

TEC

V **ICE**

THE VOICE OF **TSA**

**Introducing Pioneering NHS Guidance
'TEC Referral Guidance' to be released**

'State of the Sector' Report to be Published at ITEC

Introducing Three Key Themes for ITEC 2024

Communicating the Power of TEC

November 2023



The voice of Technology Enabled Care



Alyson Scurfield
TSA Chief Executive

This time of year is always non-stop for TSA. In the run up to winter, we're strengthening critical partnerships between TEC and NHS Urgent Community Response (UCR) teams through new guidance. ITEC 2024 is only months away and we have three important reports in development: TEC Action Alliance's Action Paper, our first State of the Sector analysis and a publication on the use of technology by Integrated Care Systems.

Despite the variety of this activity, there is one theme running through it all: driving widespread adoption of technology enabled care.

I've been exploring how government could create the right system conditions to scale personalised, proactive, preventative care (a question that dominated our fringe events at the party conferences, go to page 15 for more). I've also been working with the Care Quality Commission to see how they can spread top quality TEC innovation through their inspections.

Within these meetings and presentations, I always share examples of local authorities and care providers that are commissioning data-led, digitally enabled services wrapped around the person. Frustratingly, these remain a collection of brilliant, localised TEC projects, not business as usual – something I'm determined to change.

To do that we need to understand our market structure and what commissioners and consumers really want. These are questions posed by our State of the Sector report (read more on page 3).

We've also interviewed Integrated Care System leaders on these themes for a report written with the Digital Healthcare Council. Our goal is to understand where and how health organisations

are increasing their use of digital technologies, and what we, as the TEC sector can learn as a result.

The learning will continue at ITEC 2024 which is shaping up to be the biggest and best TEC sector conference yet. We're expecting around 1,200 people and 22 hours of inspiring content is currently being planned. A big thanks to our sponsors: Everon, Access, Chiptech and Taking Care for making this whole event possible. Find out about it on pages 8-9.

Lastly, I want to shout out to TSA's strategic engagement and communications team, whose every move – whether that's events, public affairs, PR or social media - is focused on spreading the word (and the use) of our cherished digital TEC. Read more about this dedicated team and how they can help you, our members, on pages 12-13.

Enjoy this issue!

'State of the Sector' report to be published at ITEC 2024



In the dynamic realm of Technology Enabled Care, TSA, in partnership with PA Consulting, is developing a comprehensive report to support the sector's success. It aims to improve the sector's understanding of how and where commissioners of TEC services intend to focus, grow and invest in TEC as well as bridging information gaps within the sector. The 'State of the Sector' report is set to be unveiled at the International Technology Enabled Care Conference in March 2024.

Purpose of the Report

The report is crafted with the intent to elevate the profile and understanding of the TEC sector. It has been created to elevate the understanding of the role commissioners of TEC services, and how TEC can support them to meet a tidal wave of demand, amidst a sea of complexity and financial pressures. The report also aims not only to boost the adoption of TEC but also to substantiate TSA's policy propositions, pivotal for lobbying efforts. It will also help inform TSA's future plans, and we hope it will provide unique insight to members when formulating their own plans.

Who will benefit from the Report?

The report's audience is as diverse as its content, targeting key stakeholders who are instrumental in shaping the TEC sector. At the forefront are commissioners, primarily local authority DASCs, who play a crucial role in the implementation and success of TEC initiatives. Additionally, it speaks directly to the TEC sector, encompassing both suppliers and service providers, and not least, TSA members. Policy makers, including civil servants and ministers, will find in this report valuable insights for shaping future policies.

The report is crafted with the intent to elevate the profile and understanding of the TEC sector.

Report Structure

The 'State of the Sector Report' will cover four core themes, each addressing critical aspects of the TEC sector:

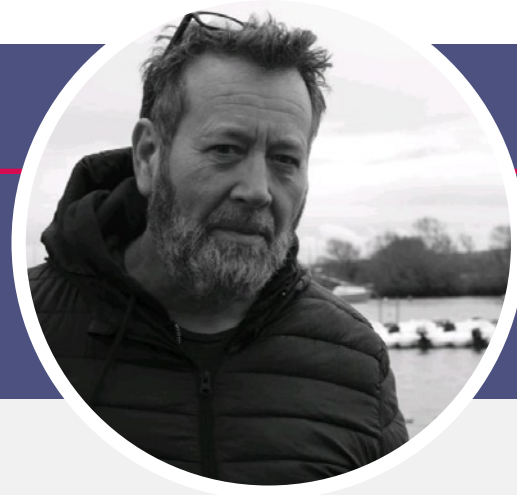
- 1. Commissioner Needs/Demands:** Understanding the requirements and expectations of commissioners is crucial. This section focuses on how the TEC sector can align with these needs to ensure effective and efficient service delivery.
- 2. Consumer Needs/Demands:** This section delves into consumers' evolving needs and expectations, providing invaluable insights into how TEC can be more effectively tailored to meet these demands.
- 3. Workforce Needs/Demands:** A critical look at the workforce underscores the importance of skilled personnel in driving the TEC sector forward. This theme explores current and future workforce requirements and identifies gaps.
- 4. The TEC market dynamics:** An analysis of the market size offers a macroscopic view of the sector, highlighting growth trends, potential areas for expansion, and untapped opportunities.

Conclusion

The 'State of the Sector Report' is designed to give a clear overarching picture of our industry. Its release at ITEC 2024 symbolises a significant step towards a more informed, integrated and innovative TEC sector.

INTRODUCING:**Mark Allen**

NON-EXECUTIVE DIRECTOR, TSA



We have now entered a period of significant change and challenge for all in TEC.

The social care sector is being stretched more than it ever has before. My inevitable conclusion is that Care Technology and other digital approaches to the delivery of services to our citizens is even more important than we had previously surmised. TSA is leading the calls for change, innovation and pushing for us to look at the broader opportunities for integrating services and thinking beyond the immediate problem by embracing proactivity and preventative services. I decided that I would like to become a Non-Executive Director for TSA because these are all issues close to my heart and subjects which I constantly promote and drive myself. The fit is obvious!

I began my career in welfare services in the early 90's within the homelessness sector, working in and subsequently managing and developing adult hostels in West London and later within homeless prevention initiatives across a number of London Boroughs. Latterly I worked with Hampshire County Council on its Supporting People programme. In 2008 I took on a role within Adults' Health and Care where I worked as Head of Strategic Commissioning and developed the council's approach to Care Technology delivery. My current role is as Head of Digital and TEC, responsible for managing the Directorate's approach to digital development and its extensive portfolio of Care technology.

As a local authority senior manager looking to develop innovative ways of managing the demands on our services and improve outcomes for individuals, it has always been my objective to view how we can deploy technology effectively to achieve these ends. Over the last decade or more I have benefited from close working with other authorities across the country, our NHS colleagues and bodies like the LGA and ADASS. However, one body that has been constant within this landscape, providing leadership and insight for a sector that is actually very diverse has been TSA.

My hope for TSA over the coming years, its member organisations and the many allied bodies that walk alongside TSA is that we will, collectively, shape the emerging landscape ahead of us. TSA itself is centrally placed to guide and influence that journey, not just at a policy and strategic level but also shaping everyday practice. The team at TSA has experience and expertise in abundance that is being deployed daily. My vision for the organisation is that it will continue to build on that expertise, continue to build key alliances and help others to improve how Care Technology and Digital Services are deployed locally and nationally. New opportunities in Care Technology will need new approaches to how we deliver services and TSA can be in the vanguard of this, alongside its focus on Quality, both for technology and services, policy and strategy development.

INTRODUCING:**Simon Arnold**

NON-EXECUTIVE DIRECTOR, TSA



I am delighted to have recently become a member of the TSA Board as a Non-Executive Director. I am hopeful that my experiences – both personal and professional – will support the TSA team.

My background spans several industries, from oil & gas through insurance to healthcare and I've dedicated the last 15 years of my career to delivering services, which support health and social care. My personal life, particularly supporting my parents who have both battled with Parkinson's Disease and vascular dementia, has deeply influenced my professional path. These experiences have fuelled my passion for social care and Technology Enabled Care (TEC) and have been a guiding light in my career over the past decade.

In terms of my experience, I have recently transitioned from being the CEO to Non-Executive Director at Optima Health Group Limited – the UK's leading organisation specialising in occupational health and wellbeing, providing clinical services that reach over 4 million of our working population.

My experience within social care came before this – at Ark Home Healthcare and Ark Complex Care, where we provided compassionate, in-home support through domiciliary and complex clinical care services. Working primarily with local councils across the country, we supported lives by delivering more than 2.5 million hours of care and support each year. I am also a Trustee of Carers Resource, a charity focused on supporting carers in the local community.

Our health and social care system is on the cusp of a technological revolution.

I feel that I have a good understanding of the challenges and opportunities faced by the TEC sector having been Managing Director of Tunstall Healthcare UK from 2011 to 2014, and it has been great to be able to refresh a few old friendships over recent months. I was also lucky enough to play a role as a Non-Executive Director of the TSA from 2012 to 2017, which further solidified my commitment to technology-enabled care. During this time, I also served as a Commissioner for the Government's Commission on Residential Care, contributing to shaping future policy ideas and practice in residential care.

I'm a staunch believer in the right of every individual to live with dignity in their own home, actively managing their health and wellbeing in a way that is both proactive and preventive, harnessing the power of data and technology.

Rejoining the TSA Board is an exciting new chapter. Our health and social care system is on the cusp of a technological revolution, and I am eager to play my part as the TSA steers us towards embracing the huge potential of TEC. My ambition for us is to help transform the way we care for our ageing and vulnerable citizens, ensuring they receive the respect, care, and dignity they deserve to live life on their terms. Our sector performs a life-saving and life-enhancing role and I am proud to be part of it.

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), 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 gave more information on the upcoming TEC to UCR referral guidance and the NHS’ ambitions for winter. The upcoming 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 highlighted,



“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

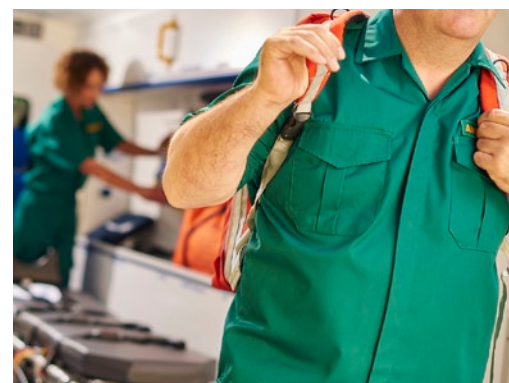


Five Gold Standard Indicators

Central to this upcoming guidance are ‘Five gold standard indicators’, which will 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 - illustrating 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 imminent 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.

ITEC 2024

18 - 19 March | The ICC, Birmingham



Introducing the three key themes at ITEC 2024

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.

As previously revealed, the title for the 2024 ITEC Conference is

Empowering People's Lives: Transforming Futures Through Knowledge, Innovation and Action



ITEC 2024 will give you the answers

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

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



Sponsored by:



THE THREE KEY THEMES FOR ITEC 2024:

Enabling Personalised Outcomes

ITEC 2024 is not just a conference but an evolving narrative of how care should be. At its core, proactive and preventative services will be critically examined. Our mission? Championing “people-powered partnerships”. By delving into the world of co-production, we’ll unearth strategies and insights, navigating the intriguing realm of “the art of the possible”. Furthermore, we’ll facilitate in-depth discussions surrounding business cases, including the TAPPI evaluation framework, and showcase real-world applications, spotlighting the transformative potential of tech-enabled care solutions.

Transforming Knowledge Into Action

Knowledge is powerful, but applying it is revolutionary. ITEC 2024 pledges to bridge that gap. We’ll illuminate the key enablers, demystify complex evaluation frameworks, and provide hands-on experiences, ensuring every attendee is equipped to traverse the path from knowledge to actionable strategies.

Harnessing the Power of Data

Today, data is the heartbeat of innovation. At ITEC 2024, we’ll delve into its role as a tool for ensuring quality, safety, and crafting visionary guidance. Expect stimulating workshops and sessions that detail the symbiosis between people and the art of co-producing transformative services powered by data. And amidst this digital revolution, a tribute to our diligent workforce – the architects of this transformation – will be essential.



ITEC 2024

Whether you are an exhibitor or a delegate, you can now secure your place at the world’s most influential and largest technology enabled care conference.

DON'T MISS OUT! VISIT THE EVENT WEBSITE TO BOOK YOUR PLACE

iteconf.org.uk

TAPPI: raising the profile of what older people want from tech

As TAPPI draws to a close (we'll be publishing our final findings plus a toolkit of practical resources in the next few months), we wanted to reflect on the awareness we've generated over the past 18 months.

One of our key goals was to improve the way technology is used in housing and care by talking to older people about what they really want and then testing devices and systems out with them. We wanted to communicate our learnings and amplify the voices of our wonderful residents and care staff throughout the TAPPI journey. One way we've done that is through media coverage.

Here's a selection of press pieces we've secured in websites, magazines and newspapers throughout the programme. Many of these have been written by or profile our residents and staff. Links to all coverage are also included.

Welsh Housing Quarterly (WHQ)

OCTOBER 2023



THE BIGGER TECH PICTURE

Improving the way technology is used in housing and care for older people has huge potential for residents, landlords and the sector as a whole, says Vikki Hiscocks

Dennis is 96 and lives at Llys Y Werin, one of Pwll Group's extra care services in Swansea. He's a former fitter, everything we could to maintain that. This is where my colleague Lynne Whistance, Pwll's inclusion and assistive by Durhill Medical Trust and led by the Housing Learning and Improvement Network (Housing LIN) and the TEC

Holyrood magazine

FEBRUARY 2023



Scotland's older people should be able to live the life they want, and technology is a key

Inside Housing

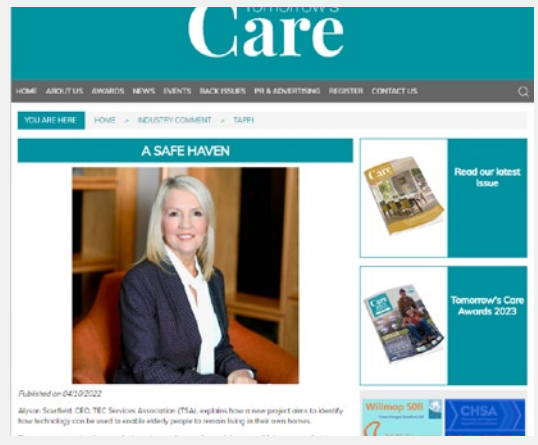
JULY 2022



Landlords must make decisions with tenants, not just involve them

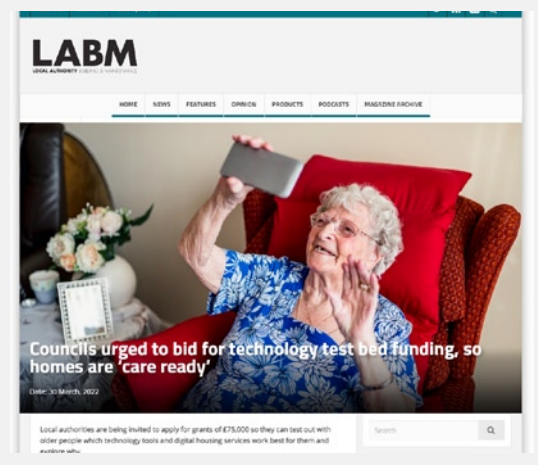
Tomorrow's Care

SEPTEMBER 2022



Local Authority Building & Maintenance

MARCH 2022



Councils urged to bid for technology test bed funding, so homes are 'care ready'

Southend Echo

SEPTEMBER 2023



Care Management Matters

JULY 2023

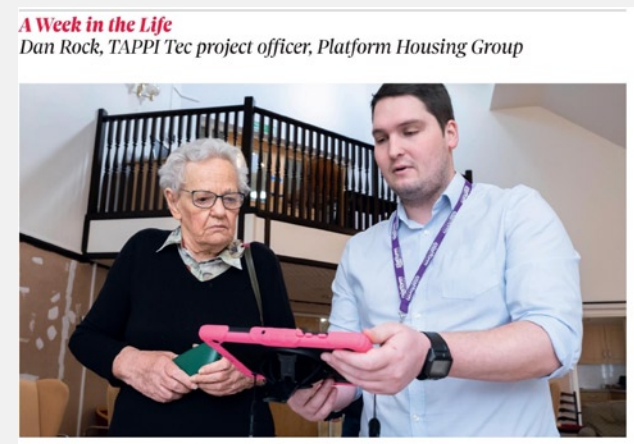


The power of co-production

Debra Edwards, a co-production champion for Technology for our Ageing Population: Panel for Innovation (TAPPI), shares her lived experience of drawing on care and support housing and reflects on the key principles that make co-production a success.

Inside Housing

AUGUST 2023



A Week in the Life Dan Rock, TAPPI Tec project officer, Platform Housing Group

Dan Rock talks through his week of helping older residents use technology to do the things they love

Tuesday Today I visit TAPPI residents in their flats. One woman has agoraphobia, and we talk about technology that might give her reassurance. I explain how a GPS alarm would allow the staff here to see her location when she's out and about. She thinks it might give her the confidence to go to the shops.

Monday This morning I hold a drop-in session with residents at Harling Court in Leobury, one of Platform's retirement villages. We've given digital tablets to 25 residents (most of them aged 75-80) as part of our Technology for our Ageing Population: Panel for Innovation (TAPPI) project. Through this, we want to learn how to better use technology with our older residents.

Wednesday I'm not at Harling Court today, so I have meetings. The first is with Platform's digital transformation officer. We discuss how learnings from TAPPI can be used to support older residents in other retirement villages and community properties.

Thursday I have an appointment this morning with a resident in his 80s who has been a long-term fundraiser for a local hospice. We spend two hours together setting up an online charity donation page for a fundraising film night he's organising. He makes lots of notes so he can use this knowledge in the future.

Friday It's admin day. When I'm at Harling Court, people grab me for a chat, but today, I collate all their suggestions and write evaluation reports.



Homecare Insight

SEPTEMBER 2022



Six housing providers awarded £440k to co-produce tech services with older residents

In the next issue of TEC Voice (January 2024) we'll update you on the suite of tools and products we've been developing so you can improve the way your organisation uses technology in housing and care.

And remember, the latest TAPPI news, blogs, press coverage, personal stories and all other resources can be found at:

www.housinglin.org.uk/TAPPI

Communicating the power of TEC

Speaking to the Marketing and Engagement team at TSA

TSA's events and comms capability has come a long way in recent years.

No one knows this more than Alan Williamson who joined TSA back in 2012 as an events freelancer and now heads up the organisation's four-strong strategic engagement and communications team.



"TSA has changed so much since I first started working here eleven years ago. To see it evolve from a traditional trade body into an independent, highly respected organisation that advises governments, regulators, the NHS and local authorities has been amazing, but we needed a marketing and events function that could step up too."

Alan Williamson
Head of Strategic Engagement and Communications

Cue Alan being appointed in 2022 to lead TSA's newly merged team. He brought together the previously separate events and marketing work streams, making sure that insights gathered from both could inform the content TSA pushes out to members and wider stakeholders.

"I knew that only a really strong team would be able to deliver on that brief," explains Alan. He began recruiting straight away and looked for top talent but also for individuals who were real team players. Events manager, Craig Doe; marketing and communications manager, Benedict Mason and policy and research officer Tim Dawson were all hired in the space of 12 months.

Tim analyses and digests relevant reports and policies along with getting firsthand feedback from members and influencers in care, health and housing. This is then fed into Benedict who leads on marketing and comms output, drawing out and distributing key messages for different audiences. Events manager, Craig Doe works closely with both Tim and Benedict to turn messaging into valuable events content.

The blended nature of TSA's engagement and comms team is clear from speaking to the team themselves.

"It's so refreshing to work with a team that are all pulling in the same direction and working towards the same goal", confirms Craig.



"It is rewarding to see how my work can help influence the development of a sector that enables people to live the lives they want independently."

Tim Dawson
Policy and Research Officer

Policy officer Tim Dawson agrees. "The team is amazing and the feeling that your work is grounded in a good cause makes all the difference. It is rewarding to see how my work can help influence the development of a sector that enables people to live the lives they want independently."

Benedict's own drive meant that earlier this year he attained his degree-level Chartered Institute of Marketing Level 6 Marketing Manager qualification, achieving a distinction – all whilst holding down a full-time job.



"The team is quite simply phenomenal. It's a pleasure to work with them. The drive and motivation they have inspires me daily."

Benedict Mason
Marketing and Communications Manager



For Tim Dawson, who joined TSA straight after university, a recent achievement was the role he played in developing a report about the use of TEC by Integrated Care Systems. "It feels like a massive achievement to have been involved from the initial discussions...to literature review and data collection, to interviewing key stakeholders, to writing up the report."

Craig's highlight was being part of planning and delivering TSA's most successful ITEC Conference ever. "With the most amount of delegates we've ever had, it is definitely one of my top achievements."

ITEC 2023 saw over 1,000 delegates visit the ICC in Birmingham, but next year's event is on track to be even bigger and better. "With the new team, we're in a much stronger position earlier in our planning phase," Alan notes. "Over 80% of exhibition stands have already sold out, 1,200 delegates are expected over the two days and 500 people will be attending the gala dinner. We've got 22 hours of content being delivered across three stages over two days."

But it's not just TSA's international conference that Alan is looking forward to delivering next year. He has big plans for events and content that guide members as they transition from analogue to digital, he's excited about TSA's inaugural State of the Sector report and also about hosting party conference fringe events, something TSA did for the first time this year.

"But my biggest achievement is the team," he says. "We're a young team – only 12 months old – but what we've all achieved in that 12 months has been remarkable. I'm so proud of their ethos and their sense of purpose."

Craig captures this sense of purpose when he describes what he likes best about his job:



"Making the TEC Sector the best it can be and most importantly helping so many people live healthier, happier lives in their own homes."

Craig Doe
Events Manager



Find out more about TSA's team here:

<https://www.tsa-voice.org.uk/about-tsa/tsa-team/>

A Milestone Event: The Future of Technology in Health & Social Care at The Kia Oval

Fully booked event highlights innovative partnerships in healthcare technology



Our recent event, 'The Future of Technology in Health & Social Care - Creating Partnerships & Changing Lives,' hosted at The Kia Oval in London, was a remarkable success, showcasing the evolving role of technology in enhancing health and social care. This sold-out event stands as a testament to the growing interest and investment in this critical sector and in the advancement of our industry.

An Inspiring Atmosphere of Innovation and Collaboration

The Kia Oval buzzed with energy and enthusiasm, as a diverse group of speakers, exhibitors, and delegates gathered to share insights and forge new connections. The discussions were rich and varied, delving into topics such as the importance of co-production, the integration of Technology Enabled Care with Urgent Community Responders, harnessing the digital shift, and prioritising people in the delivery of care.

The event provided a unique platform for thought leaders and practitioners to explore the myriad of ways technology can enhance health and social care. The exchange of ideas and experiences was invaluable, offering fresh perspectives on how to navigate and leverage the digital landscape in this sector.

Gratitude to Participants and Sponsors

Our sincere appreciation goes out to everyone who contributed to the success of this event. The speakers, exhibitors, and delegates brought invaluable insights and energy that are crucial for driving the industry forward. Special thanks are also due to our event sponsors, Everon and Appello, whose support played a pivotal role in bringing this event to life.

Anticipation for Future Events

This event has set a high bar for future gatherings. The TSA is committed to continuing this momentum, creating more opportunities for learning, networking, and collaboration in the health and social care technology space. We look forward to building on the connections and ideas generated at The Kia Oval and to seeing how they will shape the future of healthcare technology, and we are excited to see you all again at future TSA events.

To keep up to date with all the latest from TSA, visit the member news section of our website: tsa-voice.org.uk/news_and_views

TSA puts TEC in the picture at party conferences

For the first time ever, TSA hosted fringe events at all three of the main political party conferences.

Working in partnership with cross-party think tank Policy Connect and the Social Care Institute for Excellence (SCIE), we felt the time was right to explore how TEC-enabled services could alleviate the unprecedented pressure being felt by health and social care services and, importantly, help people to live really good, independent lives, for as long as possible.

Each fringe event was designed to examine the conditions a new government would need to put in place to drive wider adoption of personalised, preventative, proactive care.

We travelled up and down the country to ask this question, prompt ideas and stimulate debate. In Bournemouth, Manchester and Liverpool, the TSA team engaged with party members, government officials, social care and health leaders and policy analysts. We flew the flag for technology enabled care and strongly made the argument for TEC's part in preventative social care going forward.

At each event, we asked:

- How can a new government use its powers to leverage resources and build capacity in the system to meet the growing demand for care?
- What steps can the government take to remove barriers to innovation that supports independent living and wellbeing?
- How can government create the conditions for cross-sector innovation?

The response was varied but recurring themes included putting strong leadership in place to change culture around TEC adoption. Workforce and the importance of TEC training for staff was another common theme. Co-production and the critical role of people's lived experience in service and solution development was also heard loud and clear.



TSA shared a story about **Pam**, an 84-year-old who re-built her life using a web of proactive care, reactive TEC and community support. We wanted to use Pam's real-life experience to show the power of a support 'eco-system', wrapped around the person, along with the contribution this integrated approach can make to reducing demand in care and health systems.

We also talked about the need for better TEC evaluation and how endorsed quality assurance could enhance safety and standards.

Inspiring examples of sustainable funding initiatives, acceleration networks and ways to expand access to new technologies were provided. We wanted to get people talking about how a new government could spread innovation and integration of 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