ITEC 2024

TEC Quality

Helen Loveday

Head of Quality and Improvement
TEC Quality

EMPOWERING PEOPLE'S LIVES

The Quality Standards Framework and UKAS Accreditation

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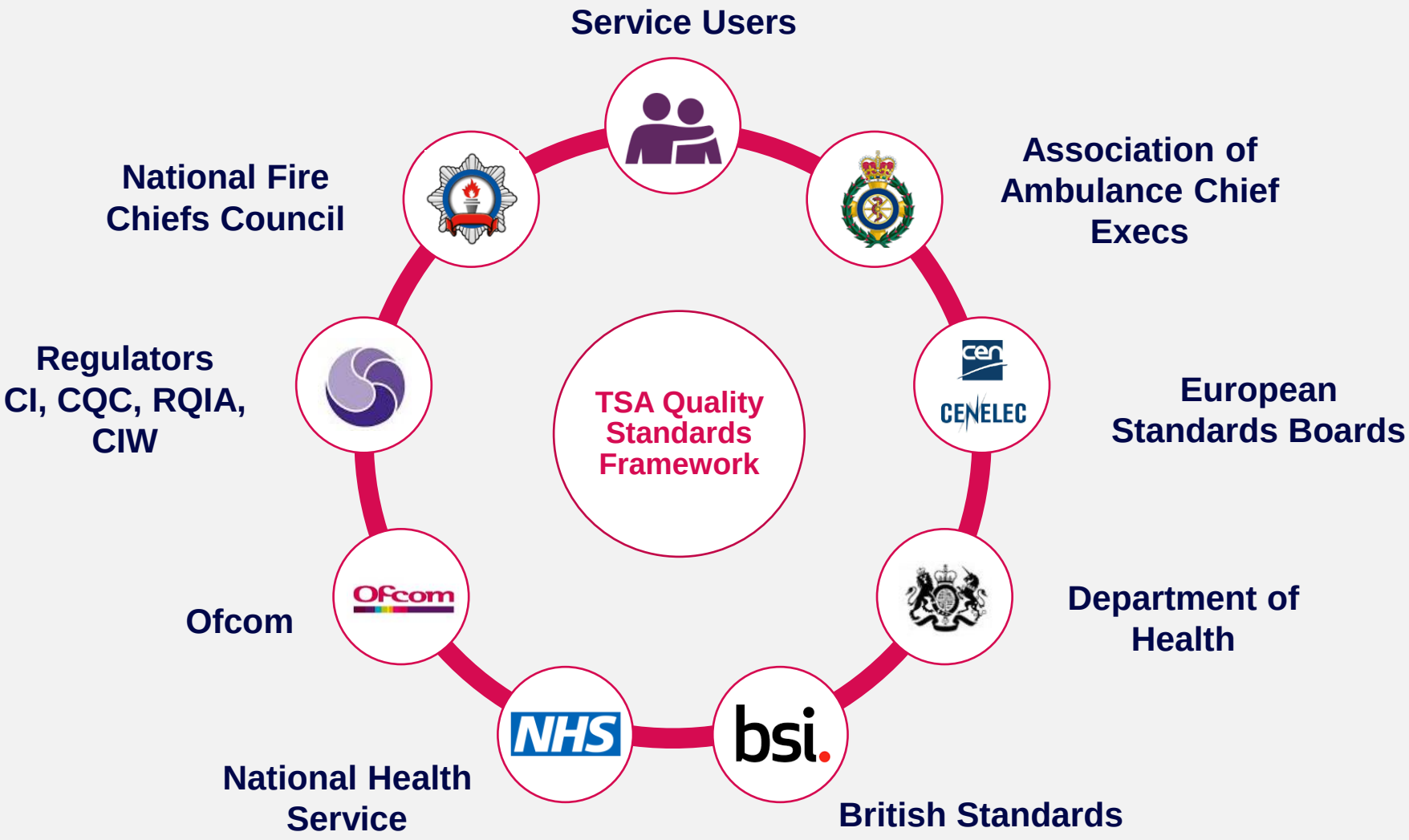
- The United Kingdom Accreditation Service is the sole national accreditation body recognised by the British government to assess the competence of organisations that provide certification, testing, inspection and calibration services
- TEC Quality runs the only externally accredited (UKAS) Quality Standards Framework for TEC in the UK,
- An Outcome Based Scheme that puts the person at the Heart of Service Delivery
- Drives Continuous Improvement and Innovation
- An Audit process completed on an Annual basis
- Embed Quality and Safety into Service Delivery
- Moving to a Digital Auditing Platform in 2024

UKAS PRODUCT CERTIFICATION

www.tecquality.org.uk

The Quality Standards Framework – Partnership Working



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Integrated Working with NHSE and Partners to enhance a Community Based TEC Model

WARRINGTON Borough Council

NHS North West Ambulance Service NHS Trust

ASSOCIATION OF AMBULANCE CHIEF EXECUTIVES

NHS

TSA™ The voice of technology enabled care

The Power of Partnerships
TSA and UCR Roadmap

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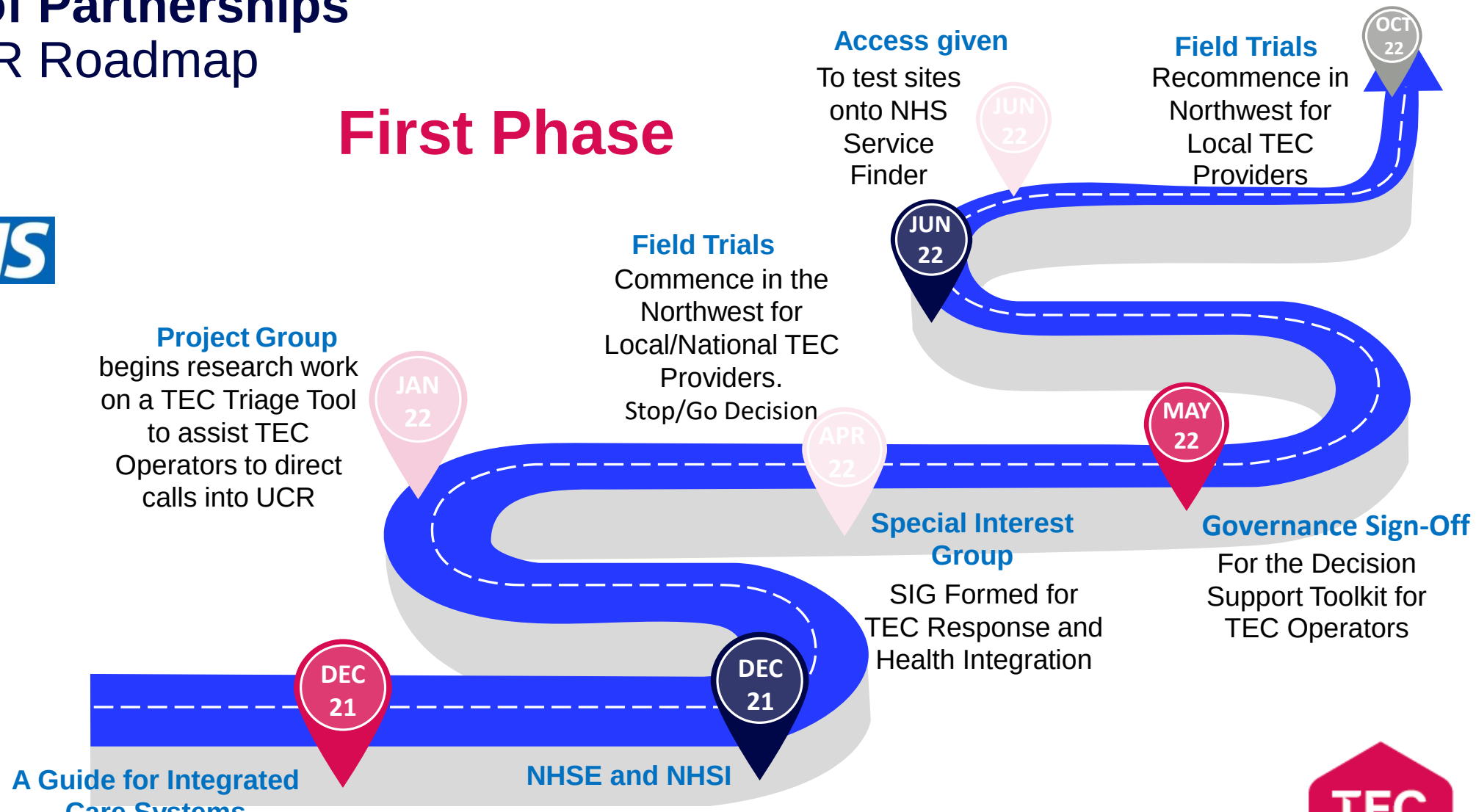
NHS

First Phase



A Guide for Integrated Care Systems
TEC Working Collaboratively to reduce the burden of pendant alarms on 999
NHSE and NHSI

NHSE and NHSI
TEC Companies included in the solution to prepare the NHS for the potential impact of the Omicron variant and other winter pressures

Project Group
begins research work on a TEC Triage Tool to assist TEC Operators to direct calls into UCR

Field Trials
Commence in the Northwest for Local/National TEC Providers.
Stop/Go Decision

Special Interest Group
SIG Formed for TEC Response and Health Integration

Governance Sign-Off
For the Decision Support Toolkit for TEC Operators

Access given
To test sites onto NHS Service Finder

Field Trials
Recommence in Northwest for Local TEC Providers

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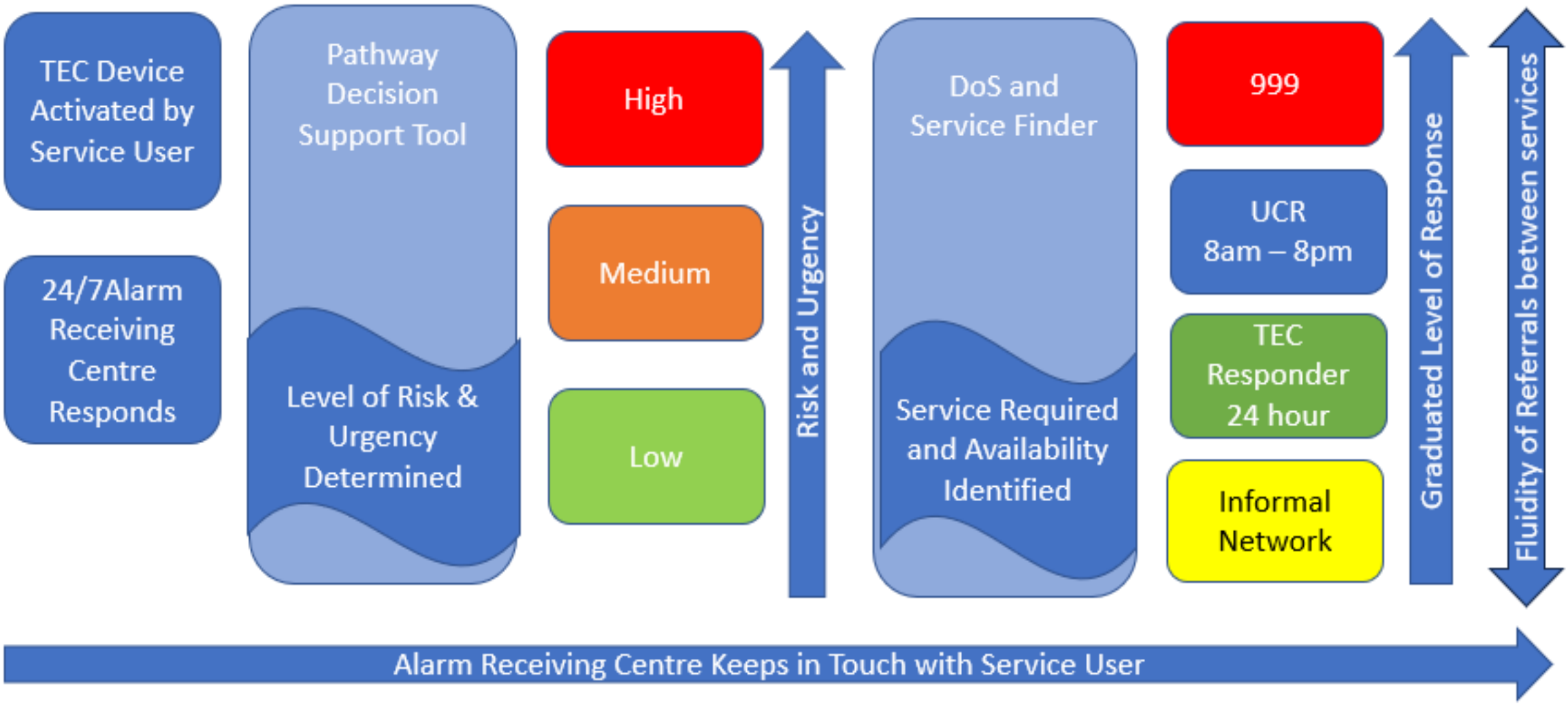
Integration and patient outcome model



TSA and UCR Roadmap

Second Phase

The voice of technology enabled care

Launch
of the NHSE Referral Guidance for TEC Providers into UCR & Ambulance Services to UCR (also released on NHS Futures)

TSA National
TEC Monitoring Centre group created to enhance national roll out

Creation
Of Case Studies across England
www.tecquality.org.uk

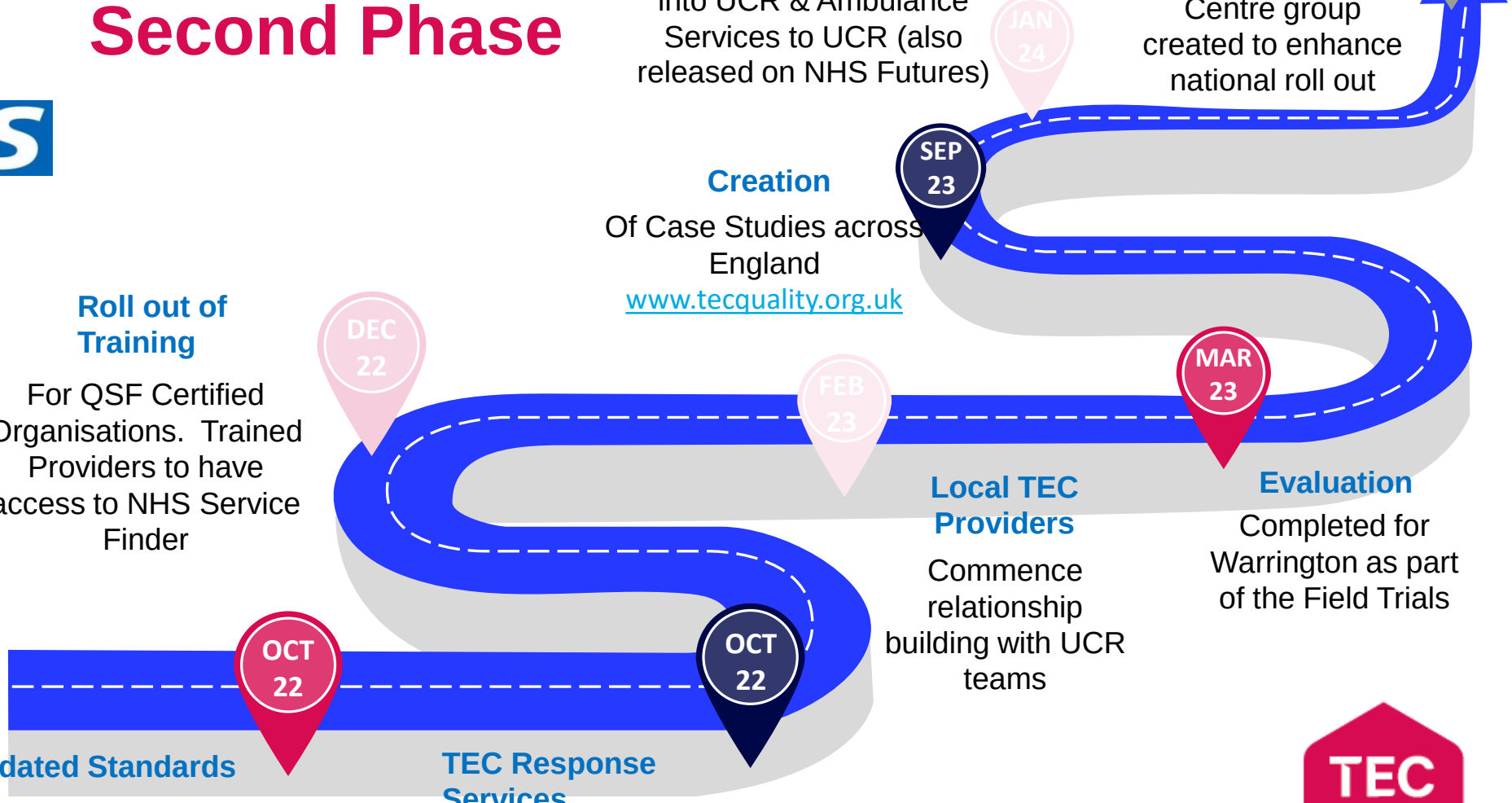
Roll out of Training
For QSF Certified Organisations. Trained Providers to have access to NHS Service Finder

Local TEC Providers
Commence relationship building with UCR teams

Evaluation
Completed for Warrington as part of the Field Trials

Updated Standards
Within QSF to reflect the adoption of the DST and Guidance

TEC Response Services
Mandated by Amanda Pritchard to be QSF certified – launch of the NHSE Preparing for Winter pressures and beyond



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Building Strong Foundations for TEC Services and UCR

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Technology Enabled Care (TEC) Referral Guidance

Direction on how TEC providers are to establish referral pathways into Urgent Community Response (UCR)

Version 1.0

NHS England

Technology Enabled Care Referral Guidance

January 2024

NHS England

TSA™

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Trailblazers for 2024 – South Tyneside and Sunderland

5 'gold standard' indicators for areas to work towards

1

There are direct referral routes in place from locally operating QSF-certified TEC responder services into the UCR service, which don't rely on clinician-to-clinician referral

2

Only activity which is inappropriate for UCR response is directed to 999, with responsibility being maintained by the TEC provider until this transfer of care occurs

3

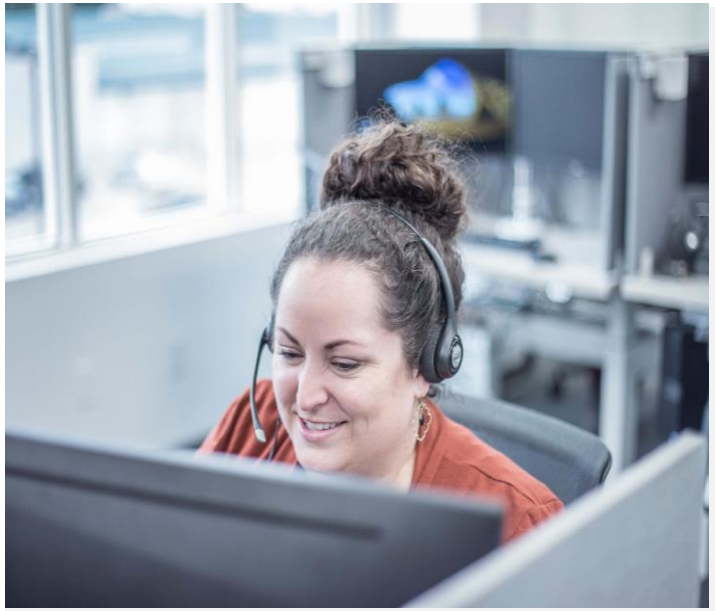
The UCR service has open lines of communication into its locally operating QSF-certified TEC responder services, which limit the amount of rejected referrals due to capacity limitations

4

Training on appropriate referral reasons is available to local QSF-certified TEC responder services, with the UCR service having an 'accept all' approach to referrals from providers who've completed this training

5

Induction and refresher training for TEC to UCR pathway is co-designed and co-delivered frequently, with at least quarterly PDSA approaches to understand the reason for and mitigate against future rejected referrals



Working in Partnership
TSA and the National Fire Chiefs Council (NFCC)

NFCC
National Fire
Chiefs Council

Updated the Memorandum of Understanding March 2024

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Launch: Fire Standard Guidance for the TEC Sector

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Norfolk Fire Service
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SENTINEL

CARDIFF
CAERDYDD

Glasgow City Council

Careline365
HELP WHEN YOU NEED IT

Fire Standard Guidance for the Technology Enabled Care (TEC) Sector

Application Guidance

28th February 2024

Next Steps For TEC Services 2024

- Use the National guidance to establish and enhance current local referral pathways
- Prepare UCR teams for the roll out TEC National Provider referrals into UCR
- Use TEC Sector data to work proactively alongside UCR teams to capture changes for people in a preventative way
- Promote the QSF – The next QSF Journey Group starts in April 2024 – includes group training and information sharing sessions.
- Create case studies to share with the Sector to share best practice and new ways of working.
- Ensure Fire Safety is at the forefront of service – TEC Sector, Health, Housing and Social Care
- The Future – Special Interest Groups - Virtual Wards & Telehealth, Enhanceing TEC Services within Domicillary Care & Care Homes.

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Thank you

www.tsa-voice.org.uk

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