

TELECARE: QUALITY, STANDARDS AND ACCREDITATION

OVERVIEW AND STRATEGY:AUGUST 2008

Learning Network 13/08/2008

“supporting health and social care partnerships”

Why?

- *The pursuit of Quality is a good thing..and should be recognised and encouraged*
- *There appears to be no agreed national minimum standard*
- *Inconsistency of quality (we think..!)*
- *Current monitoring focuses on quantity and numbers*

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Quality Assurance and regulation now...

- *'National Outcomes framework'*
- *Social Work Inspection Agency*
- *The Care Commission*
- *Telecare Services Association*
- *Generic quality marks (e.g. 'Chartermark')*
- *Internal Quality Assurance (EFQM etc)*

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'Ensure all aspects of telecare service provision are delivered to recognised standards'

- ***'Secure a more comprehensive approach to telecare regulation by the Care Commission'****

****'Seizing the Opportunity: Telecare Strategy 2008-2010'***

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and...

- *'Work with TSA to ensure its standards framework meets the needs of Scotland*
- *Encourage local partnerships and member organisations to apply for TSA membership and accreditation'*

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Some 'bottom lines'..

- *Avoid duplication ('passporting')*
- *Electronic, not paper*
- *Recognition of existing approved procedures and processes*
- *Credible processes including self assessment*
- **Cost effective/added value**
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Questions for discussion

- *Should all aspects of Telecare services be registered and inspected as care services by the Care Commission*
- *Implications for your partnership/service?*
- *What further questions do you have about TSA and their proposed approach*
- *Would you support our 'bottom lines'? Are there others we should add?*