

TSATM

999 Call Handling Decision Support Tool

Advanced Call Handling and
UCR Pathway

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SIG3 Emergency Call Handling

The aim of the **SIG3** Special Interest Group was to develop guidance for Technology Enabled Care (TEC) services that focuses on best practice for emergency call handling and assessment of need workflows, the objective being an effective escalation interaction with the emergency service providers:

- **A call assessment toolkit has been developed and is being launched at ITEC 2022**
- **Best-practice guidance for proactive call handling**
- **Toolkit will become available from April 2022 and first audits on update to QSF from June 2022**
- **Clinical call back to TEC services, guidance on deterioration checks**
- **Introduction of common language guide and vocabulary**
- **Advanced question trees and methodology**
- **Thank you to everyone who contributed to this important work**

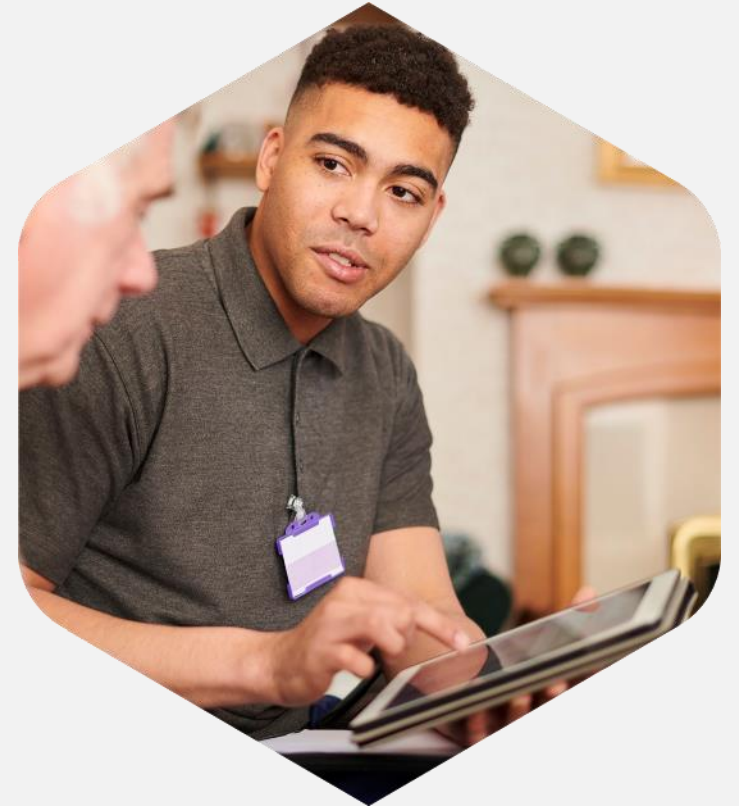


Members can download this document at:
<https://www.tecquality.org.uk/ambulance-call-handling-toolkit>

SIG16 TEC Health, Response, Integration

SIG3 provided us with crucial development of an enhanced approach to call handling and this has resulted in a new toolkit being developed to support quality improvement. The group has now been closed and its work will feed into the development of a new follow-on **SIG16** to formulate our wider offer for Health, Responder, and Integration:

- **Standards development for Response Services and integration with NHS services**
- **Nationwide implementation of Call Decision/Support Tool and response service innovation**
- **Use of technology within responder services and new models of care**
- **Development of TEC data sets and use of information from TEC/Responder packages to support patient health outcomes**
- **Complementing our programme of works to embed TEC within healthcare provision**
- *We will be recruiting for the SIG following conference*



Join a SIG >>
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UCR - A new pathway for call response

Call Handling

NHSEI Challenge: Reducing the Burden on 999

NHSEI 100-day Challenge

- Bringing together providers of UCR 2-hour crisis response services **with** Ambulance Trusts to rapidly work together to help manage ambulance demand and (where clinically appropriate) have UCR teams take on waiting category 3 to 5 ambulance 999 calls.
- NHSEI is **now seeking to identify the opportunities for TEC providers, Responder services and 2-hour UCR Services** to connect to develop solutions which can mean that an ambulance call is not always the default option when a person presses their pendant alarm.
- This may result in more appropriate care closer to home and admission avoidance.

TEC Services Reducing Burden on 999 Working Group

Working Group

- UK-wide, it is estimated there are approx 2,600 calls per day from TEC providers to ambulance services at a rate of 3% of all TEC calls (with a range of TEC call rates to ambulances from 0.4% - 4%)
- Technology Enabled Care (TEC) providers challenged to develop and implement a Decision/Support Tool and procedures to enable call handlers to arrange help for people from other NHS services and in doing so reduce the burden on Ambulance Services.
- The Working Group is co-chaired by Alyson Scurfield, CEO of TSA



Challenge and Impact on TEC providers

- Impact of ambulance service pressures is impacting on TEC providers
- **Long ambulance waiting times causing call durations to increase**
- Pressure due to call backs to check on deterioration
- Increased stress and anxiety for call handlers due to service user distress
- **Pressure on resourcing due to increased call numbers and durations**



Tool Development and Field Trial

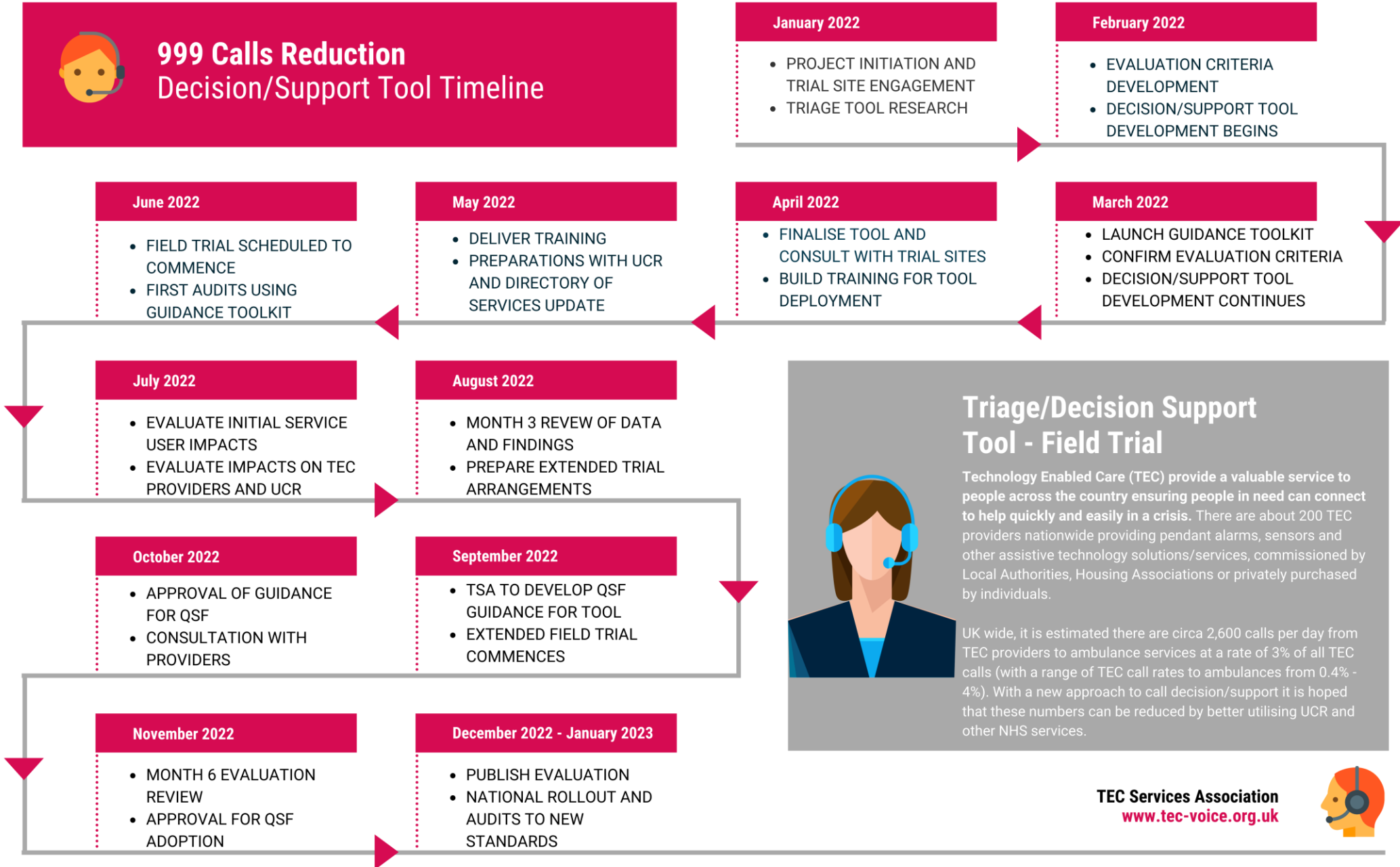
- Decision Support Tool access to NHS Directory of Services (DoS) and Urgent Community Response (UCR) services being established across UK.
- Will seek appropriate and most efficient response where onsite clinical triage is required or alternative help such as lifting/falls response services.
- Initial phase will focus on 2 localities and UCR services, with 2 TEC providers conducting a deployment of the TEC Decision Support Tool developed for the project.



Enhanced Impact for TEC Providers

- **Enhanced call handling techniques for TEC call handlers**
- Utilising guidance toolkit from TSA and dedicated TEC Decision/Support Tool
- **Injury/Illness decision making support to organise correct response**
- Additional pathway with Urgent Community Response (UCR) services
- **Access to Directory of Services (DoS) via NHS Service Finder**
- Collaborative approach with response services and UCR teams
- **Comprehensive evaluation to assess impact on key stakeholders including TEC providers**

999 Calls Reduction Decision/Support Tool Timeline



Triage/Decision Support Tool - Field Trial

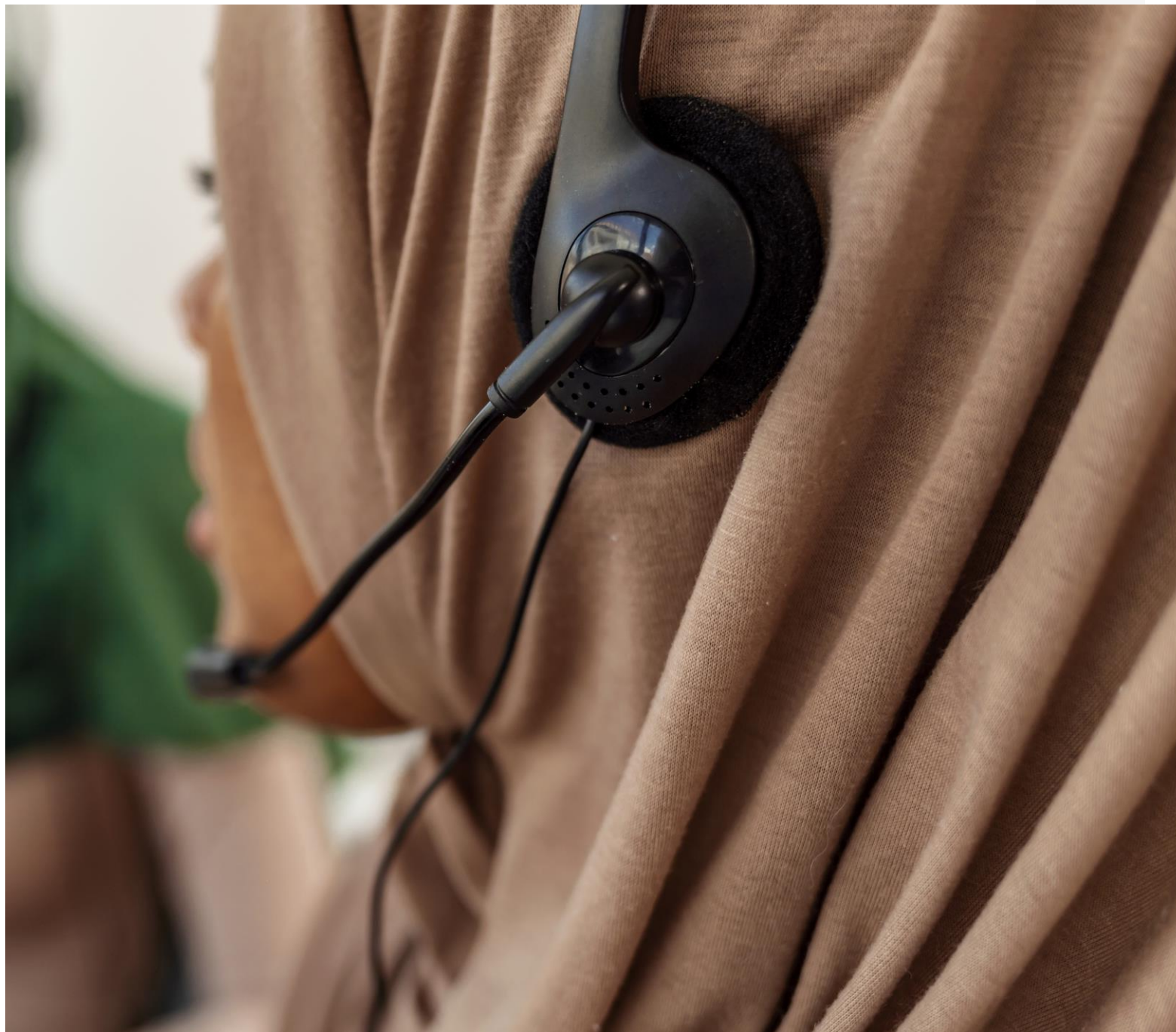
Technology Enabled Care (TEC) provide a valuable service to people across the country ensuring people in need can connect to help quickly and easily in a crisis. There are about 200 TEC providers nationwide providing pendant alarms, sensors and other assistive technology solutions/services, commissioned by Local Authorities, Housing Associations or privately purchased by individuals.

UK wide, it is estimated there are circa 2,600 calls per day from TEC providers to ambulance services at a rate of 3% of all TEC calls (with a range of TEC call rates to ambulances from 0.4% - 4%). With a new approach to call decision/support it is hoped that these numbers can be reduced by better utilising UCR and other NHS services.



**Progress
Lifeline**

Field Trial Site





Field Trial Site – Progress Lifeline

Progress Lifeline is a leading personal alarm and telecare services provider which has been making a positive difference to the lives of almost 70,000 customers for more than 30 years.

Key services:

24-hr telecare monitoring and response service to individuals at home

The supply, installation and maintenance of personal alarms and advanced telecare devices

Emergency home response

Assistive lifting with trained staff and specialist lifting equipment

Out-of-hours contact centre for housing providers and local authorities

24-hr response service for emergency calls from building elevators





Progress Lifeline – Enhancing Call Handling

Progress Lifeline were part of the SIG3 Emergency Call Handling special interest group that has helped to develop TSA's Ambulance Call Handling Toolkit and will be continuing to enhance its service wraparound with its existing Emergency Home Response service as UCR becomes available.

Emergency Home Response Service:

Welfare checks

Assistive lifting

Reassurance

Extra assistance

Referral to Prevention Pathways

Impact of UCR Service:

Collaboration with the Emergency Home Response Service

Supports Progress Lifeline's quality journey under Quality Standards Framework (QSF)

Continual improvement of call handling and responder services is a key focus

Participating in field trial supports development



Quality Service

Progress Lifeline continues to be recognised for its quality services and working in partnership as a TEC provider is crucial to developing an enhanced approach for call triage and responder services.



TEC Hero Award



Partnerships in
TEC Award



North West Ambulance Service



Combined Commissioned Contract by Health & Social Care across 7 CCGs (5 in Lancashire)

More than 14,000 visits in 12 months – only 6% of fallers referred to NWAS

Direct Referrals to EHR for Non-injured fallers and minor injuries – Average 87 per month

Clinical Governance – sign-off from Clinical Governance Board

Building of confidence in responder services

Referrals from 111 using Directory of Services (DoS)



Field Trial Focus

Progress Lifeline will be working with TEC Quality in becoming one of the **first field trial sites**. Progress' participation offers a useful perspective as one of the two selected providers as they operate call handling and responder service as part of an end-to-end service.

Field Trial Preparation:

- Feedback on TSA's Decision/Support Tool**
- Provision of service data to project volumes**
- Assisting in the development of the training approach**
- Adoption of the NHS Directory of Services**
- Engagement with UCR and training for responders**

Field Trial Role:

- Playing a leading role in the field trial will support TSA in extending the trial to additional sites and the eventual national rollout via the Quality Standards Framework.**
- Reporting, feedback from call handlers, responders, and management teams will be used throughout the evaluation to measure the impact and adoption of the tool**
- Critical to the evaluation of the trial will be measuring the impact of the tool's implementation in terms of call volumes, call durations, and well-being impact on staff**





The voice of technology
enabled care

**To find out more about the SIG programme
or our work around UCR get in touch at admin@tsa-voice.org.uk**

www.tsa-voice.org.uk