



**TRANSFORMING LIVES**

THROUGH DIGITAL INNOVATION

The International Technology Enabled Care Conference. Unlocking insights. Building knowledge. Improving outcomes.

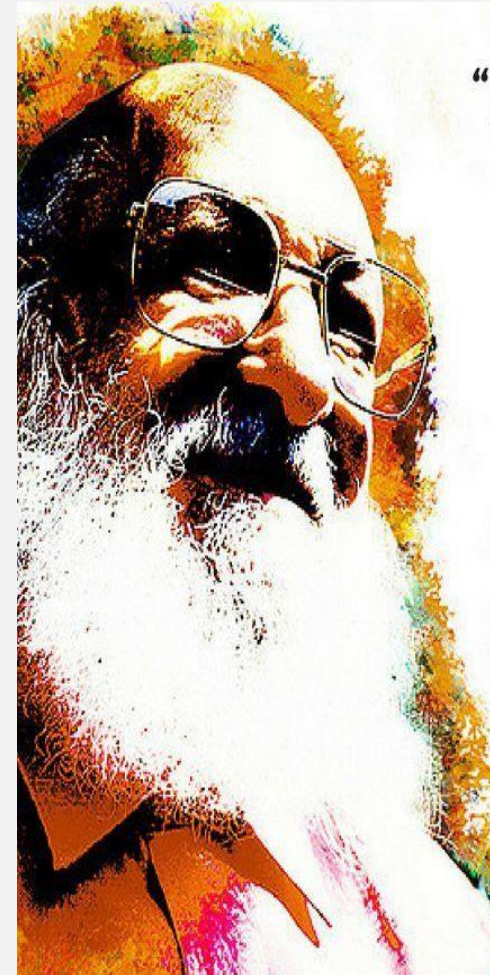
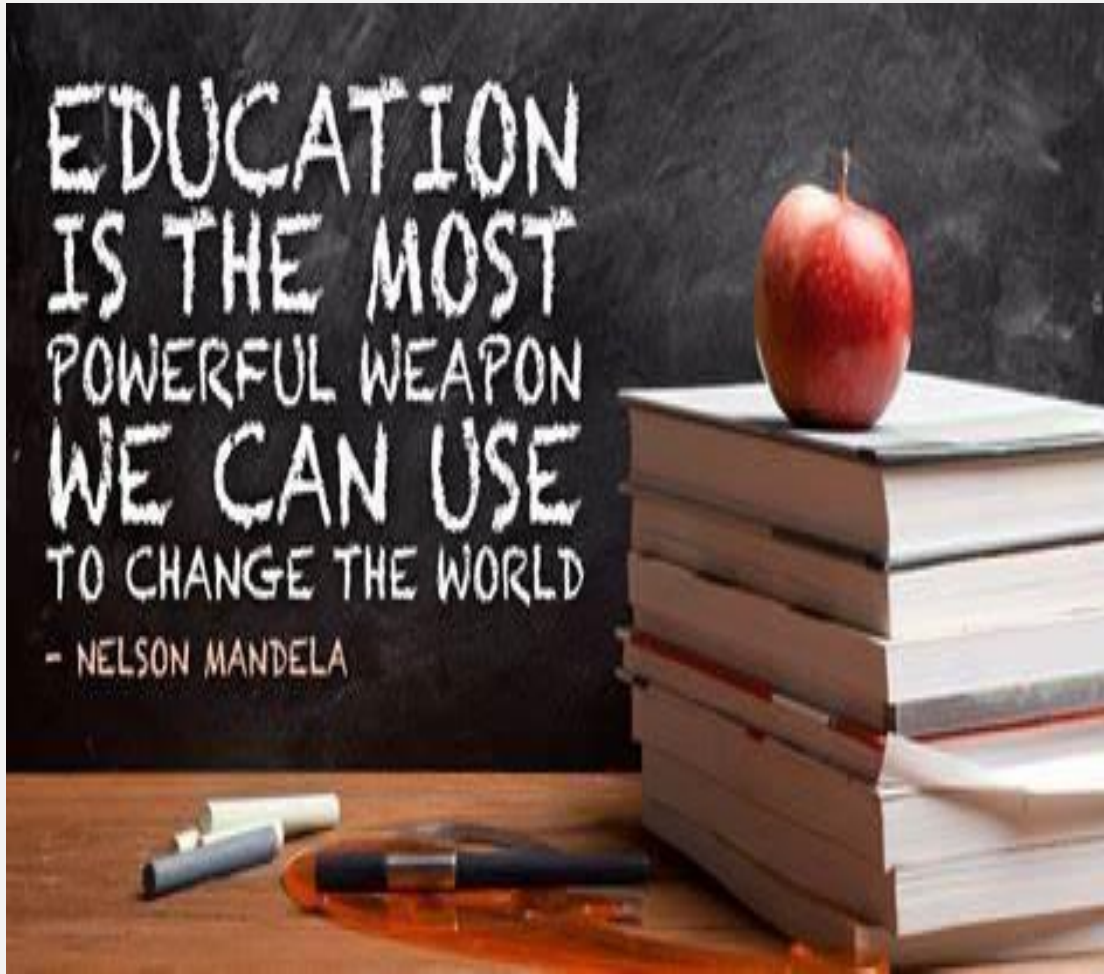
**TSA™**

# Learning and Development for the TEC Workforce

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# Transformation through education .....



“Education does not transform the World. Education changes People. People change the World.”

— Paulo Freire

# How the Strategy supports the Government's three shifts

## Hospital to community

The Strategy is designed to enable effective social care, delivered by a skilled, well-staffed and valued workforce. This plays a central role in providing integrated, person-centred care for people in their communities – **reducing demand on the NHS.**

## Analogue to digital

The Strategy is designed to harness and integrate digital technology, data and artificial intelligence. This will improve the quality and value of social care for the people drawing on it and the taxpayer. It will increase the efficiency with which care is delivered and enables the sector to attract people with digital skills. **Everyone working in care will have access to the right training opportunities to use digital, data and technology effectively and ethically.**

## Sickness to prevention

The Strategy is designed to facilitate effective social care that enables people to live better and reduces the number of people needing NHS treatment. **A skilled, well-staffed and valued workforce, with time to support people before their needs escalate, plays a central role in preventing illness.**

### Three strategic shifts

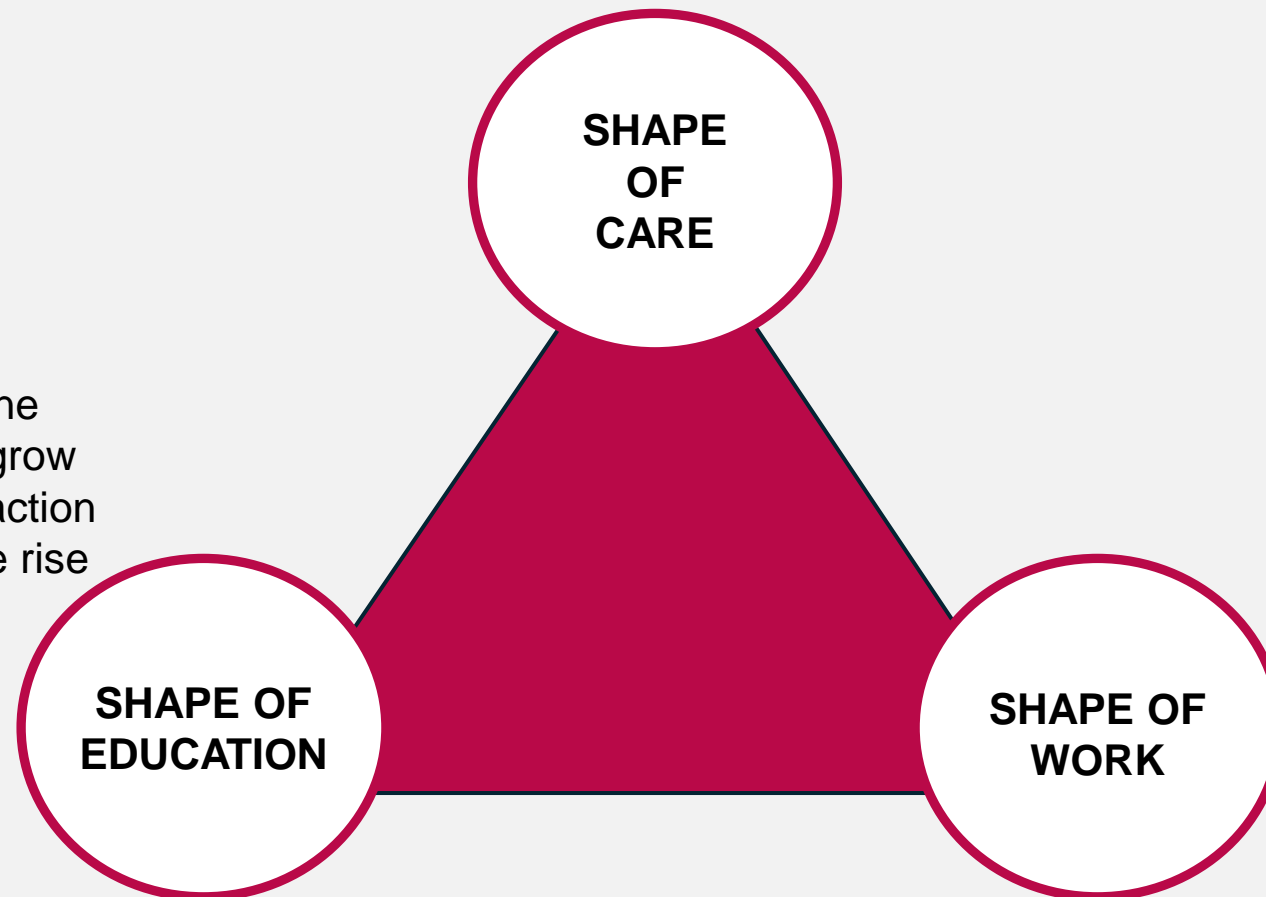
1 Hospital  
↓  
Community

2 Analogue  
↓  
Digital

3 Sickness  
↓  
Prevention

# Drivers of Change

- Prevention – Avoid hospital admission
- Integration of health and social care
- Different roles and skills in technology



- Technical Infusion – Online learning will continue to grow
- Micro-learning – more traction
- Lifelong Learning – on the rise

- Expectations changing
- 18-year-olds – most racially and ethnically diverse generation in history
- Work/life balance important

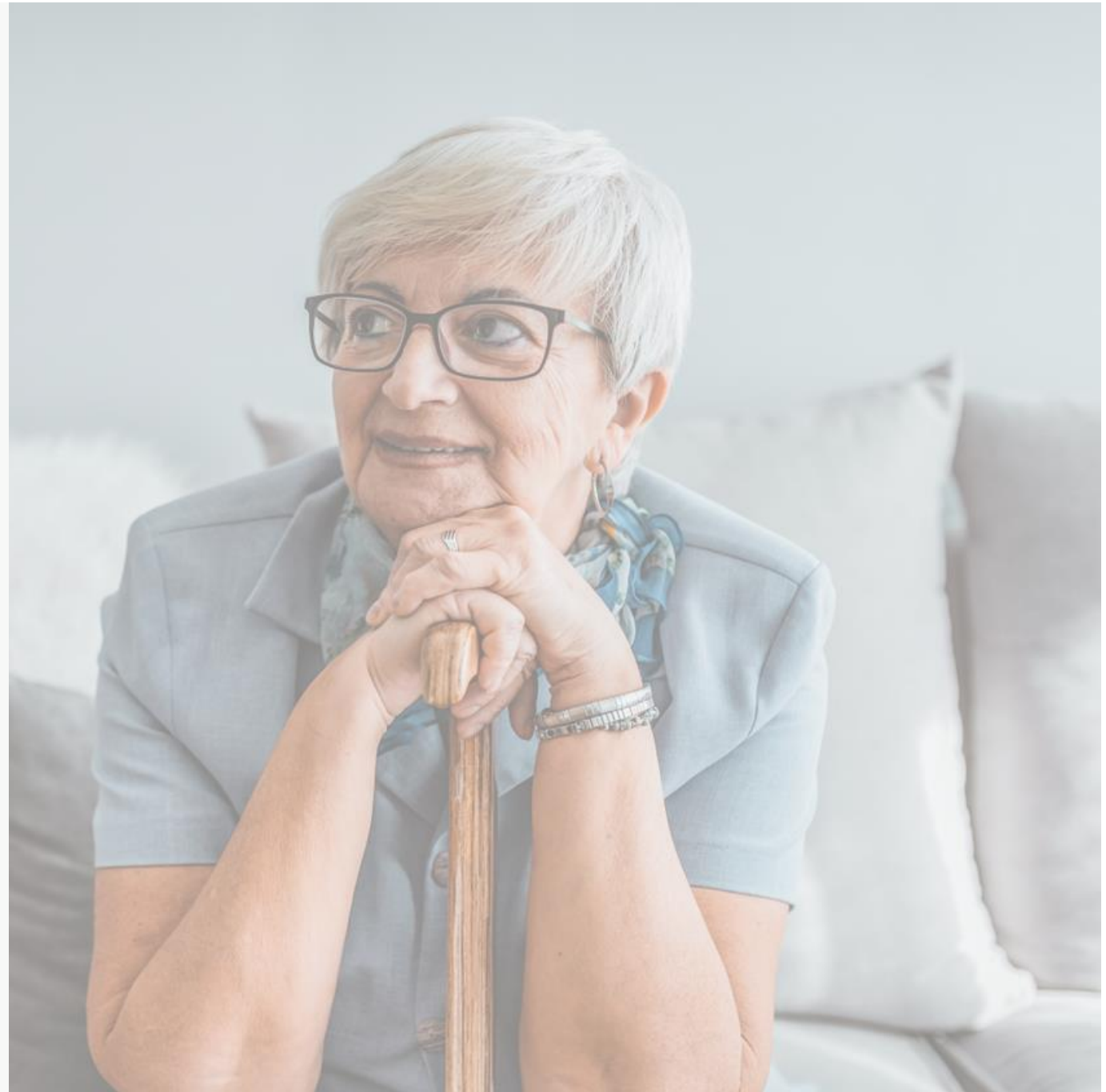
# Our Purpose



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



# TSA: Building our future direction of travel



**What to do?**

**Policy Standards  
Risk-based**



**Quality Standards Framework**



**Achieving Accreditation Status (Audit)**



**How to do it:**

**Core Workforce Knowledge**

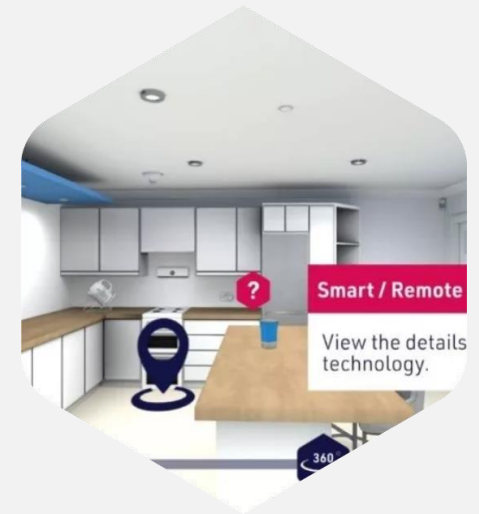


Call Handling  
Assessing & Installation  
Responder

**Moving to a Digital Mindset**



Virtual Property Portfolio  
E-learning: TEC Explorer  
TEC Expert



# National Context



- **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**

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

# Workforce Development: The Virtual Home



- 5500+ people utilising the virtual home across 20+ 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 >30% in quality referrals into TEC services following application of virtual home solution
- Opportunity to position as supporting tool within health and care courses across Further Education & Higher Education





# Workforce Development: The Virtual Home



Building confidence in awareness and driving on-going TEC prescribing – 95% felt more confident after the Virtual Home training

Supporting staff – retention and upskilling – providing on-going knowledge and skills

Reach – across Local Authorities; NHS; Private Providers; Housing Associations; Voluntary & Community Sector – greater impact across the TEC sector

Learning that transforms lives through application of knowledge

Evidence base – feedback from English local authorities that VH supports evidence provided to the CQC adult social care audit process



**TSA**<sup>TM</sup>

# Virtual Home Stakeholder Group

# Purpose

## **USERS:**

- Occupational Therapists
- Social Workers
- Commissioners
- Access Teams
- Home enablement teams
- External Partners
- Children's Services
- Learning Disability Teams



## **POTENTIAL USERS:**

- Public Use
- Students

## **BENEFITS:**

- Greater awareness of TEC
- Increased TEC referrals
- Quality of referrals improved
- Drives culture change
- Improved assessment
- Create 'front end' confidence (as enshrined under the Care Act)
- Part of 'Prevention' approach
- Potential to improve retention of staff

## Implementation:

Not mandated

Mandated

Higher level modules used for Social Workers/OT's/Commissioners

Kick start for culture change ahead of transition

Five-year strategy – to build the TEC know-how

Part of strategy to build a 'Workforce fit for the future'

# Barriers

Staff changes – lose momentum of adoption

Changes in priorities

Increased TEC will create budget challenges

Still struggling to find time for development

Organisation leaders not seeing the importance

Not sufficient understanding

## Enhancements proposed:

Consideration of different users

Ability to go to the different locations quickly

Enhanced navigation

Understand collective data needs

Consistent author style – who are we talking to?

More structure assessments / scenarios - application

## Learning Points:

Implement cultural change campaign alongside roll out of Virtual Home

Put measures in place prior to roll out (pre and post) to assess impact – create case for funding

Need to demonstrate value – full cost: benefit analysis

Involve Learning and Development Teams – embed as part of workforce training

Shift in mindset required at the top of the organisation to create a 'digital by default' culture – part of risk management strategy

## Learning Points:

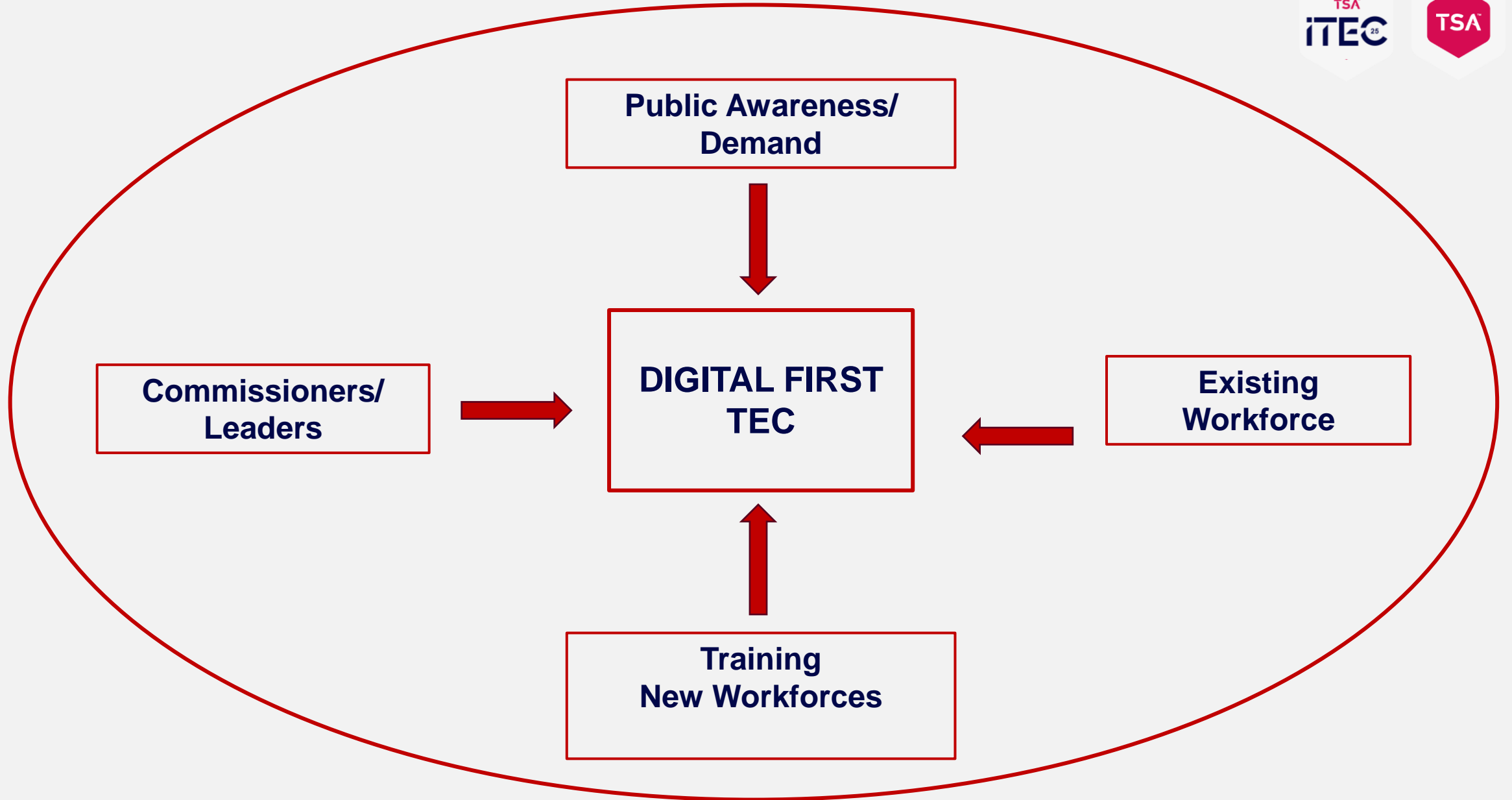
Use data from training to have informed conversations with colleagues

Create 'protected' time for staff to go through the learning

Need to explain what we mean by 'digital first'/'technology first' – are they the same thing?

Consideration of future workforce expectations – digital part of everyday life – will social care feel like stepping back into the 1990's





# North East Virtual Home Deployment



The NHS in North East and North Cumbria is delighted



# Thank You

[www.tsa-voice.org.uk](http://www.tsa-voice.org.uk)

#ITEC2025

