Empowering People's Lives

Alyson Scurfield

Chief Executive, TEC Services Association

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

Unlocking Personalisation: Turning Strategy into Action

People at the Heart of Care

Dec 2021

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
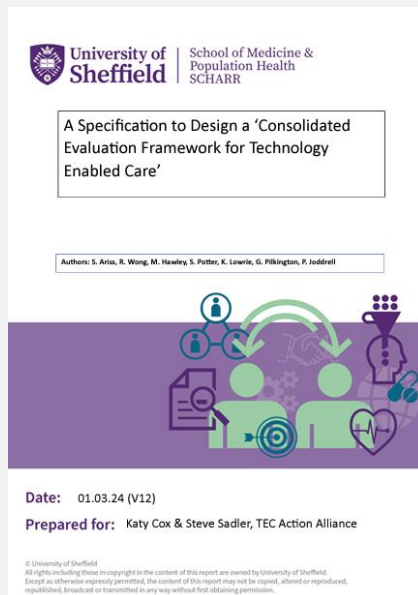
Author: Sarah Alden - 2024

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

January 2024

Building the Business Case

University of Sheffield — School of Medicine & Population Health SCHARR

A Specification to Design a 'Consolidated Evaluation Framework for Technology Enabled Care'

Authors: S. Ariss, R. Wong, M. Hawley, S. Potter, K. Lowrie, G. Pilkington, P. Joddrell

Date: 01.03.24 (V12)
Prepared for: Katy Cox & Steve Sadler, TEC Action Alliance

Research: A Specification to Design a 'Consolidated Evaluation Framework for Technology Enabled Care'

March 2024

- **Diverse Methods Identified**: Highlighting the variety in evaluation approaches.

- **Need for Unified Framework**: Emphasises integration for broader applicability.

- **Interim Framework Recommended**: Utilising existing framework components that supports scaling-up and sustainability

- **Framework Essentials**: 14 key elements targeting innovation, economic impact, and sustainability.

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

Continuous improvement - National Communications Charter and National Telecare Charter

A Workforce Strategy for Adult Social Care

Led by Skills for Care, the ASC workforce strategy will:

- Identify the adult social care workforce needed over the next 15 years

- Ensuring the sector has enough of the right people with the right skills

- Complement the NHS Long Term Workforce Plan

State of the Sector

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

66%

Have low or no understanding of how to make a high-quality referral.

61%

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

Workforce Development: The Virtual House

"immersive learning"

27 Technologies available
Kitchen

Smart / Remote Plugs

View the details of this technology.

- 1200 people supported through the virtual house across 13 organisations within the region

- Goal of 100 people onboarded per organisation

- 1/3 of people have completed the TEC Explorer module

- Focus is on supporting organisations to embed virtual house and increase completion rates

- Further expansion into health and housing teams being explored over the coming months
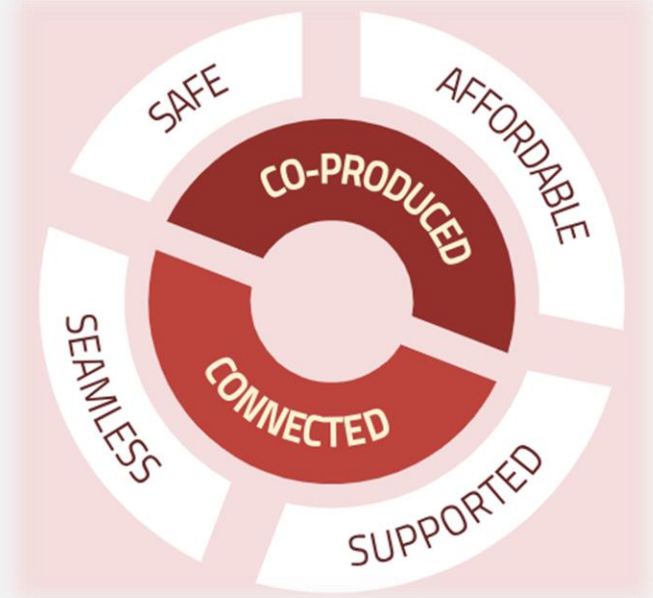
Building Strong Foundations for TEC Services and UCR

Technology Enabled Care (TEC) Referral Guidance

Direction on how TEC providers are to establish referral pathways into Urgent Community Response (UCR)

Version 1.0

Technology Enabled Care Referral Guidance

January 2024

https://www.england.nhs.uk/publication/technology-enabled-care-referral-guidance/

5 'gold standard' indicators for areas to work towards

1 There are direct referral routes in place from locally operating QSF-certified TEC responder services into the UCR service, which don't rely on clinician-to-clinician referral

2 Only activity which is inappropriate for UCR response is directed to 999, with responsibility being maintained by the TEC provider until this transfer of care occurs

3 The UCR service has open lines of communication into its locally operating QSF-certified TEC responder services, which limit the amount of rejected referrals due to capacity limitations

4 Training on appropriate referral reasons is available to local QSF-certified TEC responder services, with the UCR service having an 'accept all' approach to referrals from providers who've completed this training

5 Induction and refresher training for TEC to UCR pathway is co-designed and co-delivered frequently, with at least quarterly PDSA approaches to understand the reason for and mitigate against future rejected referrals

'Stronger Together'

Thank you

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