

TEC
Quality

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.



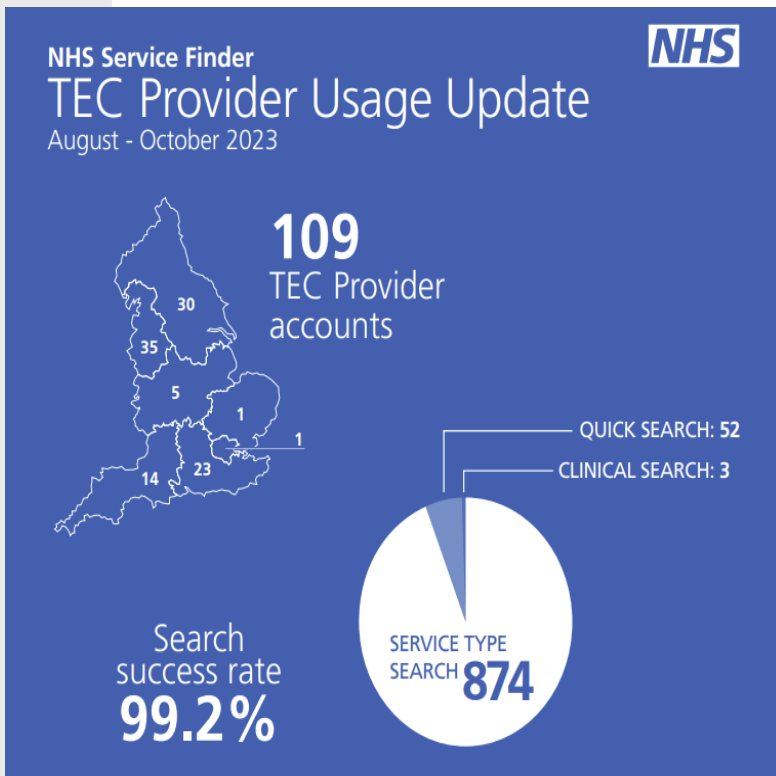
- www.tecquality.org.uk

Decision Support Tool

Right Response - Right Time



- Consistency of call handling
- UCR teams as an additional pathway
- Improve the quality of appropriate referrals
- Use NHS Service Finder

A small version of the red shield logo with "TEC Quality" and "Quality · Safety · Innovation" below it.

Technology Enabled Care
Call Handling
Pathway Decision Support Tool

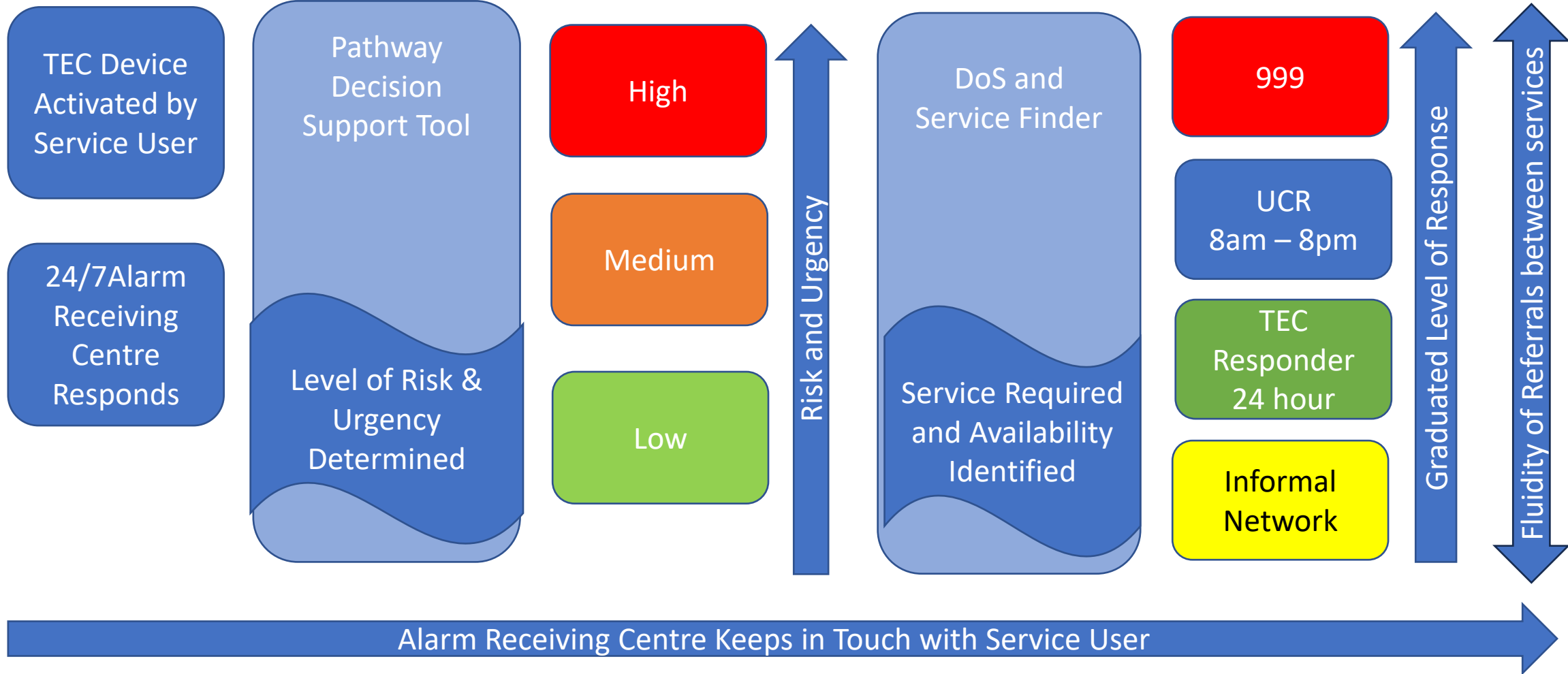
Introduction | Flowchart | 999 Questions | Presenting Conditions

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

Integration and patient outcome model




Quality · Safety · Innovation





Case Studies across the Country

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

 <p>Colchester Helpline 24/7: Strengthening collaboration through the TEC Quality Standards Framework</p>   <p>Quality. Safety. Innovation.</p>	 <p>WARRINGTON Borough Council</p> <p>Connecting TEC, UCR and Responder Services – the blueprint for integrated services</p>  <p>Quality. Safety. Innovation.</p>	 <p>Tendring District Council</p> <p>The Person Centred Response Service that Supports the Wider Community 24/7</p>  <p>Quality. Safety. Innovation.</p>	 <p>Progress Lifeline</p> <p>How Evidencing TEC Standards in Response is Helping Wider Integration & Partnerships</p>  <p>Quality. Safety. Innovation.</p>
---	--	--	--

Next Steps:

Ensure TEC services are QSF certified and have completed the Decision Support Tool Training

Implement the new Guidance/Blueprint for TEC/UCR's and be proactive in building relationships

UCR's to accept all TEC referrals from Local, Regional and National TEC Providers

Can you expand or enhance your TEC service to fill Response gaps in provision and provide a wrap around service? Explore opportunities with ICB Leads.

Measure and Review – through data capture and outcome-based examples.

Thank you

For further information contact:

Helen Loveday -
Head of Quality & Improvement

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

