

The Unification of TEC & Equipment Services Standards

Jean Hutfield – Chair NAEP

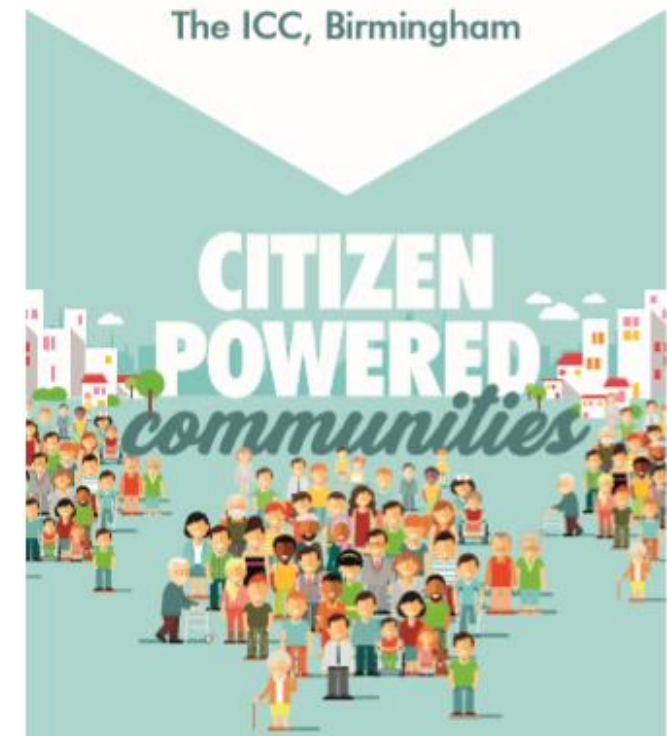
Katie Cunningham – Service Delivery Manager - Assisted Living Leeds

Paul Finch – QSF Scheme Manager, TEC Quality



The International
Technology Enabled Care
Conference 2019

15th-16th Oct 2019
The ICC, Birmingham





Who are NAEP?

Jean Hutfield, Chair NAEP

Background

- MOU between NAEP and TSA in 2018
- Recognised the need for a national standard backed by the relevant national organisations
- Over the last year developed new standards for equipment provision in line with the well established TSA QSF
- There has been extensive consultation on the standards
- Iterative process
- Tested in Leeds and with Medequip
- Early adopter Millbrook Healthcare



Introduction to Preparation for the QSF Audit



Why Create an Equipment Services Module?

- Standard that was written for the Equipment Services Sector, for the Sector
- Backed by a UKAS certified organisations
- Many years experience with standards in UK and Europe
- Synergy between the two sectors
- Unifies the standards within the sectors



10482



What are the benefits of Certification?

Commissioners

- Validation that your outsourced service is externally validated
- Saves you time in contract monitoring
- Knowledge that the provider is operating to minimum industry standards
- Fills the gap between regulation and service provision
- Continuous review and improvement



QUALITY STANDARDS FRAMEWORK.



What are the standards trying to achieve?

- Quality, Safety & Security
- Focuses on *'Putting People first'*
- Balanced approach for **strategic** and **operational compliance**
- Promotes innovation & improvement
- Business health check and continual review
- Allows individuality of service delivery
- Can apply to all areas of the TEC industry



The standards documents

- Mandatory modules
 - If you provide the service, you must be audited against it
- Module on a page



Module Structure

Description

"Involving users and carers in developing and technology enabled products and services ca

- Conduct an annual user survey using at least a 5% sampling base of its current users: the survey will seek views on all aspects of service quality e.g. timeliness of response, helpfulness of staff
- Have a comprehensive and accessible Complaints Management Policy and Procedure that makes clear who to complain to, what to expect and how to appeal in the case of dissatisfaction with the outcome

Key

- Every service user will
- The cult

Evidence might include:

- Consent Policy
- Complaints Management Policy
- Complaints Action Log
- Compliments Log



- Annual Survey results and analysis
- User and Carer Group Terms of Reference
- Equality and Diversity Policy
- Advocacy Policy



- Minutes of meetings with User and Carer Groups
- Documented examples of user involvement and choice in their care

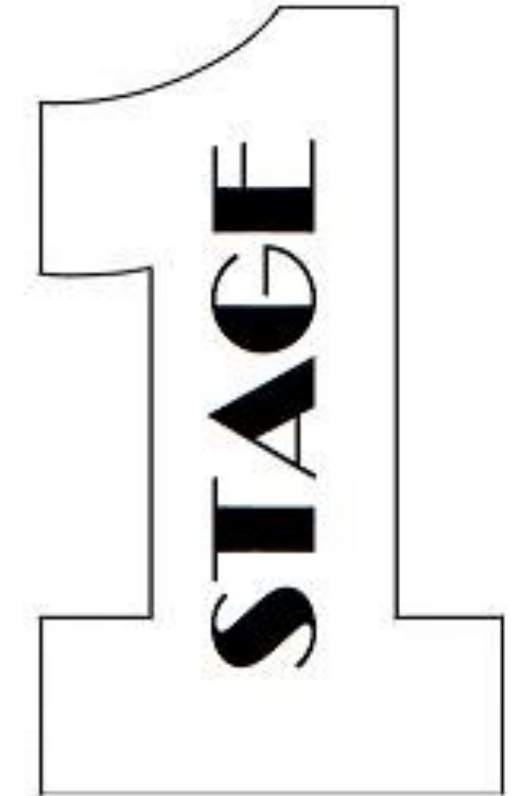
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The standards documents

- There is a lot more behind the standards
- Two stage process
- Stage 1 – Auditor gap analysis
- Very informal and your opportunity to test your readiness
- **Do this early in the preparation phase!**



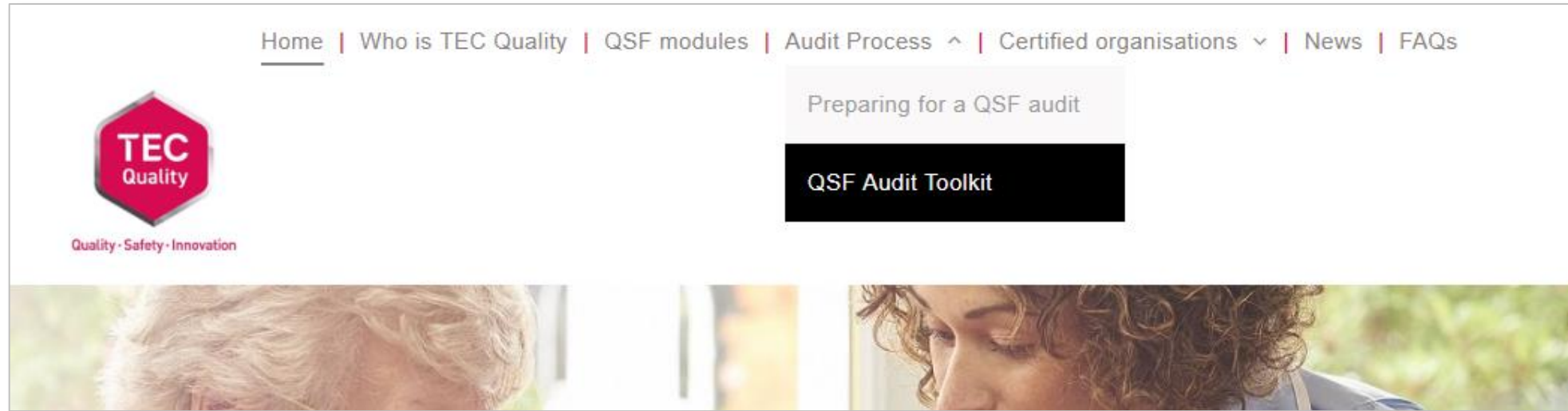
Application audit

- Second stage is a more formal approach
- If you make the standards part of your everyday routine, it does make it easier next time
- The whole process from start to finish likely to take 6 – 8 months



The TEC Quality website

- If you sign up and you will get support to help you on the journey



TEC Quality Toolkit



Measures of Excellence Guide.



Evidence Upload Guide



Audit Day Preparation Guide



Netsuite Upload Procedure

Additional Information



QSF Support Workshop Presentation



Installation and monitoring of Fire Detection Equipment - TSA Briefing Paper



QSF Member Consultation Feedback - TSA Response Document



Gap analysis/self Assessment – be honest

Telecare Monitoring

Providers will ensure that equipment-centred. See need.

Wherever possible, service make choices related to delivered.

All calls will be dealt with which will meet the need being available.

Providers will monitor e.g. responding to calls then manage those calls

TEC Quality
Quality · Safety · Innovation

Quality Standards Framework Self Assessment Summary

Standards Modules | Telecare Module | Assessment Installation

Standards | Assessment | Assessment & Response | Telehealth | Progress

Overall Rating of Self Assessment: **GREEN** (Percentage Complete: 1.9 %)

Module	BLACK	RED	AMBER	GREEN	Section Rating
Common Standards	User and Carer Experience				Not Started
	User Safety				Not Started
	Effectiveness of Care				Not Started
	Information Governance				Not Started
	Partnership Working & Integrated Care				Not Started
	The Workforce				Not Started
	Business Continuity				Not Started
	Ethics				Not Started
	Performance & Contract Management				Not Started
	Continuous Improvement & Innovation				Not Started
Service Delivery Modules	Telecare Monitoring			4	17% GREEN
	Assessment of and Installation of TEC				Not Started
	TEC Response Services				Not Started
	Telehealth Monitoring				Not Started

By who?	By when?
John	Jul-19
John	Jul-19

- M
- Pe



What is your evidence?

- Be creative in your approach!
- Your evidence isn't just policies and procedures
- It could be:
 - Discussions with service users
 - Interviews with partners
 - Validated with staff
 - Witnessed activity



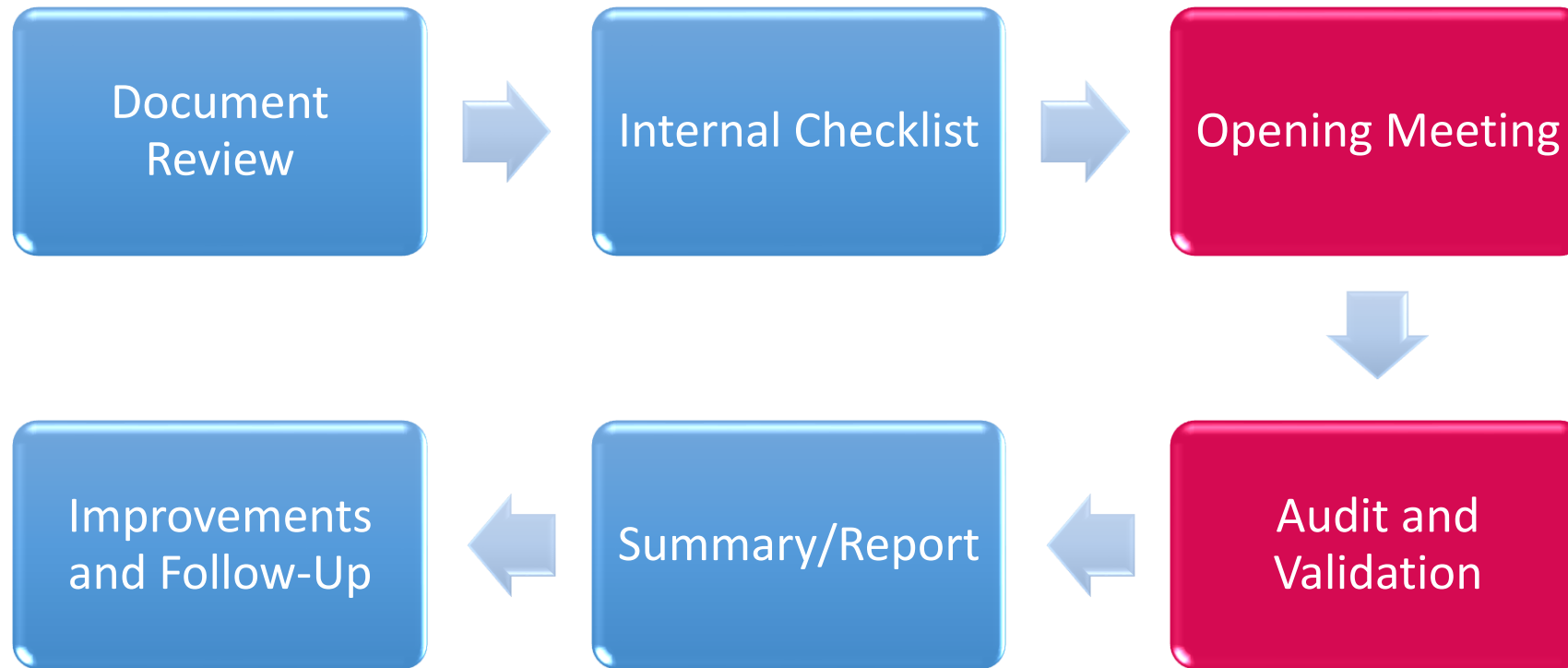


NETSUITE

CUSTOMER RELATIONSHIP MANAGEMENT (CRM)



The audit structure



Leeds Community Equipment and Telecare Service Benefits of TSA Accreditation Audit 2019

Katie Cunningham – Service Delivery Manager
Assisted Living Leeds



LEARNINGS

Be Prepared

Plan & then Plan and plan again

Use your managements team/TSA and your organisation

OWN YOUR GAPS

Keep your staff engaged and involved – get buy in

Evidence, Evidence and Evidence – Learning, Version control, development

Question Why are you doing this, why this way and can you prove it



WHAT WOULD WE DO DIFFERENT

Allocate More Time

Reflect And Question More

Organise The Audit Agenda Differently



BENEFITS

Learning for new team

Brought the both teams together

Focused the service

Used evidence in recent Infection Control and HSE audit.

Information useful for the Relocation of the Services





Summary

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