People's Lives Enriched and Enhanced by Technology Enabled Care

Alyson Scurfield
CEO, TSA

BUSINESS PLAN

2023 - 25

Vision:

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

Purpose:

We shape the operating environment for the technology-enabled care sector to thrive and deliver our vision.

We are the trusted voice and source of knowledge to enhance the understanding, development and adoption of technology in care.

We drive quality by setting standards for the sector to improve outcomes that matter to people.

Technology-enabled lives: Delivering outcomes for people and providers

https://tec-action.org.uk/challenge-paper-technology-enabled-lives-delivering-outcomes-for-people-and-providers/

March 2023

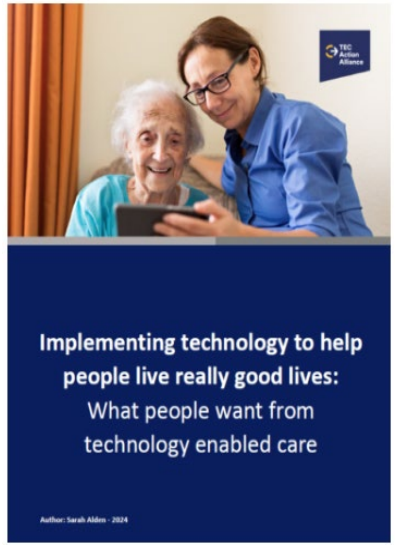
https://tec-action.org.uk/wp-content/uploads/2023/03/Getting-Started-in-Co-Production_v02-SINGLEPAGES.pdf

March 2023

"This Action Paper outlines a future where the voice of people is front and centre of decisions about technology enabled care".

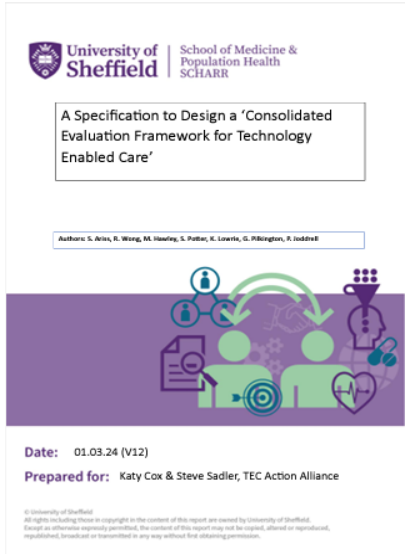
Clenton Farquharson MBE
Co-chair, TEC Action Alliance and
Chair, Think Local, Act Personal Partnership (TLAP)

Unlocking Personalisation: Turning Strategy into Action



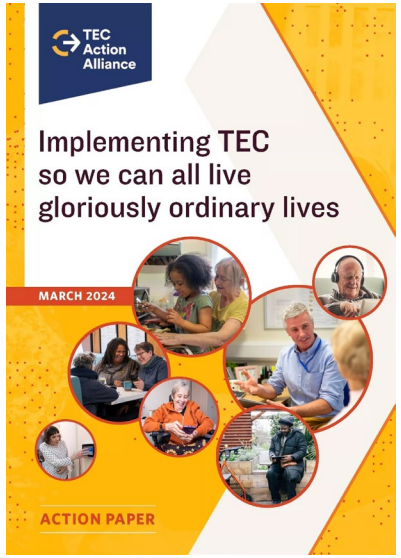
https://tec-action.org.uk/research-implementing-technology-to-help-people-live-really-good-lives/

January 2024



https://tec-action.org.uk/research-a-specification-to-design-a-consolidated-evaluation-framework-for-technology-enabled-care/

January 2024



Implementing TEC so we can all live gloriously ordinary lives

March 2024

From Ambition to Action

https://www.tsa-voice.org.uk/resources-library/state-of-the-sector/

March 2024

Workforce understanding stops TEC priorities

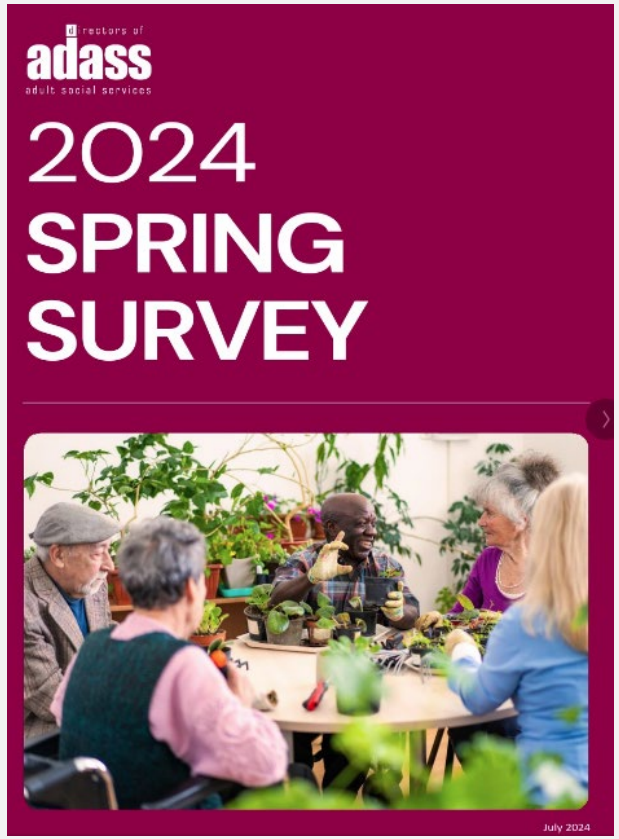
66%

Two in three (66%) commissioners say awareness of TEC within the council's workforce is a challenge or significant challenge

61%

Have low or no understanding of the full range of outcomes and people TEC can deliver positive outcomes for

From Ambition to Action

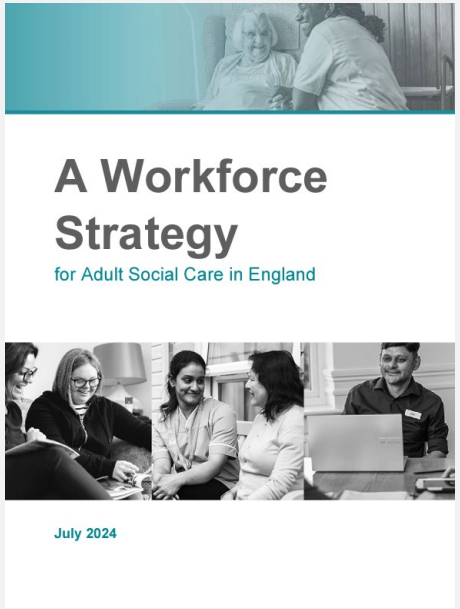


72% of Councils in England, plan to invest in Digital and Technology

The top ranked initiative that would make the biggest difference to upscaling and mainstreaming the use of digital technology in ASC is **'Ensuring staff have the skills and confidence they need to maximise the use of digital tools'**

https://www.adass.org.uk/wp-content/uploads/2024/07/ADASS-Spring-Survey-2024-FINAL-1.pdf

The National Workforce Strategy



https://www.skillsforcare.org.uk/Workforce-Strategy/resources/Supporting-resources/A-Workforce-Strategy-for-Adult-Social-Care-in-England.pdf

July 2024

- Empowering the future workforce by utilising technology and digital
- Opportunity to embed supporting tools and awareness of TEC within educational qualifications
- Develop a UKAS assurance scheme to ensure quality, safety and digital skills, public sector training tools for digital assessment enhanced by virtual reality hardware

Supported by members of the TEC Quality Board of Directors

Sir David Pearson
Co-Chair

Anna Severwright
Steering Group Member

Alyson Scurfield
Expert Panellist

Proactive and Preventative Care Services

https://www.tsa-voice.org.uk/tec-guidance/proactive-and-preventative-services---definitions-guidance/

March 2023

Working in partnership to unlock the power of proactive and preventative care services

Analogue to Digital Migration National Communications Charter and National Telecare Charter

Virgin media O2

TSA

GMCA GREATER MANCHESTER COMBINED AUTHORITY

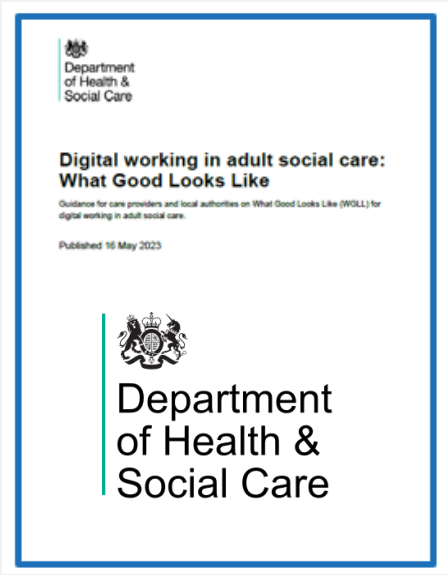
Department for Science, Innovation, & Technology

Department of Health & Social Care

Department for Levelling Up, Housing & Communities

Quality, Safety and Continuous Improvement

https://www.england.nhs.uk/long-read/delivery-plan-for-recovering-urgent-and-emergency-care-services-january-2023/



https://www.gov.uk/government/publications/digital-working-in-adult-social-care-what-good-looks-like/digital-working-in-adult-social-care-what-good-looks-like-for-local-authorities-and-care-providers

Procurement Frameworks Endorsing and Mandating QSF

NHS Shared Business Services

Consortium Procurement
reduce risk, save time, save money, be compliant

ESPO

pfh

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

Department of Health & Social Care

Department for Science, Innovation, & Technology

An opportunity for TEC: Lord Darzi's NHS Report

https://assets.publishing.service.gov.uk/media/66e1b49e3b0c9e88544a0049/Lord-Darzi-Independent-Investigation-of-the-National-Health-Service-in-England.pdf

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.’

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