

Quality Standards Framework Scheme Changes Workshop January 2023

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Today's Agenda:

1

**General
Changes to the
Scheme**

2

**Outputs from
the Special
Interest
Groups**

3

**Outputs from
Proactive and
Preventative
Care models**

4

**Introduction
of the
Quality Rating
System**

5

**Ongoing
Development
work for
2023**



Please note:

The emphasis of the review is on safety for service users, services & suppliers and on keeping the scheme current.

Scheme Change Timeline



Documentation changes



TEC Quality website has been updated

All module PDF documents amended

New gap analysis created

Notification of scheme changes sent

Consultation feedback response sent

Auditor checklists and reports amended

QSF Scheme Handbook

Scheme Handbook has been reviewed

- Clarification of some section wording
- Specification of Head of Service, or above to be involved in the audit process
- Revision of the Complaints section
- Revision of Suspension of Certification and Revocation of Certification
- Changes to the TEC Quality organisational structure

We recommend the handbook is reviewed regularly

General Scheme Changes

- Changes due to feedback from Auditors and Auditees
- Some wording has been amended/clarified in the modules
- You will start to see the introduction of the “**Application Guidelines**” with these changes
- Changes for the implementation of **Proactive and Preventative Care Services**

Modules Affected by the Changes

Common Standards

- User and Service Safety
- Information Governance
- The Workforce
- Business Continuity

Service Delivery Modules

- TEC Monitoring
- Assessment of and Installation of TEC
- TEC Response Services

Special Interest Group 011 – Proactive & Preventative Services

Proactive and Preventative Services:

For the purposes of QSF, an organisation provides a proactive and preventative model when it begins to use **data analysis** and **proactive outreach** to the user instead of relying solely on user-generated or circumstantial occurrences.

In addition to updating the modules, the SIG outputs will cover:

- TEC Monitoring
- Assessment of & Installation of TEC
- Response Services – To be completed



Call Handling Pathway Decision Support Tool

- TM03 – Has a requirement to have a process for passing calls to Ambulance Services already in place, but this now includes DST
- Clarification required not Class 1 Medical Device with MHRA
- Will provide access to NHS Service Finder and Directory of Service
- How the tool will be updated?

The Resilience of ARC Platforms in TEC Services

Revision of the original document
from last year

This document gives guidance on what is required for the
outputs from the SIG 008 deliverables.



Special interest Group 008 – Availability of Service



Current Phases

Phase	Date effective in QSF	Description
0	Sep 2021	Service Fitness for Intended Purpose
1	Sep 2022	Data Protection & Security standards
2	Sep 2023	Service Platform Availability
		- Availability of ARC Service
		- Maximum Tolerable Downtime
3	Sep 2024	Outfield equipment standards & measures published

Application guidelines have now been developed by the SIG and a revised guidance document will be provided in the near future.

Phase 1 - Data Protection and Security Standards



Service Type	Cyber Essentials (Self-Certified)	Data Security & Protection Toolkit (England & NI) Information Sharing Toolkit (Scotland) Welsh Information Governance Toolkit (Wales) (Self-Certified)	Cyber Essentials Plus (External Certification)	ISO 27001 (External Certification)
Preventative	Compliant	Advanced Compliance	Advanced Compliance	Outstanding Compliance
Proactive	Compliant	Advanced Compliance	Advanced Compliance	Outstanding Compliance
Reactive	Compliant	Advanced Compliance	Advanced Compliance	Outstanding Compliance
Any Regulator Registered Organisation	2023		+ Non-exempt Toolkit criteria	+ Non-exempt Toolkit criteria
	DSPT Approaching Standards (QSF Requires Improvement)	QSF Compliant (DSPT Standards Met)	QSF Advanced Compliance (DSPT Standards Exceeded)	QSF Outstanding Compliance (DSPT Standards Exceeded)
Gives access to:	<ul style="list-style-type: none"> Meeting minimum legal standards Stepping stone to next level Action plan needed Access to NHS email 	<ul style="list-style-type: none"> Above legal requirements Reassurance of data and cyber security Answer CQC questions GP Connect Local shared care records Proxy access to GP records Proxy access for medication ordering Summary care records 		



Future changes

Revised Quarter 4 2023

Introduced Quarter 1 2024

We need to keep the QSF scheme agile and up-to-date with industry demands.

Special interest Group 008 – Availability of Service



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Measures of Excellence Changes

- Revision of MoE guidance - what should and should not be included
- **TEC Monitoring**
- Maximum response time of **5 minutes** for all calls?
 - This is already cited in the European Standard EN 50134 part 7
 - To begin with, the max response time could be greater and reduced in phases
- Maximum response time of **3 minutes** for all **fire** calls?

QSF Quality Rating System

Has been in consideration for some time

Put back due to the Covid 19 Pandemic

Intend to introduce in September 2023

Aligned with Quality and Safety – Not quantity

Additional criteria, or levels within existing criteria

Your thoughts – Content/Terminology

Quality Rating System – Your Thoughts

	1	2	3
Option B	Compliant	Advanced Compliance	Outstanding Compliance
Option A	Good	Very Good	Outstanding

Additional Developments for 2023

Incident/System change reporting templates on TQ website

Revision of the Telehealth Module – Virtual Wards

Continue development of the **Proactive and Preventative** Care model

Outputs from new SIG 015 – **Infection Prevention and Control** – Guidance and New Criteria for QSF

Guidance for digital alarm installations

Finalise development of Digital Auditing Platform

**Thank you and
any final questions?**

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