The Right Care
The Right Place
The Right Time

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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

Vision for Technology Enabled Care

- People have access to alternative, at-home support and interventions, enabled by technology

- Care and support is personalised and co-produced

- Adoption of proactive & preventative services that avoid crises and provide better connection into the local community

- Digital enablement of care and support, where services are driven by both personal and population data

- TEC integrates with health & care in terms of people, process and data

- Care workforce has awareness, digital skills & flexibility

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

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.

- 4500+ people supported through the virtual house 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

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
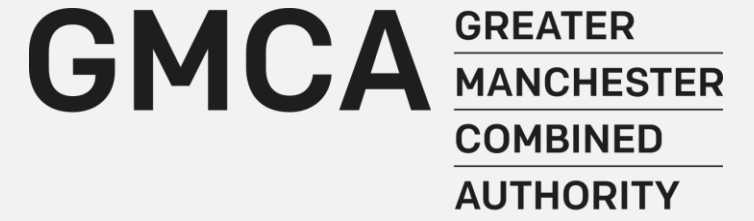
Building Strong Foundations for TEC Services and UCR

Technology Enabled Care (TEC) Referral Guidance

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

Version 1.0

NHS England

Technology Enabled Care Referral Guidance

January 2024

NHS England

TSA — The voice of technology enabled care

TEC Quality — Quality · Safety · Innovation

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

Foundations for an integrated approach

- Interoperability across solutions and systems as a driving principle

- Service approach – virtual wards blending with virtual care

- Effective reaction to crises alongside proactive intervention

- Collaboration across health, housing and care – from vision to delivery

- Ability to demonstrate benefits at individual, service and system level

- Driven by end-to-end quality across service and solutions

Slowing down the progression of need
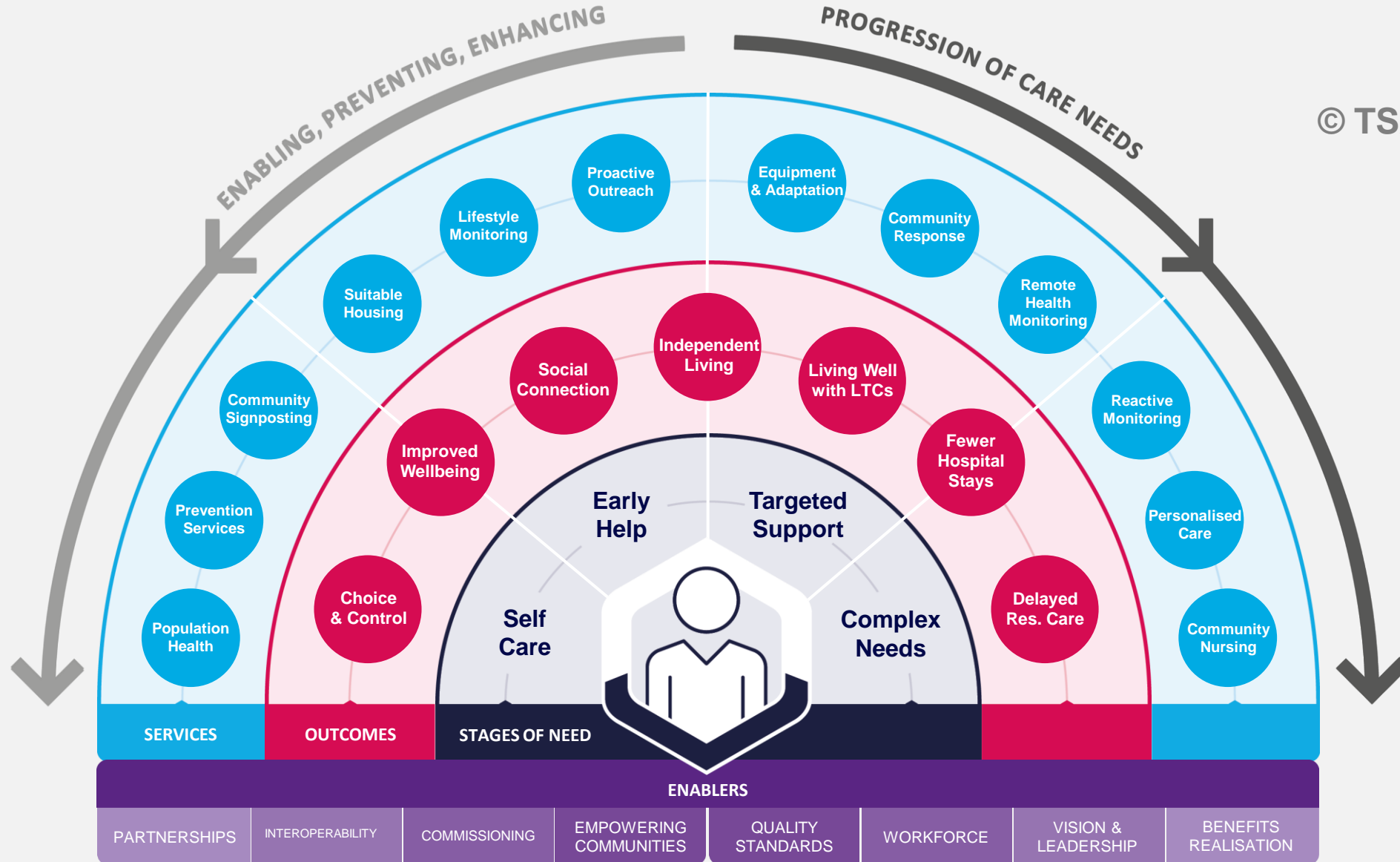
Why shift to a more proactive service model?

Targeted proactive services provide four clear benefits to health and care commissioners and service providers:

- Support the delivery of better care experiences and better personalised care outcomes – moving away from 'just in case' support to enabling support

- Support effective capacity management by indicating when intervention is required, but also when it is safe to step back.

- Help realise cost avoidance and reduction where aligned to greater independence across social care and health.

- Support the development of non-emergency responder services in partnership with voluntary and not for profit organisations to coordinate support for individuals.

Key drivers for proactive engagement across Social Care, Health, Public Health and Housing

Delivering proactive (video) calls to identified vulnerable/socially isolated people to promote Public Health messages – e.g. keeping hydrated, preparing for Winter, reminder of exercise routines post reablement

Enabling care delivery at distance - through virtual care visits (medication checks, wellbeing calls) – working in collaboration with domiciliary care agencies to mitigate carer capacity issues

Embedding digital technology within housing provision – effective support of vulnerable tenants (wellbeing clinics, social inclusion) and enabling efficiencies (AI delivering wellbeing checks at scale, concierge services, reminders/calendars, hydration monitoring/insights)

TSA

Thank you

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