



Quality · Safety · Innovation



The QSF modules

All organisations have to be audited against the 10 Standards Modules. Whether your organisation is a service provider or a sector supplier, the principles of safety, effectiveness, ethics and quality apply - albeit in differing ways.

The service delivery modules of which there are 4, apply to specific circumstances and organisations. Auditing will be undertaken to an agreed process specific to your organisational needs and desired outcomes.

The 10 QSF Standards Modules:

- User and Carer Experience
- User Safety
- Effectiveness of Care
- Information Governance
- Partnership Working and Integrated Care
- The Workforce
- Business Continuity
- Ethics
- Performance and Contract Management
- Continuous Improvement and Innovation.

The QSF Service Delivery Modules:

- Telecare Monitoring
- Assessment of and Installation of TEC
- Response Service
- Telehealth Monitoring.

UKAS accreditation

TEC Quality have been granted accreditation by UKAS to ISO/IEC 17065:2012 for the Certification of Technology Enabled Care Services.

This prestigious accreditation embeds impartiality in to the heart of the Quality Standards Framework.

The United Kingdom Accreditation Service (UKAS) is the sole national accreditation body for the United Kingdom. UKAS is recognised by government, to assess against internationally agreed standards, organisations that provide certification services.



The voice of technology enabled care

TEC Quality is the organisation set up to develop and run the Quality Standards Framework (QSF) - a set of outcome based standards developed in partnership with key stakeholders across the TEC sector. TEC Quality audits and certifies organisations against these standards.

Whilst QSF is the intellectual property of the TSA, TEC Quality has full autonomy and sector-wide support to administer the QSF standards. TEC Quality has a team of independent auditors, who have all been trained to ISO 19011 standards.

www.tecquality.org.uk

What is TSA's Quality Standards Framework? (QSF)

Quality standards are important in all industries, more so when the services and products being provided affect the lives of individuals.

QSF is continually developing, driven by UKAS accreditation and through collaboration with regulators, care sector organisations and key stakeholders.

Underpinned by accreditation to ISO 17065, QSF is the best way to show that your services reach the industry benchmark of safety and quality.

QSF is open to anyone operating in the Technology Enabled Care industry in the UK.



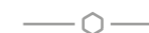
Service Providers and Suppliers

Why become certified?

- Protect your service and service users
- Align your brand with a stamp of safety
- Attract self-purchasers and commissioners
- QSF gives pride to staff and shareholders
- Audit offers valuable insight

Who can apply?

Certification is available to organisations that provide TEC services or products such as telecare and telehealth service providers and suppliers, fire and ambulance services and digital health companies.



"I just wanted to thank both of you in assisting and helping us through our recent Audit. Having now gone through this I wanted to say this has much improved on the previous system. [Our auditor] Sharon was able to spend more time discussing and meeting with various colleagues and clients enabling her to focus on our overall service and outcomes."

Margaret Hutchings

Supported Housing Sheltered Housing and Careline Services Manager, South Essex Homes.



10482

www.tecquality.org.uk

Commissioners

Why choose QSF-certified suppliers?

Following the tragic death of a telecare service user in 2015, the Department of Health has urged TEC commissioners to procure only from QSF-certified providers.

Through working with government bodies and national TEC organisations we have ensured that QSF meets all commissioning standards.

Our UKAS accreditation ensures impartiality. Continuing validation of our audit process ensures objectivity and forms the backbone of QSF development.

Telecare Commissioners

- Protect your service and local authority from risk
- Guarantee the quality of suppliers and service providers
- QSF can cope with the fast-changing pace of TEC
- Focus on outcomes not outputs

Telehealth Commissioners

- Protect your NHS Trust from risk
- Check the quality of non-clinical telehealth processes
- Quality-assure the whole telehealth pathway
- Maximise the ROI of the technology you buy

Procuring from non-certified suppliers or providers represents a significant risk. Don't leave your organisation vulnerable to poor service quality.



Quality · Safety · Innovation

Case Study

Mersey Care NHS Foundation Trust

Mersey Care NHS Foundation Trust – part of Liverpool Community Health NHS Trust – launched in 2013. In 2014 it had 40 patients. Now it has served over 4,300 and is growing rapidly.



The Certification Decision

Quick growth put Liverpool Community Health's (LCH) Telehealth service into uncharted territory. It is managed by a small team of highly experienced nurses, but the scale, constant throughput and diverse group of patients meant that Carol Hughes, LCH's clinical and operational lead for health technology, wanted to put the right governance in place and have something to benchmark against.

The Process

Convinced the QSF would be good for her service, Carol and her team began to pull together relevant evidence including patient feedback, carer surveys, policies, operating processes and evidence of their information governance practices.

Four weeks after submitting this, the TEC Quality assessors arrived for a day-long visit. Partners, including I Merseyside, LCH's system provider, commissioners and the organisation's acting chief operating officer spoke to TEC Quality. The assessors talked to Carol, team leaders, healthcare assistants and call handlers about the evidence they submitted.

When the written assessment came around two weeks later, the service had been given the highest possible rating.

"QSF sends out a loud and clear message to commissioners, the organisation, patients and staff that this is a safe service with quality standards and adds to the credibility of the service. It enables us to look at the service with a critical eye and everybody needs to do that."

Benefits

The QSF has delivered an 'active' benchmark and quality assurance that has enabled LCH to have open conversations with partners and push the boundaries of its service.

For example, Carol is now working to develop KPIs with commissioners and contractors (e.g. to install telehealth within 2 -3 days of someone being discharged from hospital) to make sure best practice is measurable and deliverable.

On Merseyside, the QSF has also:

1. Assured patients they are in a good, safe service
2. Provided a positive endorsement for staff
3. Given the board greater confidence in the service
4. Created an opportunity to develop telehealth teaching modules
5. Supported peer to peer telehealth review model
6. Increased engagement with the CQC around telehealth benchmarking.



www.tecquality.org.uk

Case Study

Horsham District Council

Horsham District Council's Community Link Service was established more than 20 years ago to help vulnerable people remain in their homes for as long as possible. They do this by using local knowledge, signposting and technology including lifelines. They also provide GPS trackers and other sensors and gadgets. Their youngest client is 19 and the oldest is 105 and they support over 1,700 people with a team of five staff.



The Certification Decision

For Community Link service manager, Emma Quest, the decision to be one of the first organisations to go through the QSF process was simple; they were due for an audit but felt it made sense to be audited against the incoming standards as opposed to those that were on their way out.

As the service was developing, Emma felt it would be good to find out whether they had got the basics right.

The Process

Emma felt the QSF was much less prescriptive than the previous standards. She initially found the open approach challenging but quickly realised that the work done for the previous audit had largely prepared them for QSF.

Over a few months she pulled the evidence together module by module.

The day of the auditors' visit included a presentation, sessions with Emma, her manager, the director, staff and the council's head of health and wellbeing and community safety. The final report (typically produced within 3 weeks of the audit) is due shortly, but in their initial feedback, auditors praised the team's shared approach and goals.

"The standards are not hugely detailed, but they are clear and well put together. They look at what you do rather than dictate how you do it."

"The QSF gives you a whole day to showcase, giving us the opportunity to ensure that the auditors really get to know our service, making the feedback focused and beneficial."



www.tecquality.org.uk

"Technology is a new concept in nursing. I wanted a level of assurance and transparency that we were delivering safely and effectively."

"There was an atmosphere of supportive scrutiny which made it a pleasant, if intense, process."