

TSA™

unlocking personalised outcomes

ADASS East - Building Positive Futures

8 December 2021





Our Mission

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

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



Our Vision



Adult social care must be shaped around individuals, putting the power into their hands so they can choose and control the support they want and maintain their own wellbeing and health.



Technology can enable this, empowering family and community networks and ensuring care and support is joined-up, preventative, responsive and tailored to people's needs and aspirations.

TSA



ADASS TSA COMMISSION

EXPLORING HOW TECHNOLOGY CAN BE TRULY INTEGRATED INTO ADULT SOCIAL CARE

FINAL REPORT & RECOMMENDATIONS - MARCH 2021

directors of
adass
adult social services

TSA

directors of
adass
adult social services

Who was involved?

11

People, families
and carers who
access social care

14

Directors and
assistant directors
of adult social care

6

Front line care
professionals

20

Leaders across
local government,
housing and health

5

Technology
suppliers

Evidence from reports, research and case studies, too

Graham Allen
Director of Adults' Health and
Care, Hampshire County Council

Andy Begley
Chief Executive Officer,
Shropshire Council

Rafael Bengoa
Commission Chair and CoDirector,
Institute for Health
& Strategy, Bilbao, Spain

Paul Burstow
President, TEC Services
Association (TSA)

Steve Carefull
Director, PA Consulting

Jo Chandler
Head of Adult Social Care
Tech & Data - Strategy,
Skills & Innovation, NHSX

Mike Chard
Assistant Chief Officer/
Senior Officer, ADASS

George Crooks
Chief Executive Officer, Digital
Health and Care Institute (DHI)

Emily Fleming
Policy Head, Social Care
Innovation and Skills, NHSX

Steve Gates
Managing Director, Taking Care

Miro Griffiths
Research Fellow, School
of Sociology and Social
Policy, University of Leeds

Sharon Houlden
Executive Director Adult Social Care and
Health, Royal Borough of Kingston upon
Thames and ADASS Digital
Communications & Technology Lead

Peter O'Hara
Founder and CEO,
OLM Systems

Iain MacBeath
Strategic Director of Health and
Wellbeing at City of Bradford
Metropolitan District Council and ADASS
Honorary Treasurer

Adam Ratliff
Head of Marketing,
OLM Systems

Sir David Pearson
Chair of TEC Quality

Jeremy Porteus
Chief Executive Officer,
Housing LIN

Steve Sadler
Technology Strategist, TEC
Services Association (TSA)

Alyson Scurfield
Chief Executive Officer, TEC
Services Association (TSA)

Gordon Sutherland
Group CEO, Tunstall Healthcare

Angus Honeysett
Head of Market Access,
Tunstall Healthcare

Alison Tombs
Assistant Director, Wellbeing
and Assessment, North
Tyneside and ADASS Extended
Trustee

Jane Townson
Chief Executive Officer,
United Kingdom Homecare
Association (UKHCA)

Kapil Vijh
Senior Policy Advisor, Models of Care
Team, Social Care Quality
Directorate, Department of Health
and Social Care

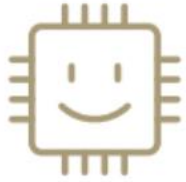
Simon Williams
Director, Local Government
Association (LGA)

Helena Zaum
Industry Solutions
Manager, Microsoft

READ ADASS-TSA REPORT >>

<https://www.tsa-voice.org.uk/adass-tsa-comm/>

Recommendations



Technology enabled services need to be proactive and co-produced with people, their families and carers.



Digital infrastructure, skills and approaches in adult social care must improve so individuals and the care workforce can maximise digital opportunities.



People must own and control their health and social care data and enable access by the right people, at the right time.

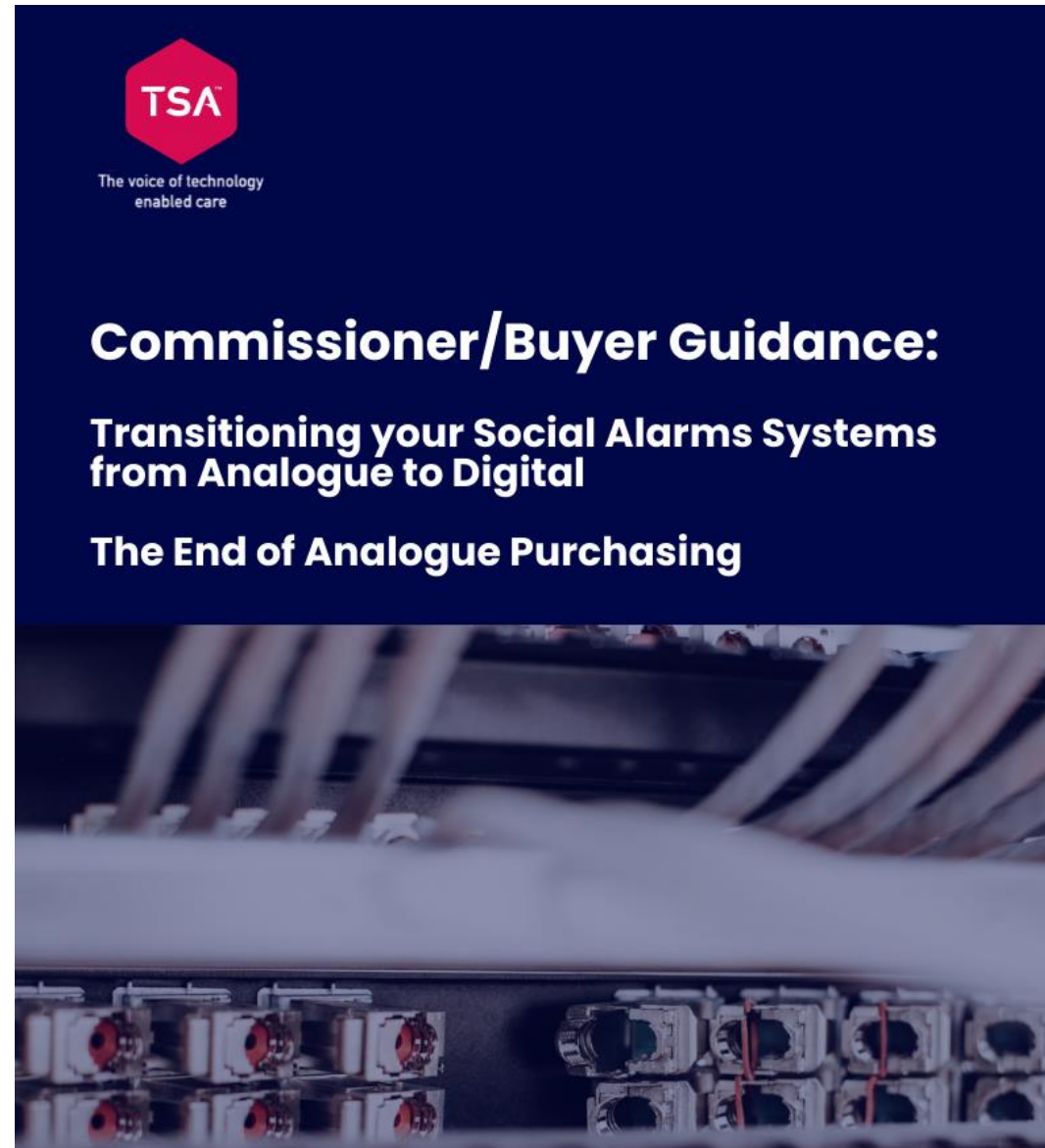


More collaboration is needed in care and support across all levels, so services and policies are joined-up and contribute to the wider wellbeing of people, their families and carers.

TSA Guidance

The End of Analogue Purchasing

- The real risks of analogue
- Commissioning TEC safely
- Gateway to modern proactive service models enabled by digital
- Migrating and implementing digital - getting it right first time



<https://www.tsa-voice.org.uk/campaigns/digital-shift/social-alarms-systems-from-analogue-to-digital/>

Overview of the UK application of enabling technology and TEC services

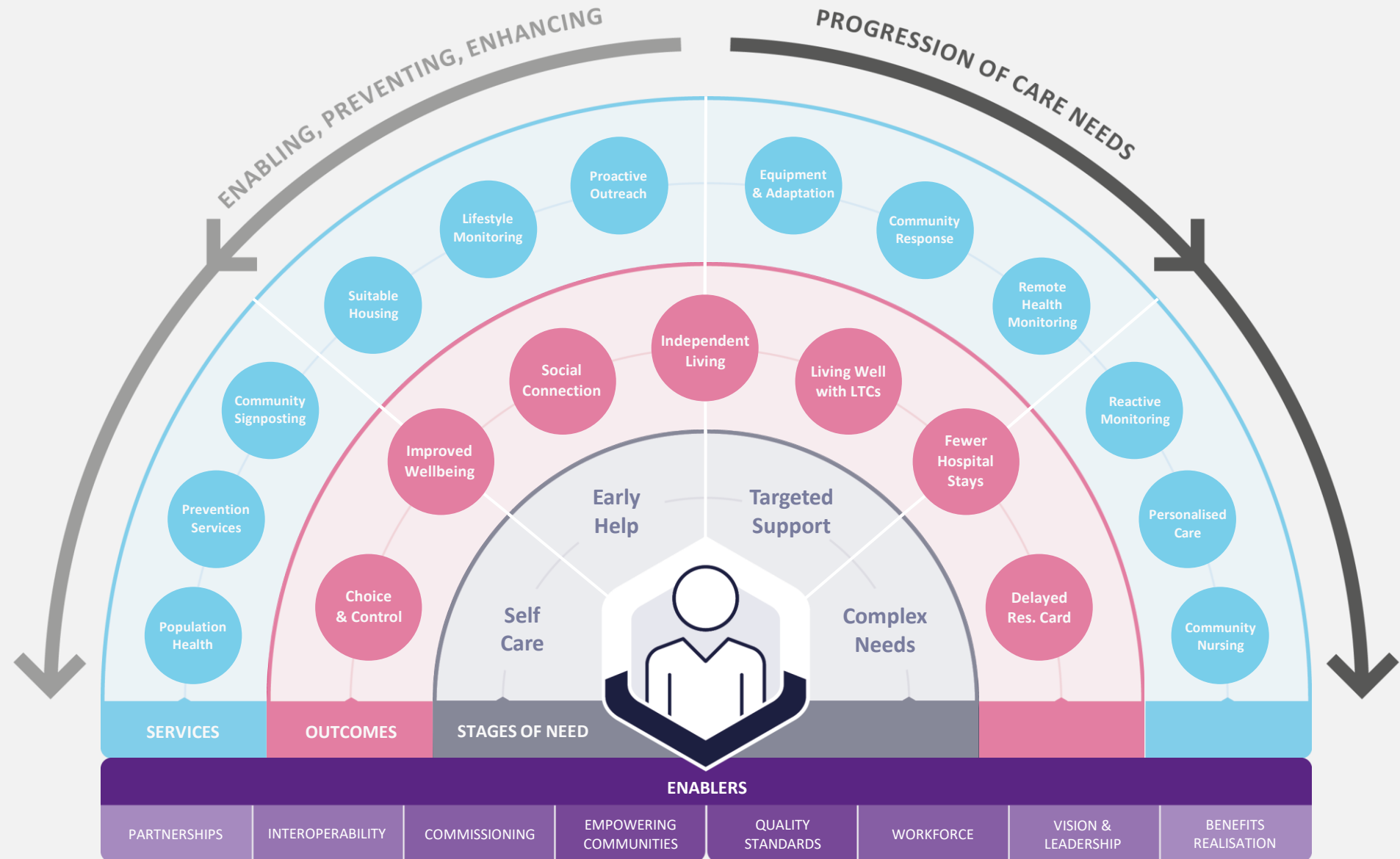


- c.180 alarm receiving centres currently in place:
 - c.1.3 million dispersed connections / c.0.5 million grouped connections
- 26% of those currently in receipt of TEC services are privately paying for their service
- From a digital survey to TSA service provider members in May 2021, 8% of the dispersed connections (from those that responded) were digitally capable
- New Proactive services are being developed – ranging from wellbeing calls to medication checks over a video call through to use of smart monitoring in the home and proactive outreach ahead of crisis, enabled by insights and data intelligence around patterns of movement, risks of falls or UTI
- Strong demand for interoperability and solutions to support people outside of the home
- Far greater need identified for simple tools and apps to support routine and promote self-care – particularly within LD and Autism
- Growth in provision of mobile response – supporting non-injury falls and avoiding ambulance callouts – vital in providing a wrap-around service & increasingly needed where people do not have family networks to support

Key drivers for technology – TEC development areas across Social Care, Health, Public Health and Housing

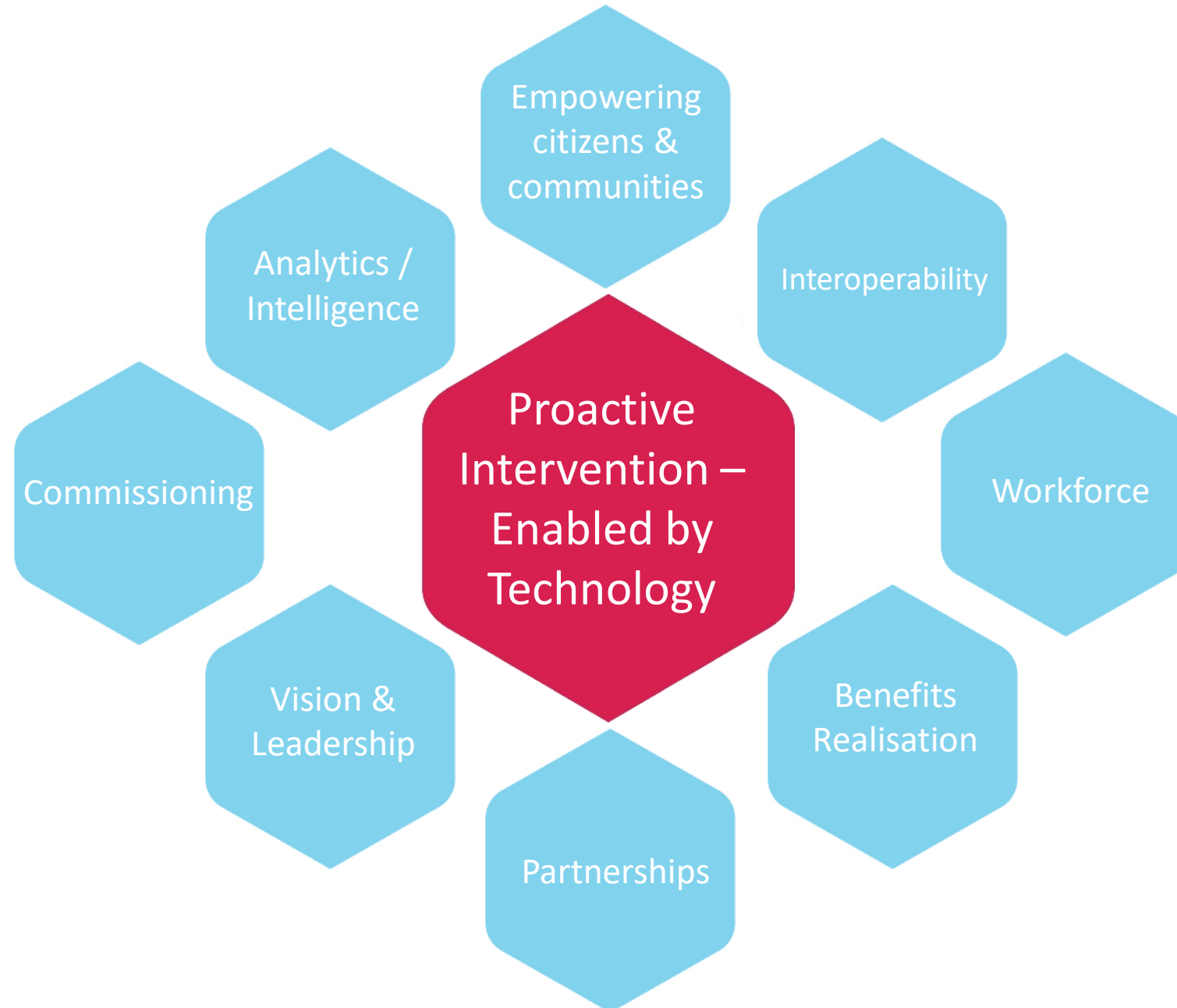


- **Inactivity monitoring/dehydration** - identifying lack of movement and providing prompts to move about the property, make a drink - focus on reducing risk of UTI/falls
- **Reducing risk of falls** - utilising wearable technology and activity sensors to understand falls risks and capture predictive data/trends or utilising gait analysis and exercise programmes
- **Delivering proactive (video) calls to identified vulnerable and socially isolated people to promote Public Health messages** – e.g. flu jab reminder, keeping hydrated, preparing for Winter, reminder of exercise routines post reablement
- **Supporting independence in the community** – enabling activity outside of the home, supported through location devices, fall alerts and two-way communication to reduce risks and enable timely response to the individual
- **Enabling care delivery at distance** - through virtual care visits (medication checks, wellbeing calls) – working in collaboration with domiciliary care agencies
- **Embedding digital technology within housing provision** – effective support of vulnerable tenants (wellbeing clinics, social inclusion) and enabling efficiencies (housing repairs, concierge, reminders/calendars)



Key Enablers for effective Telecare service delivery

TSA



Key Enablers for effective Telecare service delivery

TSA

Vision & Leadership

A strategic owner is important as any Telecare development programme cuts across Health & Social Care and needs to be prioritised correctly – Covid-19 has shown the significant role enabling technologies can play in supporting timely intervention and keeping people connected – focus must be on technology enabled care services embedded within care and support

The level of culture change required in an organisation requires a significant amount of training across all teams and management – understanding how Telecare services can support outcomes and part of a strengths-based approach rather than too much focus on just the technology solutions

Workforce

Partnerships

A digital first culture must engage a range of stakeholders and demonstrate clear benefits to partners across health, housing, independent sector care provision, primary care – clarity on ‘what’s in it for me?’ for each partner

Crucial to have a benefits realisation approach from the outset, rather than retrospective studies – important to have Finance engaged from the start to lead benefits tracking and realisation as cost savings/avoidance must be tracked at individual care package level, identified within an outcomes-focused referral and made visible at all levels in a simple way

Benefits Realisation

Key Enablers for effective Telecare service delivery

TSA[®]

Commissioning

Commissioning services in line with key demand drivers across the health and care system, e.g. identifying relevant risk indicators to review Telecare users against, determining levels of risk, frequency of proactive contact, potential additional topics to cover – e.g. falls history, living alone, post reablement follow up, vulnerable to poor air quality

Utilising data in real-time to gather insights & take proactive action – supporting evidence-based decision making, empowering health & care staff to know when to intervene and equally when to take a step back – e.g. understanding changes in patterns such as bathroom visits, kettle usage, inactivity between care visits

Analytics / Intelligence

Interoperability

Enables far greater access to intelligent data across multiple solutions, supporting family & carers to know more about their loved ones and how they are being supported through sharing of data, assists Telecare service providers to develop and deliver a service in line with growing customer/consumer demands – e.g. understanding how smart speakers & everyday devices in the home can support intelligence gathering and delivery of outreach

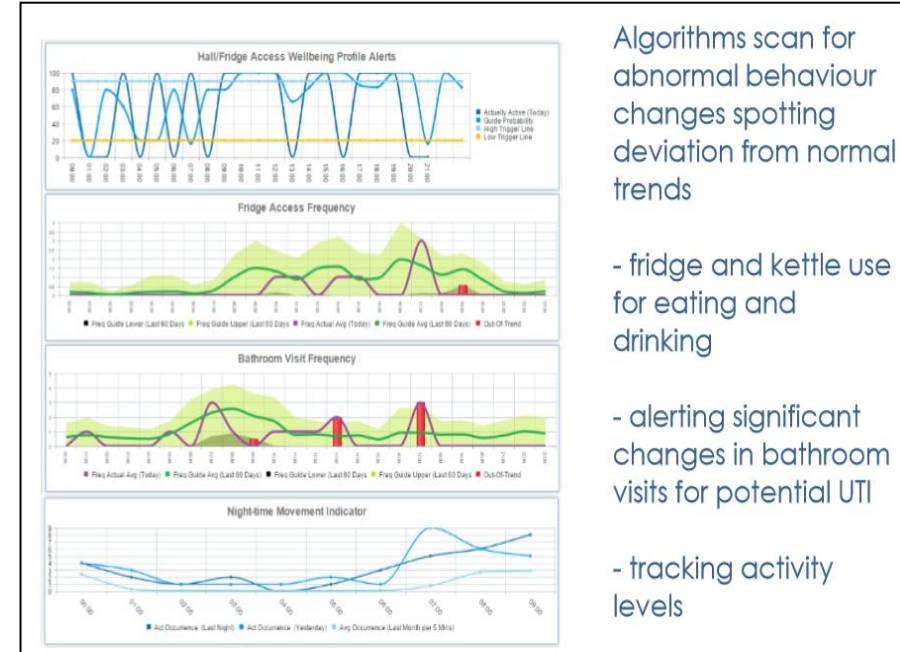
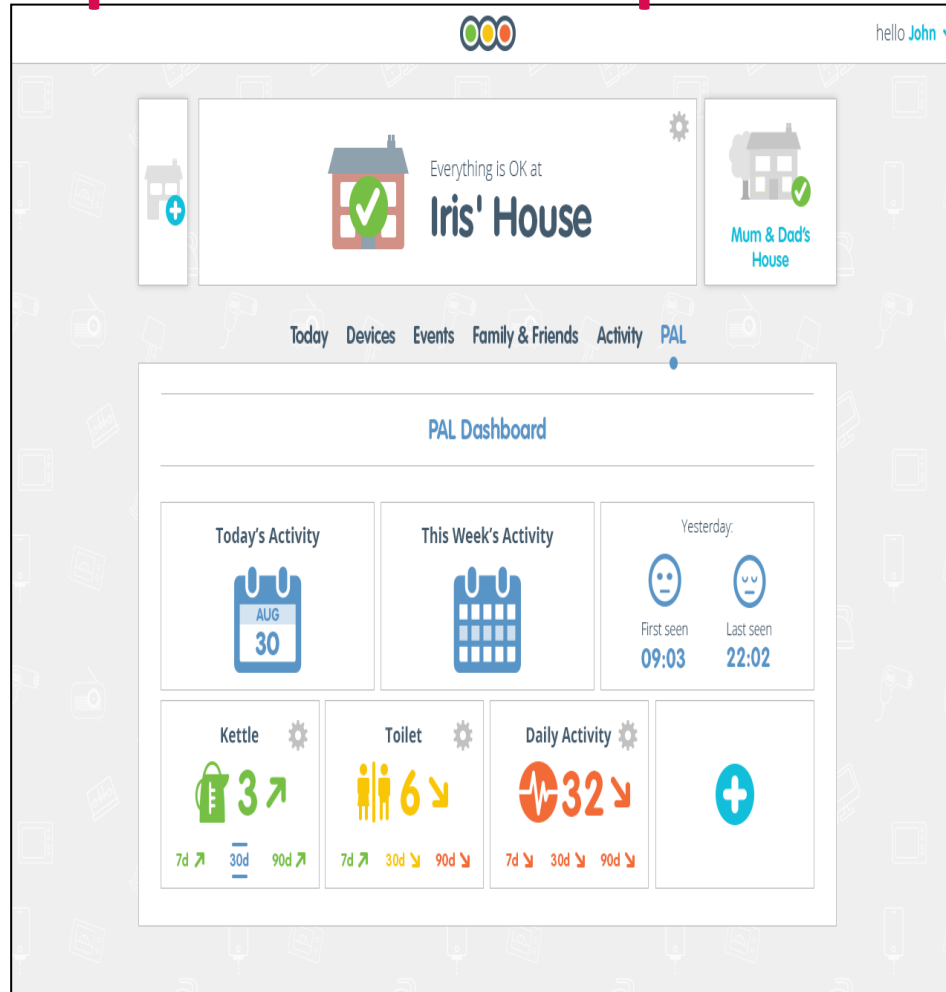
Critical to have strong links with the community as part of the wrap-around support provided, tapping into local groups, working with befriending services, engaging with voluntary sector to keep people and networks connected

Empowering citizens & communities

Enabling digital technology supporting everyday living

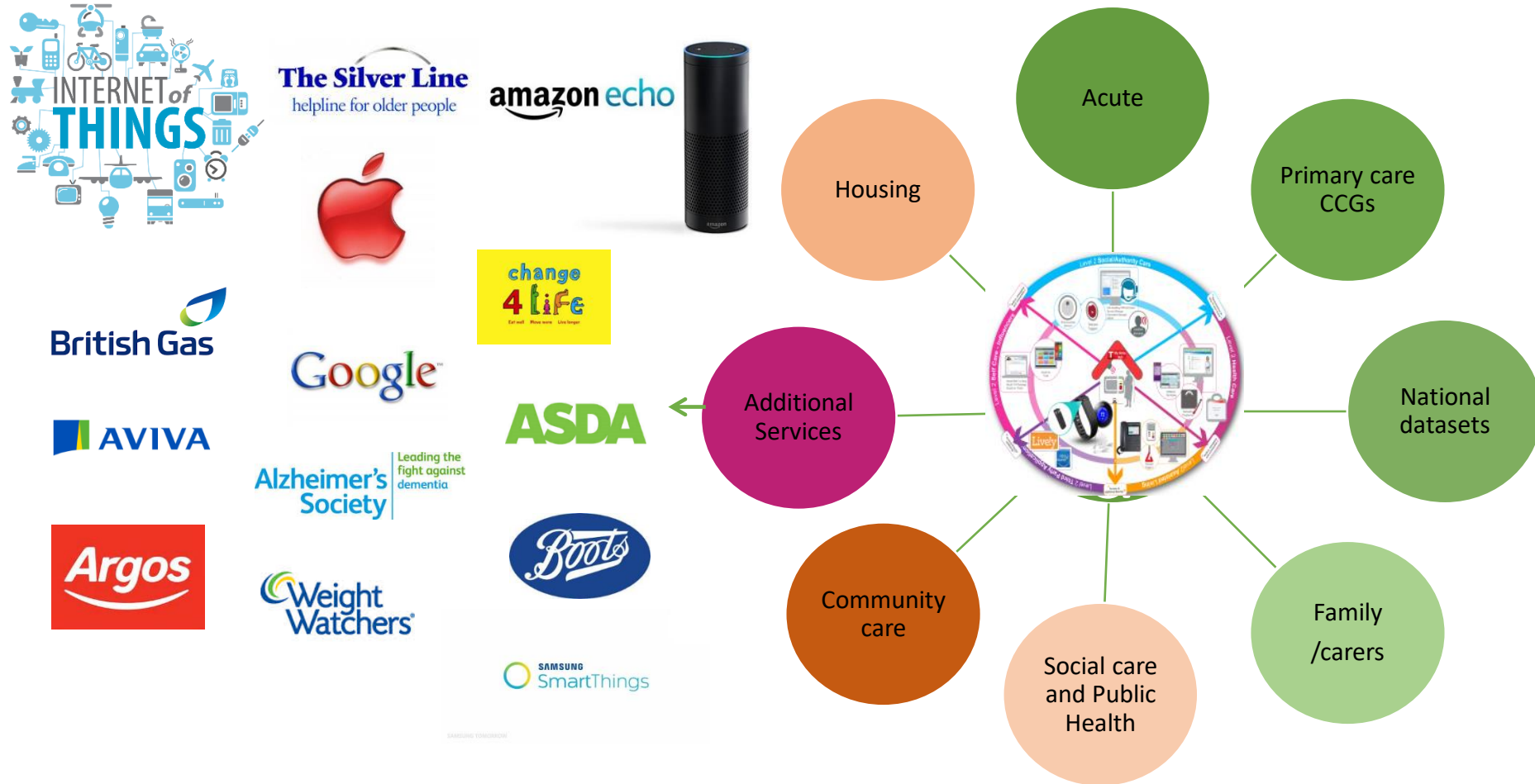


Data analytics & machine learning to support practitioners & provide information to families

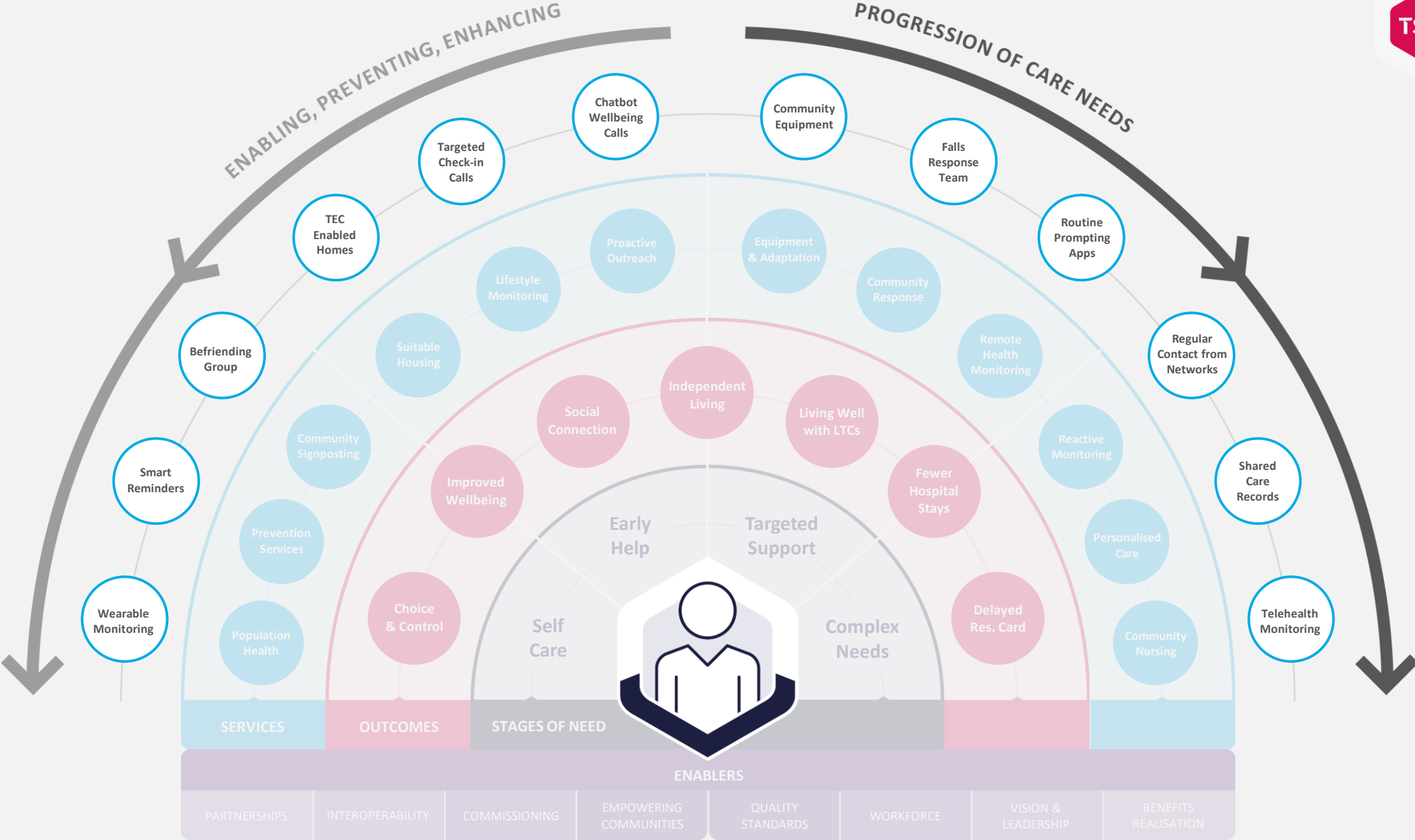


Using Connected Care solutions to support informed decision making – promoting positive risk taking backed by data & insights
‘enabling support’ rather than ‘just in case support’

The Connected Resident – Enabling Positive Ageing & Independence

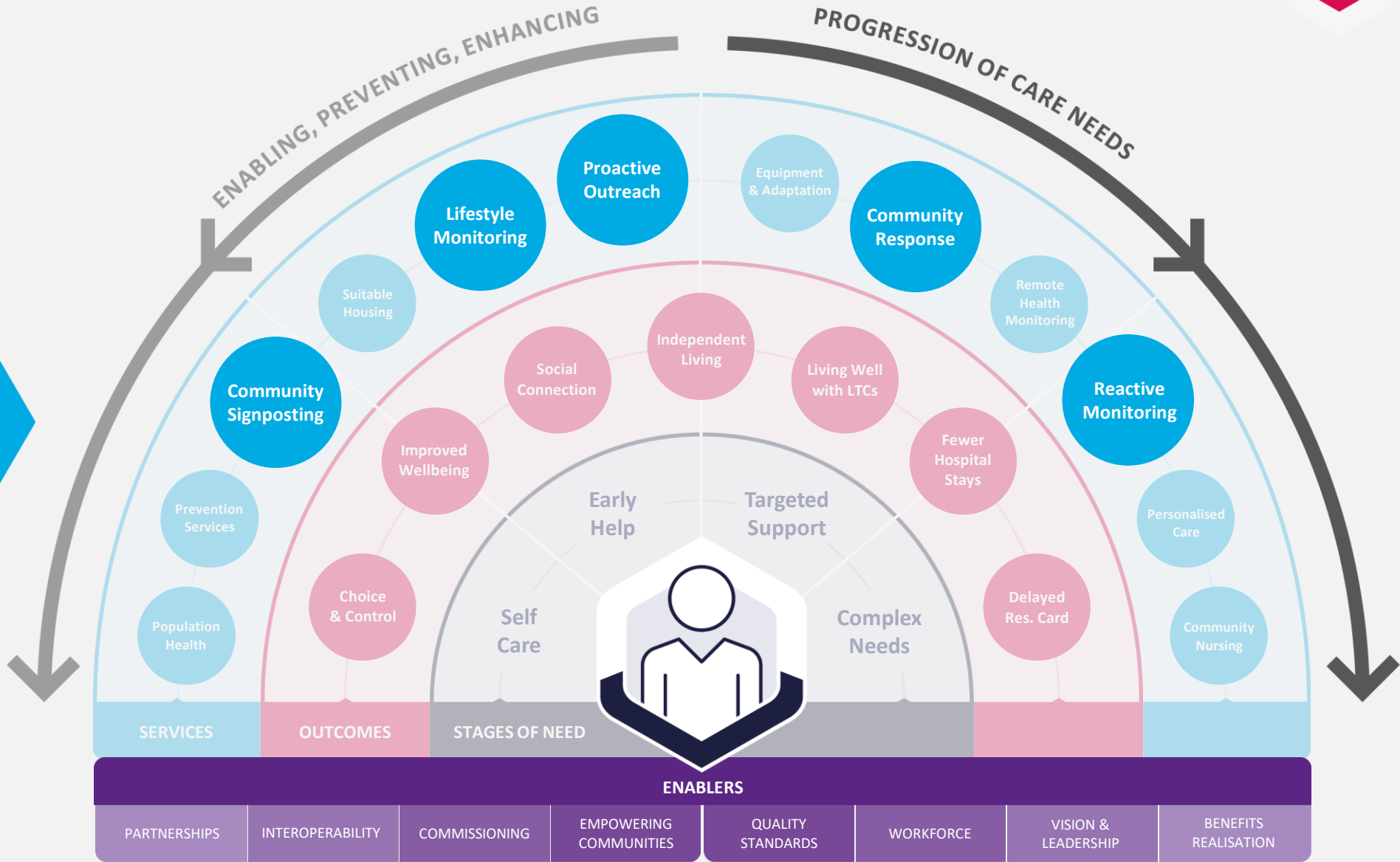


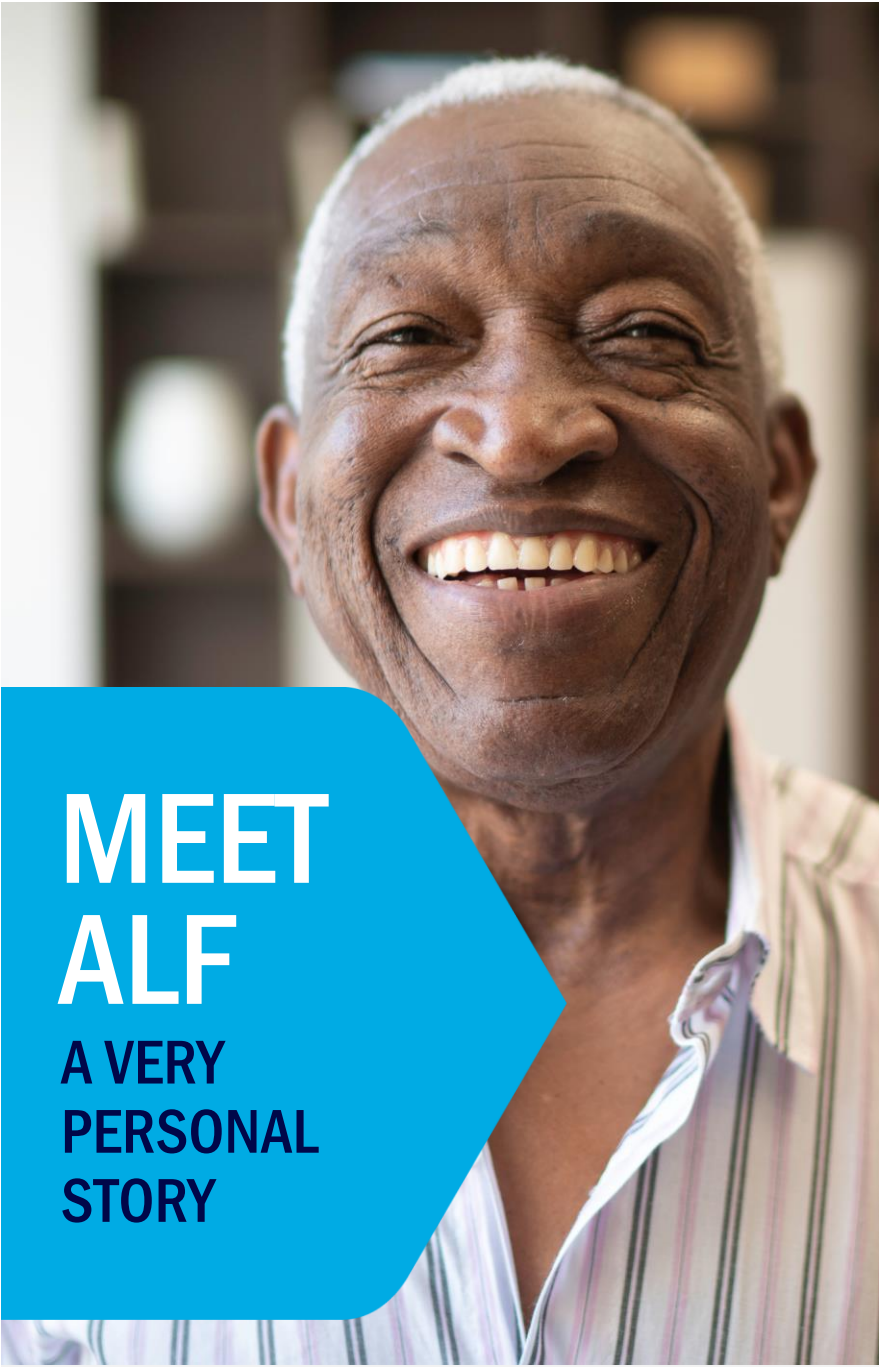
Service users, patients, carers – must not be in position of leaving their everyday technology at the door when engaging with TEC services



MOLE VALLEY LIFE

PROACTIVE MONITORING THAT SLOWS HEALTH DECLINE





**MEET
ALF**
A VERY
PERSONAL
STORY

MOLE VALLEY LIFE

PROACTIVE MONITORING THAT SLOWS HEALTH DECLINE

96, lives alone, dementia, poor sight

Fell, discharged from hospital

24/7 live-in care

Basic, reactive telecare alarm

MOLE VALLEY LIFE

PROACTIVE MONITORING THAT SLOWS HEALTH DECLINE

Lifestyle monitoring system installed

Data shows he can manage without 24/7 care

Package reduced to 2 visits per day

Given falls detector and digital lifeline alarm

MEET ALF

A VERY
PERSONAL
STORY

Alf now lives happily and safely at home with monitoring:

Avoided: care home move

Avoided: 24/7 live-in care

Saved: £760/ week care costs



MEET ALF

A VERY PERSONAL STORY

Lifeline alarm

**Wrist-worn fall
detector**

**Home lifestyle
monitoring kit**

MOLE VALLEY LIFE

PROACTIVE MONITORING THAT SLOWS HEALTH DECLINE

1

Mole Valley Life & Surrey County Council

Joint pilot with clear aim:

- Enabling people to live independently in own homes for longer
- Blend of TEC, trusted advisors, monitoring & reablement

2

Process

- Alf referred via Discharge 2 Assess
- Trusted advisor assesses
- Goals identified
- TEC gathers evidence on lifestyle
- Data informs care & support

3

Benefits

- Evidence helps decision-making
- Reassurance for daughter
- Personalised care for Alf
- Boosts independence & control
- Regular toilet visits flagged to GP
- Care package reduced



LIVE-IN CARE
WORKER COST
£981.75/WEEK



24HR CARE
REDUCED TO 2
VISITS PER DAY



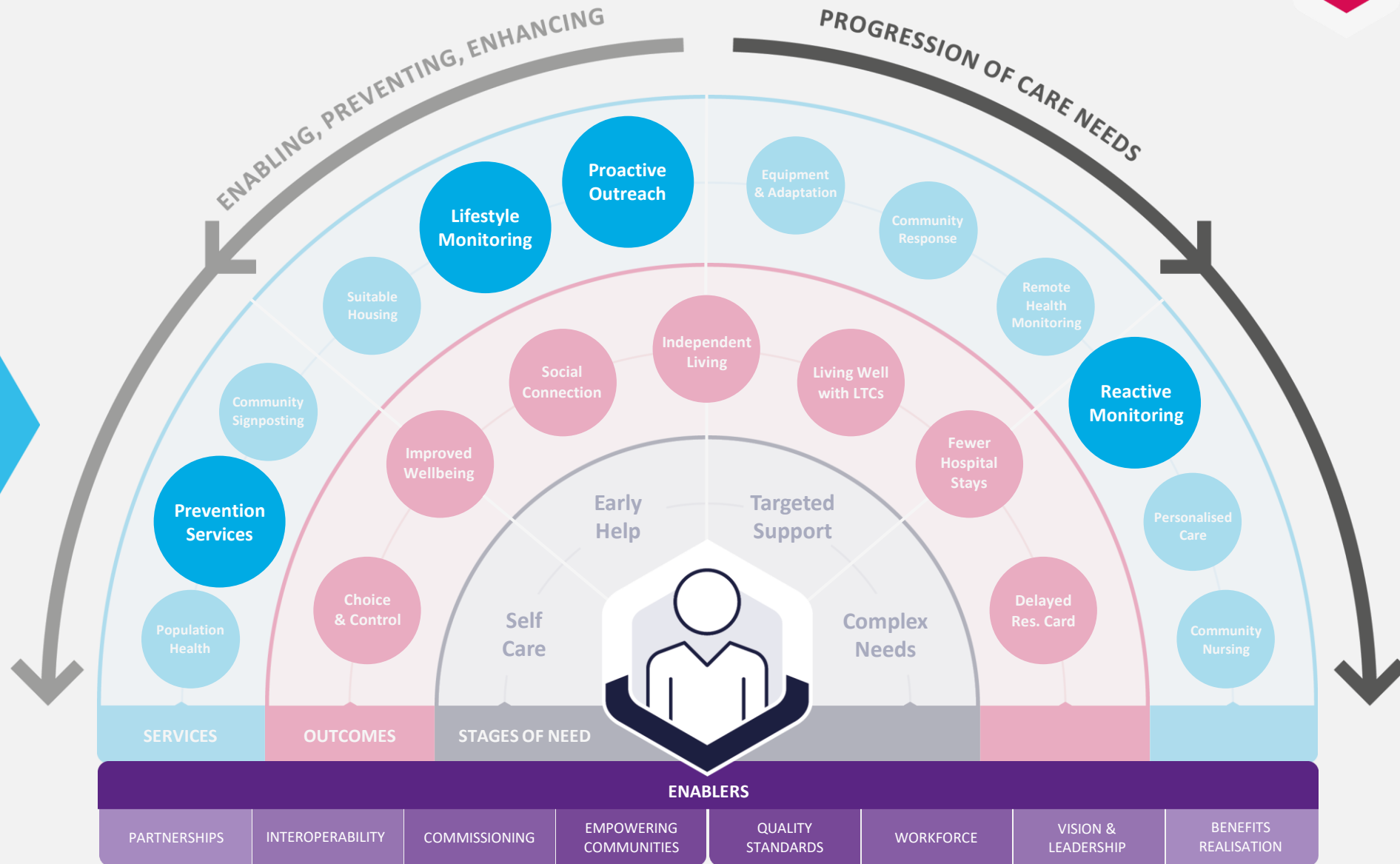
NOW **£217.60/WEEK**

£190 (CARER)

£27.60 (TEC)

PASAND CARE SERVICES

USING DATA TO PERSONALISE NEIGHBOURHOOD CARE



PASAND CARE SERVICES

USING DATA TO PERSONALISE NEIGHBOURHOOD CARE

MEET JOAN

A VERY
PERSONAL
STORY

97, lives alone, dementia, anxiety

Domiciliary care support

Went missing 3-4pm every day

Family worried

PASAND CARE SERVICES

USING DATA TO PERSONALISE
NEIGHBOURHOOD CARE

Lifestyle monitoring system installed

Data shows she went off radar between 3-4pm

Joan said she was hiding under stairs

Pre-emptive calls now prevent wandering


MEET
JOAN

A VERY
PERSONAL
STORY

Joan's anxiety reduced and she continues to live independently:

Avoided: care home move

Saved: Additional £400/ week care home costs



MEET JOAN

A VERY PERSONAL STORY

950,000

people receive
domiciliary care in UK

Wrist-worn fall
detector

PASAND CARE SERVICES

USING DATA TO PERSONALISE NEIGHBOURHOOD CARE

1

PASAND CARE SERVICES - Staffordshire

- Integrates TEC with traditional, face-to-face visits
- Uses data and real evidence to guide decisions & work proactively
- Future of home care

2

Technology

- Trad. TEC devices & consumer tech options
- E.g. video-calling portal linked to voice assistant
- Staff app lists client tasks & preferences
- Staff app logs arrival and departure times
- Family portal gives real time info

3

Benefits

- Improves choice & control
- Personalises care & support
- Enhances safety: clients more closely monitored
- Avoids health deterioration, enables fast, early intervention
- Provides peace of mind for families
- Increases productivity, efficiency & quality for care provider



17

17 CLIENTS, 8% USING TEC
INCREASING MONTHLY

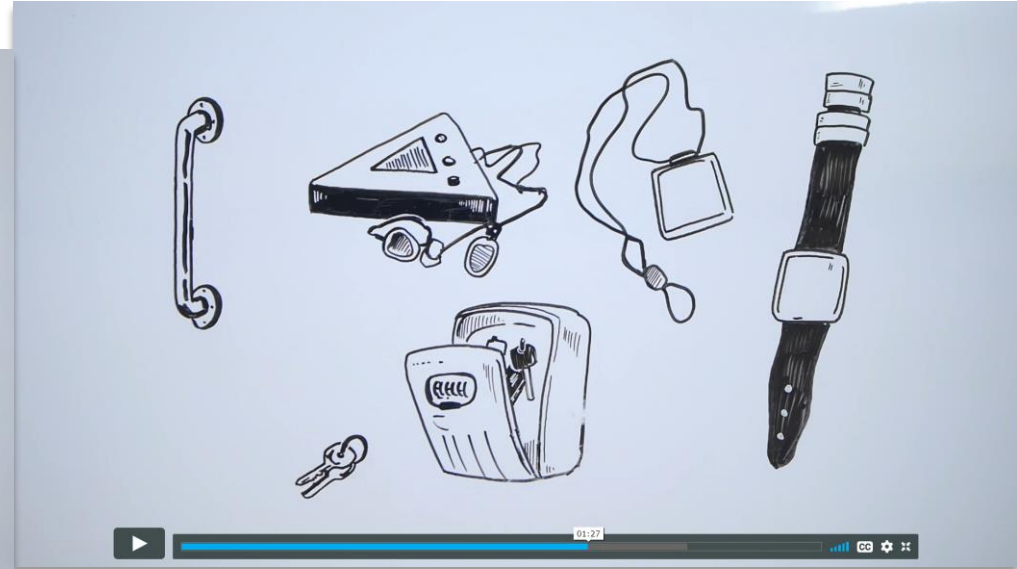


COST SAVINGS FOR
CLIENT: SOME VISITS
REPLACED BY TEC



COST SAVINGS FOR
PROVIDER: TRAVEL &
STAFF COSTS REDUCED

TEC Explainer Training Tools



Mental Health

Dementia

Learning
Disability

Falls

Loneliness

Frailty &
Hospital
Discharge

Physical
Disability

Analogue to
Digital Shift

Data-led
preventative
care

Slowing
progression of
need



WATCH: On TSA's YouTube Channel

TEC stories



HOW TECHNOLOGY ENABLED CARE HAS TRANSFORMED PEOPLE'S LIVES

A powerful collection of case studies that capture very different, very personal stories, each painting a vivid picture of how technology enabled care is transforming lives across different care settings

<https://www.tsa-voice.org.uk/campaigns/telling-the-tec-story/tec-stories/>

<https://www.tsa-voice.org.uk/campaigns/tec-stories-care-hom/>



Quality • Safety • Innovation



The voice of technology
enabled care

Thank you

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