

TSATM

Technology for our Ageing Population: Panel for Innovation - TAPPI

Learning from Phase Two: From Policy to
Implementation

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**EMPOWERING
PEOPLE'S LIVES**



Technology for our Ageing Population: Panel for Innovation



The power of partnerships & shared learning



Co-Production and Engagement Partner



Evaluation and Shared Learning Partner



#TAPPI



Delivering in partnership with testbeds

All testbeds had tenant and staff champions who actively engaged across developing and testing:

- the co-production approach
- the workforce development approach and virtual house
- simple tools that enable services to work through all the steps of embedding enabling technology and wrap around services:
- Person-centred TEC approach to support a focus on risks and outcomes & engage with services and suppliers - <https://www.housinglin.org.uk/tappi/how-you-can-do-it/supporting-change/enabling-a-person-centred-tec-approach/>
- Data security questionnaire to capture information for all suppliers to support quality and safety
- Use cases/scenarios to share with solution suppliers to support a better understanding of needs and being outcomes-led rather than technology-led



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Supporting outcomes through enabling solutions



Testbed sites worked together with tenants to identify needs as part of their assessment process and test out solutions based on individual needs:

- Hydration monitoring to promote improved wellbeing & reduce risk of UTI
- Use of smart speakers linked to devices around the home to support those with poor mobility - opening curtains, setting reminders
- Testing robotic vacuums - maintaining your home when accessing the property is difficult
- Promoting activity and safe walking using GPS devices and falls alerts when out and about
- Connected Care systems to build a pattern of everyday living and notify staff and families if habits change - proactive support and prevention of crises



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New TAPPI resources to aid your learning – www.housinglin.org.uk/tappi



HTML pages with findings for TAPPI2, and tools and resources to help you adopt the TAPPI principles, incl.:

TSA

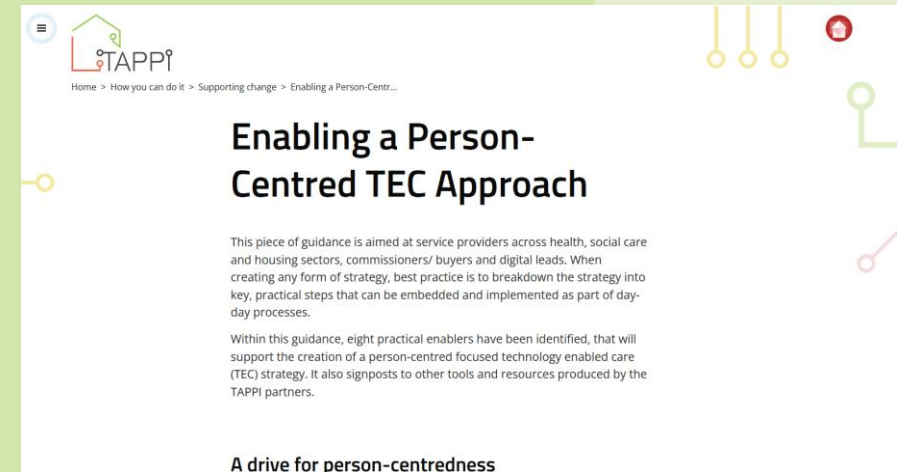
- practical tools, guidance and checklists to support organisations to take a similar approach to TAPPI.

Co-Production Works / Champions

- Info and guidance on co-production
- Animations

CCHPR

- Evaluation toolkit

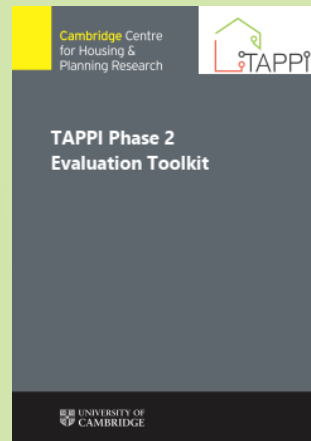


Frequently asked questions



What do I do if the members of a co-production group wish to do something that I feel is unsafe or against regulations?

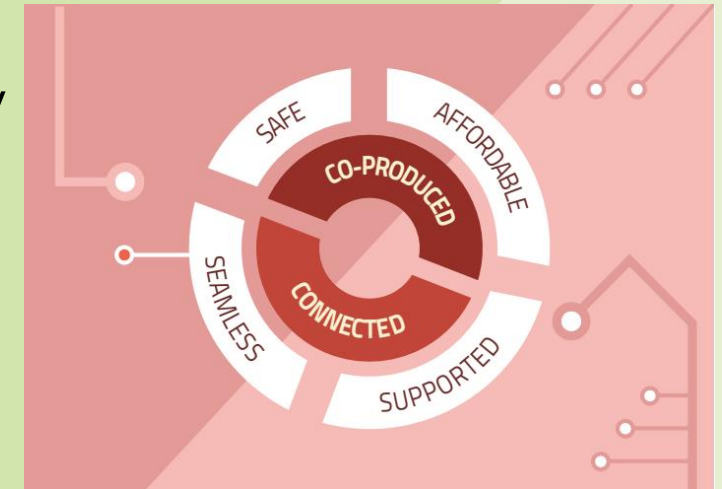
It is extremely unusual that a situation arises as described in the question. As a professional you are accountable for decisions in a formal way. This may be through a



TAPPI: Operational Lessons and Opportunities



- **Get the basics right:** Homes must have a reliable, affordable internet connection.
- **Co-produce early:** Involving tenants (users and families as well) early in decisions about technology meant they were more likely to use it.
- **Make it seamless:** People get frustrated that care tech devices (like sensors and fall detectors) don't work together
- **Ensure it's affordable:** The initial cost of devices can be an obstacle, along with ongoing expenses around broadband and maintenance.
- **Keep it safe:** Older people worry about online safety and scams.
- **Support, support, support:** One of the biggest learnings of the project was the need for accessible, ongoing digital skills training



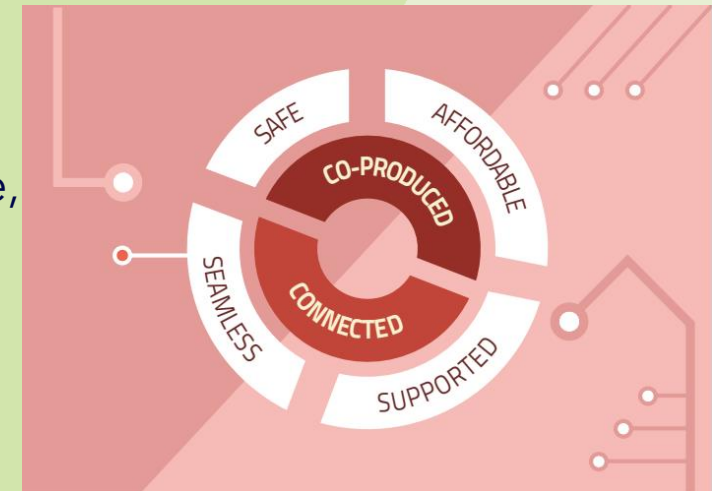
#TAPPI

Bringing the TAPPI principles into practice – how could you embed within your organisation

There is an opportunity within all organisations across health, housing and care for a commitment to the adoption of the TAPPI principles within future activity, examples could include:

1. TAPPI principles applied across all TEC related procurement activity (and within general commissioning activity where relevant)
2. End-to-end quality is paramount - organisations should aim to have QSF certified services and products (installation, 24/7 monitoring, mobile response, supplier solutions)
3. Connectivity is a right and a vital element of supporting independence - it must be built into the fabric of the building from the point of initial plans and drawings - we should ensure connectivity is referenced within all accommodation strategies
4. Opportunity to embed a co-production ethos into the commissioning of services and involve those we support within the evaluation of service procurement

For all recommended activities there would need to be a mechanism for measuring activity levels and impact



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