Empowering People Lives

Alyson Scurfield
CEO, TSA

Our Mission

TSA

Drive Transformation and Growth of the TEC sector strengthening Partnerships, Data & People.

TEC Quality

Ensure Quality and safety setting, developing standards and providing independent and trusted audit and certification.

UKAS
PRODUCT
CERTIFICATION

People's everyday lives enriched, enhanced and enabled by technology-enabled care

Our Vision

TEC Quality

TSA™

An opportunity for TEC: Lord Darzi's NHS Report

Independent Investigation of the National Health Service in England

The Rt Hon. Professor the Lord Darzi of Denham OM KBE FRS FMedSci HonFREng

September 2024

13% *of NHS beds are occupied by people waiting for social care support or care in more appropriate settings.*

The NHS remains in the foothills of digital transformation.

The hundreds of thousands of NHS staff working outside hospitals urgently need the benefits of digital systems.

An opportunity for TEC: NHS Reform
TEC is Key to the Government Agenda

Prime Minister Sir Kier Starmer has promised:

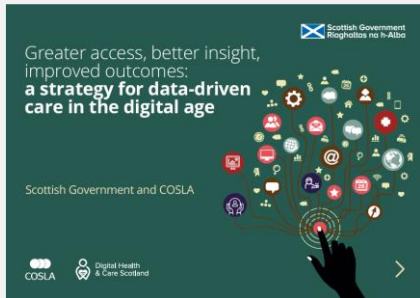*"the biggest re-imagining of our NHS since its birth"*

Outlining three big shifts for the NHS:

1. *Moving care from hospitals to the community*
2. *Shifting services from analogue to digital*
3. *Moving away from treating sickness to prevention*

He also declared that the Government's 10-year plan for the NHS will 'have the fingerprints of NHS staff and patients all over it.'

Unlocking Personalisation: Turning Strategy into Action

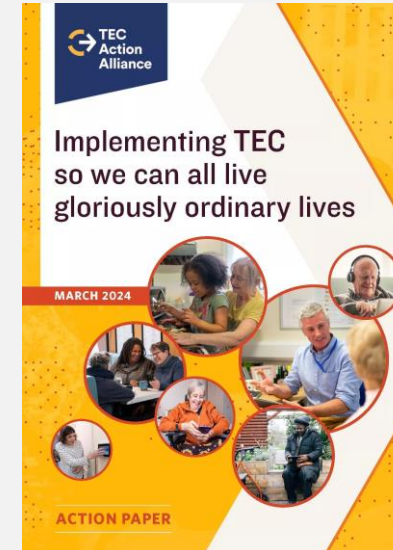**A strategy for data-driven care in the digital age**

February 2023

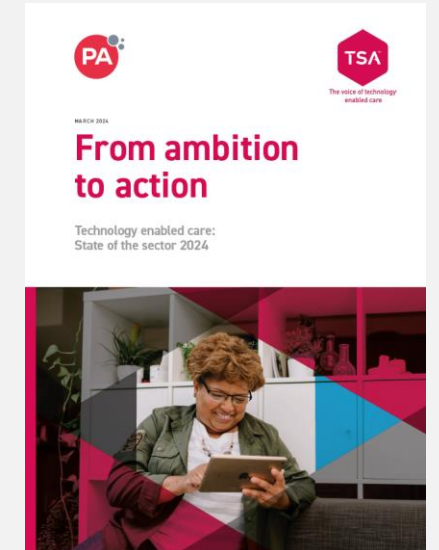**Care in the Digital Age: Delivery Plan 2023-24**

August 2023

Audit Scotland - Tackling digital exclusion

August 2024

Implementing TEC so we can all live gloriously ordinary lives

March 2024

TEC: State of the Sector

March 2024

What People Want From TEC

We need to re-focus on people, their families and unpaid carers:

- Co-production, so TEC is shaped and chosen by the people who will be using it

- Seamless TEC that links with the technologies people already use

- Familiar, easy to use technologies and devices

- Adoption of a common structure and language for TEC, to help with awareness and selection of the right solutions

Implementing technology to help people live really good lives:
What people want from technology enabled care

Author: Sarah Alden - 2024

https://tec-action.org.uk/research-implementing-technology-to-help-people-live-really-good-lives/

January 2024

TEC Quality - The Quality Standards Framework (QSF)

- The United Kingdom Accreditation Service is the sole national accreditation body recognised by the British government to assess the competence of organisations that provide certification, testing, inspection and calibration services

- TEC Quality runs the only externally accredited (UKAS) Quality Standards Framework for TEC in the UK,

- An Outcome Based Scheme that puts the person at the Heart of Service Delivery

- Drives Continuous Improvement and Innovation

- Embed Quality and Safety into Service Delivery

www.tecquality.org.uk

TEC as a Key Priority for Government

Partnership agreement with TSA, to promote the adoption of the Quality Standards Framework

- Analogue to digital commitment; Ministers from DHSC and DSIT letters to Suppliers, Communications Providers and Local Authorities

Revolutionise TEC Training with the Virtual Home

workforce@TSA-Voice.org.uk

- Over 6000 people utilising the virtual home across From 23 organisations within UK

- E-learning modules with scenario-based learning to support staff across health, care and housing

- Supporting the need for outcomes-led rather than technology led approaches

- Examples of local authorities seeing sustained increase of >39% in quality referrals into TEC services following application of virtual home solution

"immersive learning"

27 Technologies available
Kitchen
Smart / Remote Plugs
View the details of this technology.

Risks and Opportunities of Analogue to Digital Migration

New measures to better protect vulnerable customers agreed with Telecoms firms.

Public Switched Telephone Network charter
August 2024

Analogue to Digital Migration

UK National Telecare Advisory Board

- **National Action Plan**

Balancing risk and opportunity

- Risk of analogue devices over digital networks
- Resilience of digital TEC communications systems
- Risk profiling, risk stratification and protecting the most vulnerable

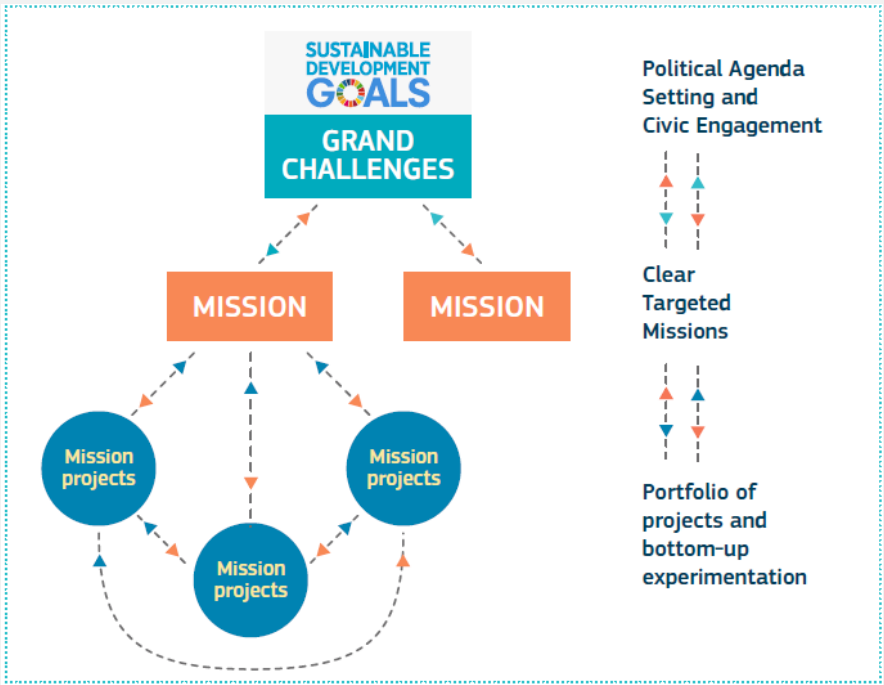**A trial with Carecall, TSA and Virgin Media 02**

Our Future Journey:
The Strategic Futures Advisory Committee (SFAC)

Purpose

- To support the TSA and TEC Quality Boards in setting the strategic direction and ensuring a long-term vision, with a focus on the 10-year horizon.

A Mission Centric Approach for Future Business Planning:

Define TSA missions (Jan 2025)

Develop and test mission projects (July 2025)

Implementation planning (Sept 2025)

Review, approval and launch (Dec 2025)

Our Future Journey:
The Sector Risk and Innovation Group (SRIG)

Purpose of the SRIG:
The overall purpose of the Group is to oversee operational risks and opportunities and to support the TSA Senior Management Team in their responses to these.
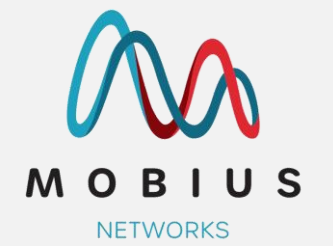
Current SRIG Work Programmes:

01	02	03	04	05
Barriers to Growth	**Cyber Security**	**Standards for Resilience of Services and Systems**	**Select or Define Standards for Interoperability & Integration of TEC**	**Digital TEC Skills**

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Thank you

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