of an Action Paper (see page 7). Our external engagement strategy is in development, with a focus on lobbying government (watch this space). And we're building specifications and commissioner guidance frameworks around proactive and preventative care, data and integration in our new SIGs (find out more on page 9).

TSA is working harder than ever to make the case for TEC, so that the creativity, ingenuity and collaboration of our wonderful sector – qualities so evident at ITEC – gain the recognition they deserve.

The coming digital shift

By Robert Turnbull – Care Technology Specialist, PA Consulting and Alyson Scurfield – Chief Executive, TEC Services Association



The UK government plans to replace the Public Switched Telephone Network (PSTN) with digital infrastructure by 2025, affecting over 1.8 million people who rely on Technology Enabled Care (TEC) services. This presents a challenge for councils to minimize risks for vulnerable service users while managing the costs of migration to digital solutions.

The digital migration offers an opportunity to improve TEC services through:

Removing barriers: Digital solutions can support people's needs in ways previously impossible, expanding the benefits of TEC services to a larger population.

Rich, actionable insight: Digital data can offer valuable insight into a person's health and well-being, allowing care practitioners to make informed decisions and provide personalized care based on individual needs.

Proactive and preventative: Digital solutions enable a proactive approach to social care, utilizing smart devices to monitor lifestyle changes and provide support before a crisis occurs, thus preventing or slowing down the progression of health and care needs.

Better quality services: Digital technology allows remote repair and reconfiguration, improving the user experience and promoting safety and independence for service users.

To seize these opportunities, councils must focus on the principles of successful TEC services. Emphasis

should be on people, communities, and outcomes, with technology as a supportive tool. Co-designing TEC pathways around desired outcomes and involving care practitioners ensures alignment with adult social care approaches and strength-based methodologies.

Culture change is crucial for integrating digital TEC services into adult social care. Care practitioners should confidently advocate for TEC within care packages, believing it enables people to live the lives they want. A coordinated change programme is necessary, with training and engagement as key components, ideally as part of a wider transformation programme.

Councils must make decisions based on clear, evidenced financial cases. Over 50% of councils do not understand the financial impact of digital migration or have funding in place. Investing in digital TEC pathways can yield financial benefits; Hampshire County Council, for example, realized a net financial benefit of over £19m in eight years by using TEC to reduce, avoid, and delay traditional care and support.

The Local Government Information Unit recently reported that more than half of councils are planning to cut spending on services. The digital migration presents opportunities to ease pressure on strained budgets. Councils that successfully implement TEC can see a return on investment within the first 12 months, making it a viable solution for improving care services while managing budgetary constraints.

In conclusion, the digital migration of TEC services brings challenges but also offers significant opportunities for councils to enhance care quality, proactivity, and personalization. By focusing on people, communities, and outcomes, and fostering a culture change, councils can leverage the power of digital technology to improve the lives of vulnerable individuals and generate a positive return on investment.

The prevention opportunity to seize today

An insight into utilising analogue data in a digital world to positively influence the future of proactive and preventative care - from Taking Care's Managing Director, Steve Gates.

Many discussions about prevention often revolve around the application of new digital technologies and 'big data'.

At Taking Care, we're committed to a digital journey and as a predominately private pay business we're already bringing innovative new digital technology to our customers. However, most of our existing customers are currently analogue customers.

We believe we shouldn't have to wait for 'sometime' in the future to support service users with proactive, preventative care. Instead of waiting - possibly for

years - to build a robust data set from digital TEC, we should be able to reap the benefits of a long-term collection of data around the usage of analogue personal alarms - where the true definition of 'big data' spans back over 35 years.

We found inspiration in the work of Professor David Hand at Imperial College, London who talks about 'dark data' - the data sitting 'hidden' inside organisations that no one thinks has value. David suggests the key to unlocking a whole set of new value from this forgotten data is simply to ask the right questions.

We took this as a challenge and commissioned a team of data scientists to investigate five years' worth of anonymised alarm button presses from our private pay customers, the reasons for those presses and cancellation of the service.

What we wanted to discover was - if by analysing the frequency, timing, and nature of call interactions, was it possible to identify patterns in the data associated with a higher risk of declining health? Furthermore, was it possible to establish a progression of need that may involve interaction with Adult Social Care, and when - effectively providing a 'pipeline of need' indicator for social care?

The results from the analysis were hugely enlightening and gave a clear indication of being able to predict both moving to a care home and mortality based on analogue data.

What we thought would be a great predictor - the frequency of 999 calls - didn't feature as a reason at all. In fact, most of the key indicators were far more subtle.

We've published our findings in our 'Delivering Prevention Today' insight report to help apply a similar process to your analogue data and want to share our findings with the wider industry.

Collect your copy and join us at our webinar 'Delivering prevention. One analogue alarm at a time' on 22 June 2023 - at 10 - 11am, where both I and Daniel Lennox - Head of Sales and Marketing - will explore how you can start to predict and be proactive using your current data and keep people safe right now.

Register your place [HERE](#) or email: debra.amphlett@pptakingcare.co.uk

Delivering prevention. One analogue alarm at a time.

Thurs 22 June 2023 at 10 - 11am GMT

Join us to discover how to use your analogue alarm data to deliver prevention TODAY.



Steve Gates, MD



Daniel Lennox, Head of Sales and Marketing



At ITEC 2023, TSA released a new definitions & guidance document for 'Proactive & Preventative Services'

This guidance document was produced with contributions from special interest group members, and is designed to support services and commissioners to offer proactive and preventative services using a variety of Technology Enabled Care and associated wrap-around services.

The guidance sets out why we should be changing to this model of delivery and how to commission these types of service. It provides guidance on how the performance of these services can be measured and evaluated, and the journey that services need to go on to be proactive and preventative. The document also recommends where health, care and housing services can begin to utilise proactive, preventative and predictive insights to make a real difference to delivering personalised outcomes.

The full guidance can be found here: <https://www.tsa-voice.org.uk/tec-guidance/proactive-and-preventative-services---definitions-guidance/>



A look back at ITEC Conference 2023

As the dust settles on #ITEC2023, we are incredibly proud to announce the success of the Conference.



We are thrilled to report record numbers of people attended the event over the two days, and the atmosphere was quite simply incredible.

Our fantastic speakers, thought-leaders, and innovators brought so many ideas and discussions to the table, and we are grateful for their contribution.

The Conference was an excellent opportunity to share knowledge, network, and discuss current trends and topics in the industry.

We would like to extend a huge thank you to all the exhibitors, speakers, and delegates for attending #ITEC2023 - with a special word to our sponsors too. We couldn't have done it without you all.

We hope everyone found it as valuable, useful, and enjoyable as we did. Together, we can continue to drive innovation and progress in this fantastic industry.

It was an honour to host such an incredible event, and we look forward to seeing everyone at #ITEC2024 - which will take place on 18 - 19 March 2024. Be sure to save the date!

You can view all of the photos, videos of the presentations and download the presentation slides from this year's event by visiting our [dedicated page here](#).

A huge congratulations to the winners of the ITEC Awards 2023!
Here's a list of those who scooped the top prize at our prestigious awards ceremony.

	<p>TEC Innovation Award 2iC-Care</p>	<p>Leadership Award Mark Allen</p>
	<p>Workforce Development in TEC Award NRS Healthcare</p>	<p>Transformation Award Bield Housing & Care</p>
	<p>Partnerships in TEC Award Llesiant Delta Wellbeing in partnership with Hywel Dda University Health Board</p>	<p>TEC Hero Award Dave Wood</p>

Are the stars finally aligning for technology enabled care?



Rt Hon Prof. Paul Burstow
Chair of TSA

The fresh thinking, dedication and pragmatism I witnessed at ITEC and TSA's leadership event, reinforced my view that TEC can and must play a central role in future care models.

But it's the burning platform we're all standing on that underlines this view. A staggering 500,000 people are currently waiting to be assessed for care, and over 160,000 care vacancies remain unfilled. Moving to a more proactive, anticipatory model will not only ease these pressures, it will address the epidemic of distress in families as they struggle to care for loved ones.

This epidemic will only get worse as those boomers now looking after their own parents, begin to need care themselves.

Despite our demographic reality, the UK still isn't age ready. When it comes to life expectancy, we've **fallen behind all members of the G7 apart from the US**, and dissatisfaction with the system designed to support us when we get older is at a record high. **An analysis of the British Social Attitudes survey by the Nuffield Trust and The King's Fund** showed that only one in seven of the British public are satisfied with social care services.

Without change, the gulf between supply and demand of good quality care will only expand. Policy makers, service providers and suppliers can no longer afford to keep their heads in the sand. We all need to get beyond words and grow the will, and that's where the TEC sector comes in. Speaking to leaders and practitioners at ITEC, it's clear the ingredients of the future are already in existence.

Bield Housing and Care in Scotland, Carmarthenshire County Council in Wales and Warrington Borough Council in England are all delivering whole-system, digitally-enabled transformation in their communities -

something documented in the TEC Action Alliance's recent **challenge paper**. We're seeing NHS virtual wards, care technology and responder services gelling together to build a home-first approach and increase the number of healthy, happy days people have at home.



The problem, however, is that these preventative models are not evenly distributed across the UK. We have pockets of best practice but still no widespread adoption.

One way to tackle this is by closing the knowledge gap. People just aren't aware of the innovation boom in TEC, with data-driven devices now able to discreetly monitor health and identify early signs of deterioration. I regularly speak to leaders in housing, health and social care who still think our sector is all about manufacturing analogue pendant alarms and very little else. These are the people who hold power to bring TEC into wider use.

TSA is determined to change this. With current pressures, it's likely that social care will be an important issue at the general election. That's why I'm working with TEC Quality chair David Pearson, CEO Alyson Scurfield and the TSA and TEC Quality boards to develop an external engagement strategy. Our aim is to lobby the policymakers of today and those who could be in government tomorrow, making a compelling argument for TEC.

Our efforts to influence health leaders are paying off with NHS CEO Amanda Pritchard urging Integrated Care Boards (ICBs) to commission QSF-certified TEC Responder Services to ease winter pressures. We're also focusing this year on strengthening ties with regulators including CQC.

But there is much more work to be done and if we don't do it, we'll be stuck with the same old thinking and the same old results. So, I urge you, commissioners, service providers and suppliers, to play your part in mobilising the case for TEC. Now is the time for change.

Introducing Tribe:

Showing their dedication to quality, safety and innovation by becoming a QSF Certified Organisation

By Neil Crowther from Social Care Future and Alex Knapp from Bronze Labs

Tribe is a not-for-profit consortium, supported by UK Research and Innovation as part of the UK Government Healthy Ageing Challenge.

The consortium is led by Bronze Labs and includes TSA, Carers UK, Shared Lives Plus, SCIE and Skills for Care and we work with Community Catalysts to pursue their shared mission- and they're fortunate to also enjoy the support of Microsoft. Tribe were proud to recently become a TEC Quality QSF-certified organisation – showing dedication to quality, safety and innovation.

It was the experience of Bronze Labs' founder, Rich Howells, that led Tribe into this space. When Rich's mum had cause to draw on care and support Rich quickly discovered, like many people, that there wasn't any available, and so he chose to refocus Bronze Labs towards helping to solve this, and Tribe was born.

Tribe's ethos is about putting power - into the hands of people and communities, collaborating to design the tools that can connect people, places and things so that everyone, at every age and stage in life, can secure the support, relationships and opportunities needed to live safe and well in the place they call home.

They also support people to create their own micro care business to provide paid and unpaid support, in ways that help improve their social and economic wellbeing. The idea is that Tribe provides the operating system through which local communities of mutual support can grow and thrive.

It's about people and communities, it's about choice and control. As TSA Chair of the Board, Paul Burstow said in



Tribe receive their QSF award at ITEC 2023

his opening keynote at the recent ITEC Conference 2023, 'not the shiny tech' - it is not the technology, it is the impact of the technology that is important - hence technology enabled lives.

Tribe is about drawing together the blended support, relationships, opportunities and things that support us to live the lives we want to lead, as Rich Amos of West Midland ADASS said in that very same presentation with Paul Burstow.

The technology Tribe are developing with and for people who want to establish as community micro-enterprises is all about supporting people to skill up, to trade with minimal transaction fees and to have greater autonomy over their working lives.

They believe this is key to encouraging more people to stay in and to join the workforce and encourage back to the sector those who have left, by giving them control over their work lives, and were delighted to become a **TSA QSF Certified Organisation** earlier this year.



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"Tribe is an inspiring and much-needed innovative solution to the lack of care workers particularly in rural areas of the country. By using AI and a user-friendly interface, they recruit, upskill and empower micro-businesses to flourish not only bringing new people into the care sector but giving employment opportunities to local people."

Dr Anna Dixon OBE, Archbishops' Commission, Church of England

Integration and Interoperability - our Special Interest Groups need you

TEC services, largely in the form of telecare provision, have operated for decades and has rarely been supported by seamless integration with other care, health or housing services. To some extent this separation has been driven by lack of agreement on how TEC services can best contribute to, and interoperate with other health and care related organisations, along with common approaches to the management and protection of personal data. Here, we need to acknowledge that data is central to our concepts of good integrated service provision, and to any coordination of service delivery.

It is proposed that new guidelines, and possibly standards, should be created to support a continuous improvement of service integration, putting the service user at the centre, and in control of their own care plans. We have already seen good progress through Special Interest Group 16, on the priority use case of TEC Response & Ambulance Service Integration, and we now need to widen the scope of integration. **Therefore, TSA launched two new Special Interest Groups at ITEC Conference 2023**, as follows – and we want passionate, motivated and idea driven people to contribute to these SIGs:

SIG17 Objectives:

To identify how the integration of Technology Enabled Care with mainstream health and care service provision will deliver improved outcomes for people with needs, frontline staff and service providers.

Please contact TSA on admin@tsa-voice.org.uk if you are involved in or passionate about the provision of integrated support across TEC Services, Housing Services, Health Care, Social Care Provision and Self Care. Our aim is to make recommendations for priority integration use cases in Autumn 2023.

SIG18 Objectives:

To identify whether the TEC sector needs to change its quality standards and service delivery models in relation to the use, ownership, protection, sharing and consent of personal data. To then develop improved guidelines and standards as necessary.

Please contact TSA on admin@tsa-voice.org.uk if you are involved in or passionate about the service models, IT and data management that are needed to enable integrated support across TEC Services, Housing Services, Health Care, Social Care Provision and Self Care. Our aim is to publish guidance and recommendations in Autumn 2023.

It is also anticipated that these SIGs will build on the work of previous SIGs and the **TEC Action Alliance**, by prioritising those aspects that relate to end user demands for new and proactive services, supported by digitised TEC.

A call to all service providers:

TSA are continuing the role of supporting the TEC sector as we all continue on the journey of the digital transition.

In order for us to have a more accurate picture of the current digital landscape and therefore support members in the most relevant areas, we have created a short survey designed to give us a better understanding of the transition to digital.

We would really appreciate your involvement and time to complete our latest survey that we are hoping will help us achieve our ambitions to build on our understanding of the current state of the UK and its readiness for the digital shift.

The survey should take no longer than 5/6 minutes to complete and can be completed via the following link: <https://www.surveymonkey.co.uk/r/7KMWDDQ>

From our testbed partner:



Debra's Story

“ My independence is everything to me. I raised five children - I'm used to looking after myself. Aids and technology help me do that.



Debra, 54 is a former midwife and keen sewer. She has five children, seven granddaughters and one grandson on the way and lives alone in a supported housing scheme in North London, managed by Haringey Council. Debra has lupus and rheumatoid arthritis and she uses a wheelchair due to spinal surgery.

How do you feel about technology?

My independence is everything to me. I raised five children on my own – I'm used to looking after myself. Aids and technology help me do that.

My flat was adapted last year. Doing things like turning a key in a lock had become very painful and difficult but now I have an adapted front door with a fob lock and my kitchen has rise and fall worktops and pull-down shelves. The way I suffer with my limbs and fingers means that using the phone is difficult, too. But someone loaned me an Amazon Echo during lockdown, and I was able to communicate with the grandkids, rather than having to use my phone. The grandkids taught me lot of things – like how the Echo can tell you jokes - although none of them are funny! That interaction really helped with the isolation I felt.

“ The cost of technology can be a problem. It becomes expensive – you need to buy more and more up to date devices.

There was another way that technology helped me cope during lockdown. I taught myself to sew by watching YouTube videos. It's now one of my greatest passions and I can sew almost anything. I particularly like making things out of African prints. I'm Caribbean and I think African prints are beautiful. The housing management team here has even given us a room to do sewing. Residents often come in and want to know how to sew but they also come to have a social chat.



What are the barriers?

The cost of technology can be a problem. People with a disability often want to use technology as an aid, rather than having the latest gadget and it becomes expensive – you need to buy more and more up to date devices.

“ We need more education around how to use technology.

How can these barriers be overcome?

We need more education around how to use technology: evening classes or sessions in communal rooms, once a week, where someone comes and shows people different devices. Those of us who know how to use technology could be involved – helping each other. That would take the age restriction away from technology.

On New Year’s Day I did a dinner with some of the residents, and I got in all my grandkids and children. It was fantastic – the youngest person there was two and the oldest was 93! The old and the young work so well together. I think there should be tech open days where local school children do day trips to residential homes and help residents to access the internet. It’s an easy exercise and it wouldn’t be patronising.

Not knowing how to use technology is a problem too. For example, the majority of GP appointments are made via the internet. A lot of older people are just about getting used to the phone so to put in the amount of information required to make an appointment online, they just can’t do it and it puts them off accessing certain services. I often have to help older residents in my building to contact the management team – I send emails for them.



Why did you get involved in TAPPI?

I’ve been involved in co-production before, around mental health. They asked us to be experts by experience and we really changed and developed the mental health service. So, with TAPPI, when I heard about co-production, a light bulb went on. It’s about really listening to residents.

I also want to find out about technology that can help with my own disabilities. There are things I do not take for granted – like opening the curtains and turning off lights. And I’ve learnt you can get Alexa to do those things for you. There are days I don’t open my curtains because I dread having to stand. So getting gadgets to do that would really help.

I want TAPPI to improve access to technology. I get a lot of pleasure from seeing people accomplish things and by the time this project finishes there will be many more residents with different gadgets – and that tech will change their lives. I believe in empowering people to be independent because I know how it makes me feel.

“ I believe in empowering people to be independent because I know how it makes me feel.

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



The voice of technology enabled care



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TSA joins forces with Housing 2023

We are thrilled to announce that TSA is partnering with Housing 2023 – Europe’s most prominent housing festival taking place in June 2023.

Housing 2023, Europe’s foremost housing festival, will take place between June 27 - 29 at Manchester Central. As the largest gathering for the entire housing sector for over 70 years, it’s an essential event for local authorities, housing associations, key partners, suppliers, government, housebuilders, and developers. The festival brings together 8,300+ attendees, 450 speakers, and 350 exhibitors and sponsors across three action-packed days.

Don't miss the housing event of the year! Join us in shaping the future of the housing sector and make a lasting impact. With opportunities available for exhibitors and delegate tickets still available, **sign up today to avoid missing out!**



TSA will have our own impressive theatre, next to the main show floor entrance, to run sessions across the 3-day event. TSA have also supported the shaping of the keynote and plenary sessions at Housing 2023 to bring to life the role of Housing in Proactive and Preventative services. Senior speakers and thought leaders from our sector are confirmed to speak across the three-day event, which will also include sessions on how to navigate the upcoming analogue to digital shift safely and successfully and technology for our ageing population.

Get involved in Housing 2023 - the housing event of the year!
housingevent.com

Housing 2023 is the perfect platform to showcase technology-enabled care opportunities for the housing sector and its tenants, and the event will empower TSA members to educate and engage housing and care professionals on realising the benefits of digital solutions and overcoming the barriers to adoption.

The TSA TEC Theatre is sponsored by:





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**

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