

TSA™

Mainstreaming Community Based Universal Response

Helen Loveday
Head of Quality and Improvement
TEC Quality



Elevating standards and driving continuous improvement in technology enabled care

TEC
Quality

- The United Kingdom Accreditation Service (UKAS) is the sole national accreditation body for the United Kingdom.
- TEC Quality is the **only** UKAS accredited scheme in the UK for technology enabled care.
- Embeds Quality and Safety into Service Delivery.
- An Outcome Based Scheme that puts the Person at the Heart of Service Delivery.



- www.tecquality.org.uk



The voice of technology
enabled care



Quality · Safety · Innovation



ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES



NHS – 999 Project – An Overview

Collaboration of Partners

Project Scope:

- Create a Decision Support Tool and procedures for TEC Providers to make appropriate referrals into other NHS services to reduce the burden on the Ambulance Service.
- To trial and test the tool – with TEC providers
- To develop a robust referral arrangement for TEC Providers and Response Services
- To evaluate the impact achieved on the ambulance service, UCR teams and TEC Providers including outcomes for Service Users
- Using the NHS Service Finder to support TEC providers to find local UCR teams and to register their own services





The voice of technology enabled care



Quality · Safety · Innovation

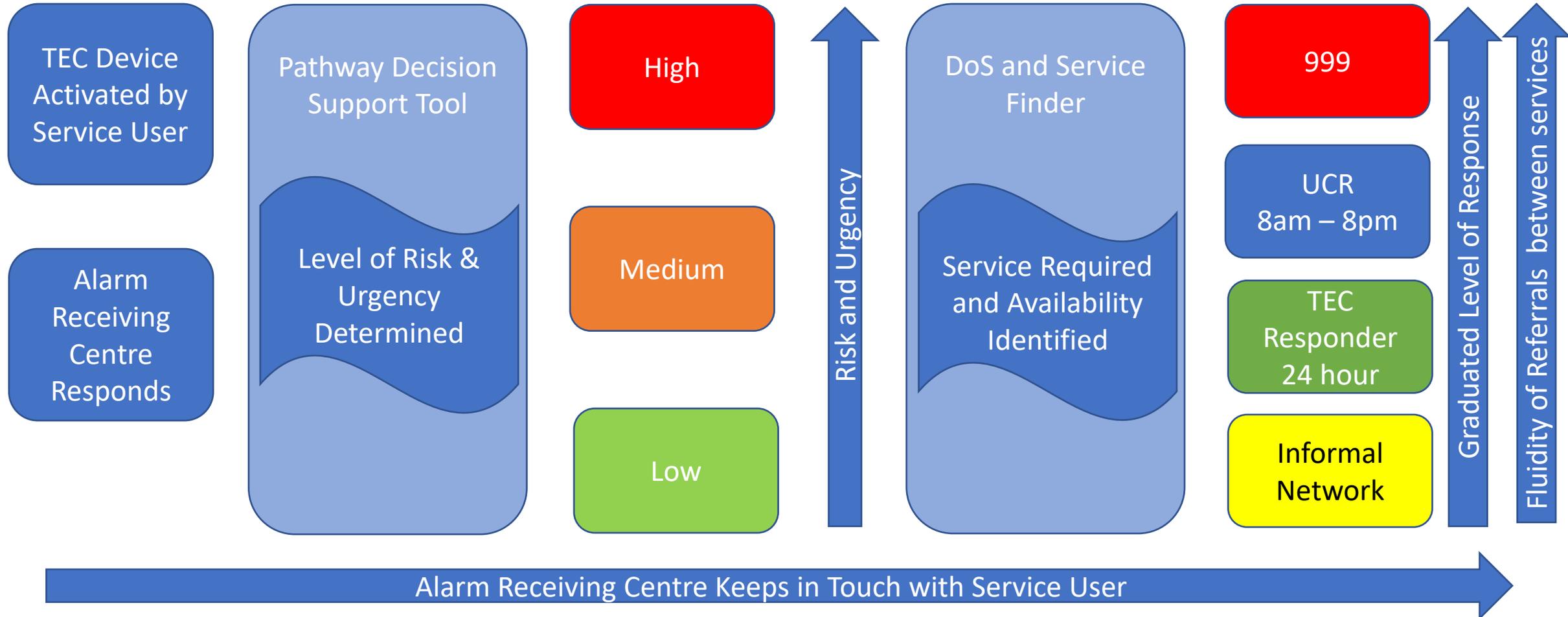


ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

NHS BCHFT



Integration and patient outcome model



The Decision Support Tool – Rolled out to QSF certified TEC Monitoring Centres.

Developed with our partners and test sites.

To ensure consistency of call handling across the TEC Sector

To improve the quality of appropriate referrals to the right service

Training rolled out to QSF Certified Organisations from December 2022.

To use Service Finder to locate Urgent Community Response teams.

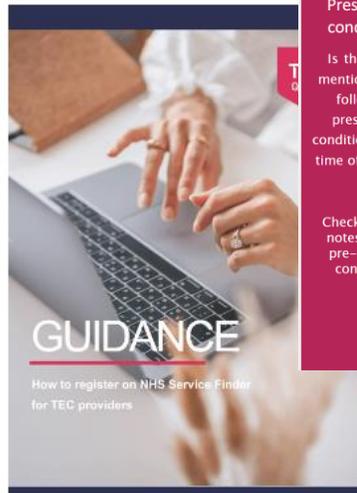


Quality · Safety · Innovation

Technology Enabled Care Call Handling Pathway Decision Support Tool

Introduction Flowchart 999 Questions Presenting Conditions

TEC Decision Support Tool V6.0 Copyright © TEC Services Association C.L.C. - All rights reserved



Presenting conditions

Is there any mention of the following presenting conditions at the time of the call?

Allergic Reaction	Bleeding	Breathing Difficulty	Chest pain	Choking
Drowning	Fitting or Seizure	Hanging	Falls	Injuries or Wounds
No Response	Serious illness, or Concern for Person	Stroke Symptoms, or Weakness (See FAST Guidance)	Traumatic incident	Unconscious

Check medical notes for any pre-existing conditions

Diabetic Support	Long-Covid Related Illness	Mobility or Equipment Issues	Palliative/End of Life Crisis Support	Increased Frailty
High Temperature or Fever	Urgent Catheter Care	Unpaid Carer Breakdown		

Reassurance Flowchart Calling Ambulance



The voice of technology
enabled care



Quality · Safety · Innovation

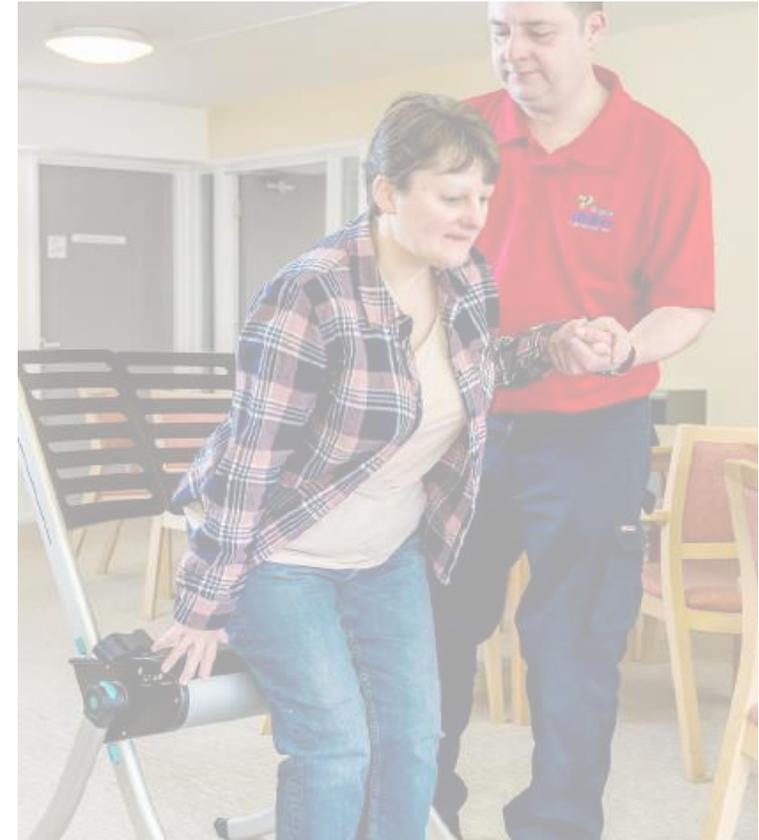


ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES



What a TEC Responder Service offers:

- Linked to a Monitoring Centre
- Available **24 hours a day**
- Staff deployed to attend within **45 minutes** (Warrington average **25 – 35 mins**)
- Service users moving and handling equipment
- Trained DBS checked staff
- Offer wraparound response service
- Links to Community Services
- Offer a **holistic** assessment
- Reassessment of TEC
- Onward referral to Falls Services if applicable
- Provides **better** outcomes for Service Users
- **Reduces** conveyance and admission to hospitals.
- **Stops** clogging of hospital and ambulance system.
- **Cost avoidance** to NHS system.



Case Studies across the Country

<https://www.tecquality.org.uk/case-studies>

The image displays four vertical case study cards, each with a photograph on the left, a title and description in the center, and the TEC Quality logo at the bottom.

- Card 1:**
 - Image: A woman in a purple uniform talking to another person.
 - Title: Colchester Helpline 24/7: Strengthening collaboration through the TEC Quality Standards Framework
 - Logos: Colchester Helpline and TEC Quality.
- Card 2:**
 - Image: A woman in a white medical uniform standing next to a yellow car.
 - Title: Connecting TEC, UCR and Responder Services – the blueprint for integrated services
 - Logos: Warrington Borough Council and TEC Quality.
- Card 3:**
 - Image: Two men, one kneeling and one standing, in front of a white van.
 - Title: The Person Centred Response Service that Supports the Wider Community 24/7
 - Logos: Tendring District Council and TEC Quality.
- Card 4:**
 - Image: A man and a woman walking together indoors.
 - Title: How Evidencing TEC Standards in Response is Helping Wider Integration & Partnerships
 - Logos: Progress Lifeline and TEC Quality.



Quality · Safety · Innovation



A Letter to All Health Services 18th October, 2022:

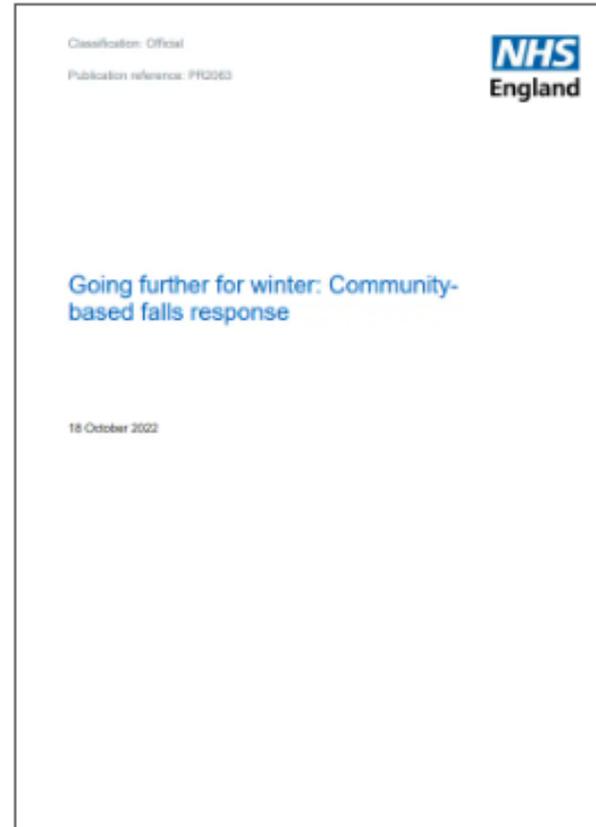
Use of community-based falls response services presents significant opportunities to:

- 1) Enhance outcomes and experience for those who fall, through improving initial response times and reducing the risk of long lies.*
- 2) Improve system efficiency, focusing ambulance capacity where it is needed most and building on existing community-based provider models.*

Amanda Pritchard

Chief Executive

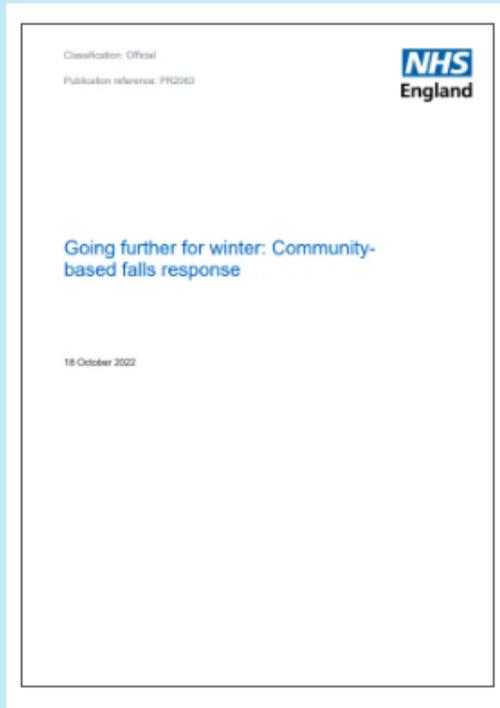
NHS Foundation England



Going Further For Winter: Community based falls response

Increase coverage of Technology Enabled Care (TEC) Responder Services who are trained in falls assessment, management and pick up, ensuring:

- Providers are certified to the [TSA Quality Standards Framework](#), a UKAS accredited scheme (UK Accreditation Scheme appointed by Government to ensure Quality and Safety), and provide pick up services including a holistic and outcomes based 'at home' assessment
- At home assessments are completed by the TEC Responder Service delivered within timescales of 45 minutes from deployment and 60 minutes in more rural areas of the referral – seeking to improve and reduce variation in response time where these standards are already being achieved
- Personal use of TEC equipment is encouraged in individuals at risk of falling, recognising that evidence indicates that poor patient acceptability and usability can detrimentally affect their use.





The voice of technology
enabled care



Quality · Safety · Innovation



ASSOCIATION OF
AMBULANCE
CHIEF EXECUTIVES



The Impact of the 999 project to date.

- Included in NHS policy – driving Quality and Safety in TEC Services
- Improved fluidity of referral pathways between 999, Community Services, TEC Response Services.
- Improved relationships between Health and TEC Services.
- Provide a consistent approach to referral pathways for TEC Providers through the DST and associated training materials.
- Achieve a reduction of unnecessary/inappropriate calls to the ambulance service by distributing to alternative NHS services or other appropriate support services.
- Contribute to a reduction in avoidable conveyance to hospital.
- Commissioners of Service – Aware and committed to ensure the Quality Standards Framework is mandated across all TEC delivery of services.
- NHS Evaluation and production of Case studies.
- Reduce for 2023 and beyond the winter pressures on the NHS Service.
- To improve service user outcomes, timely and within communities.

Next Steps:

Ensure any TEC Services you commission is QSF certified.

New Guidance for UCR's being developed and tested for launch September 2023

Contact your local TEC/UCR service to start the process of building a relationship – Explore the Financial Model.

Can you expand or enhance your TEC service to fill Response gaps in provision and provide a wrap around service?

The Future – Training of Health colleagues to identify TEC opportunities to aid independence and safety.

Thank you

For further information contact:

Helen Loveday -
Head of Quality & Improvement

Helen.Loveday@tecquality.org.uk
admin@tecquality.org.uk

