



Telecare Services Association

REVISED CODE OF PRACTICE

TSA's Mission

“to realise the potential of telecare”

Telecare Services Association

Objectives of the Association:

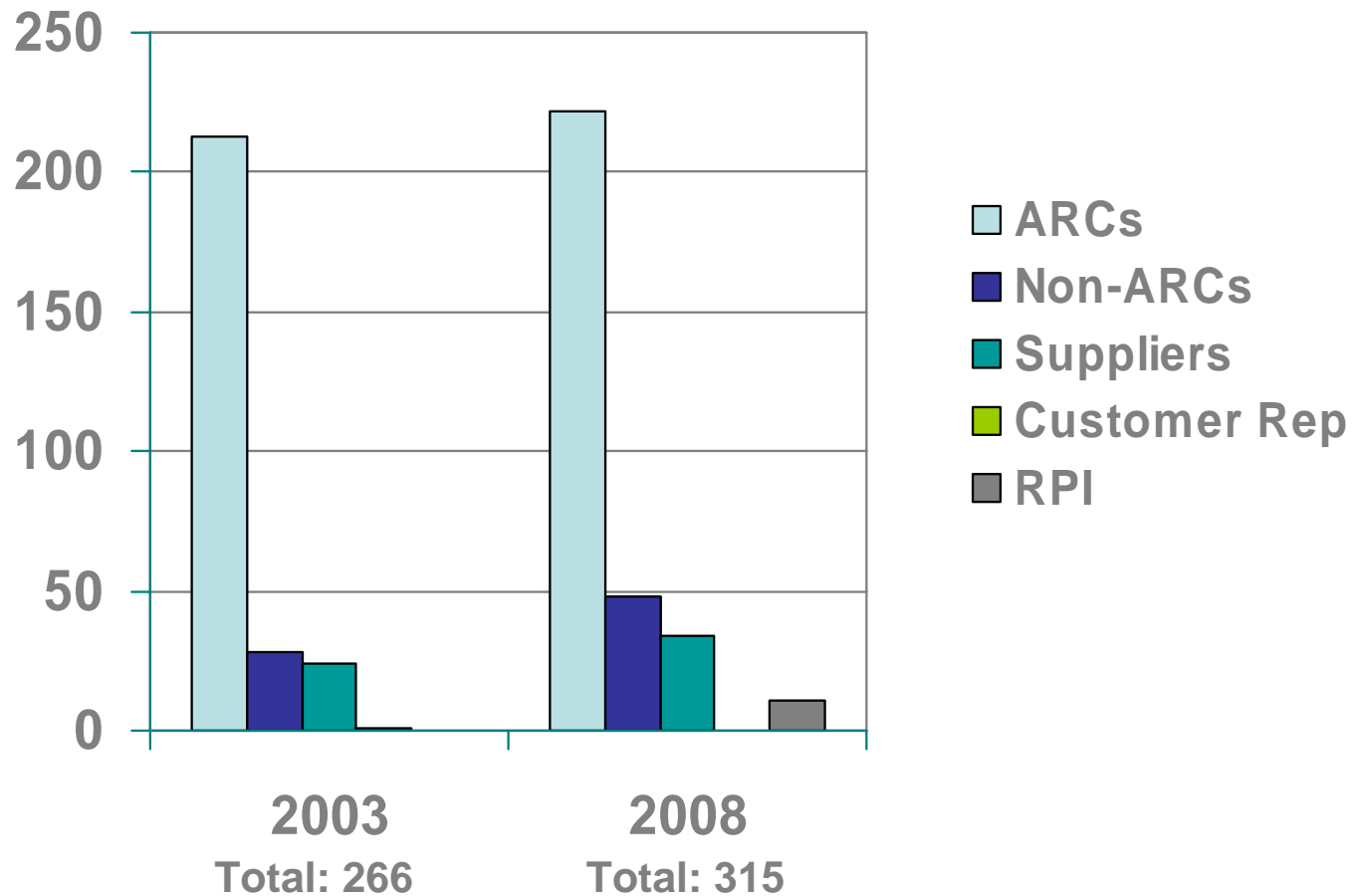
- to be recognised as the leading force in the UK for telecare and telehealth
- to set standards for the delivery of telecare and telehealth
- a body to which all those involved in telecare and telehealth aspire to join

Telecare Service Association

On behalf of our members we:

- build relationships with UK Governments and leading organisations
- establish and promote quality standards
- champion interoperability of technology
- promote the telecare/telehealth industry
- provide training, support and best practice guidance
- champion the service user

TSA membership statistics



Membership Fees 2008

Membership Category		Membership Fee
Full (ARCs)		£964
Associate (Non ARCs)		£728
RPI		£728
Supply Sector 1	(under £1M)	£964
Supply Sector 2	(£1M - £10M)	£1456
Supply Sector 3	(> £10M)	£1872

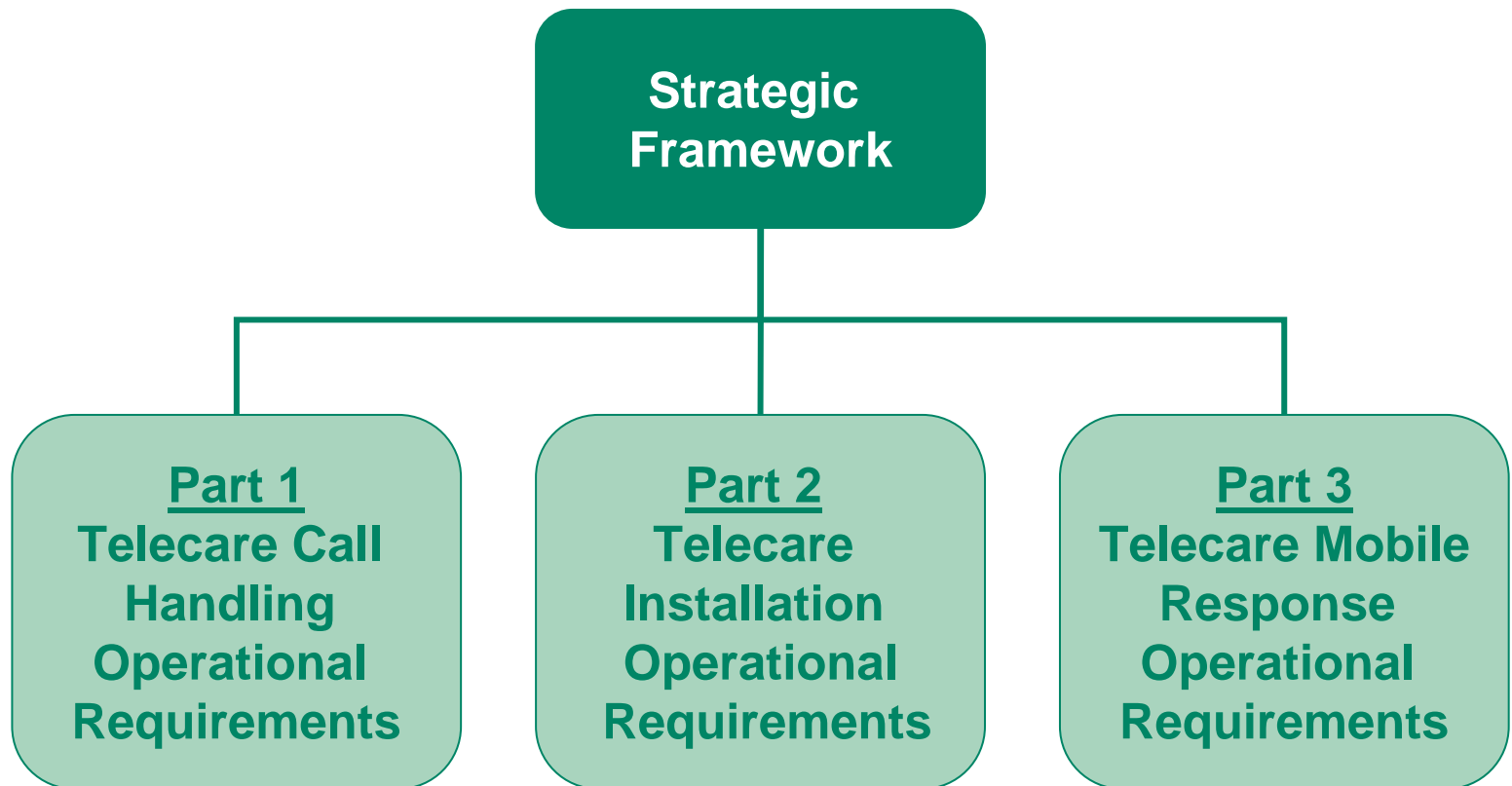
All prices quoted + VAT
Subject to annual review

TSA Members in Scotland

- Angus Council
- Argyll & the Islands Telecom Ltd
- Argyll and Bute Council
- Bield Housing Association
- East Ayrshire Council
- East Dunbartonshire Council
- East Lothian Council
- Falkirk Council
- Glasgow City Council
- Hanover (Scotland) Housing Association
- North Lanarkshire Council
- Positive Response Communications Ltd
- Renfrewshire Council
- Scottish Borders Council
- South Lanarkshire Council
- Stirling Council
- West Lothian Council
- Western Isles Council

TSA Code of Practice

for the delivery of telecare services



Accreditation process

- Code of Practice handbook
- Code of Practice documents
- Good practice guides
- Self assessment checklists
- Support from TSA
- Network of accredited TSA members
- Pre audit (optional)
- Full audit
- Annual maintenance audits
- Three-yearly full audit

Accreditation costs

prices effective 1 st June 2008	One Part	Two Parts	Three Parts
Pre audit (optional)	£520	£910	£1040
Full audit	£1045	£1575	£1995
Annual maintenance audit	£525	£890	£1155
Three yearly audit	£895	£1345	£1650

All prices quoted + VAT
Subject to annual review

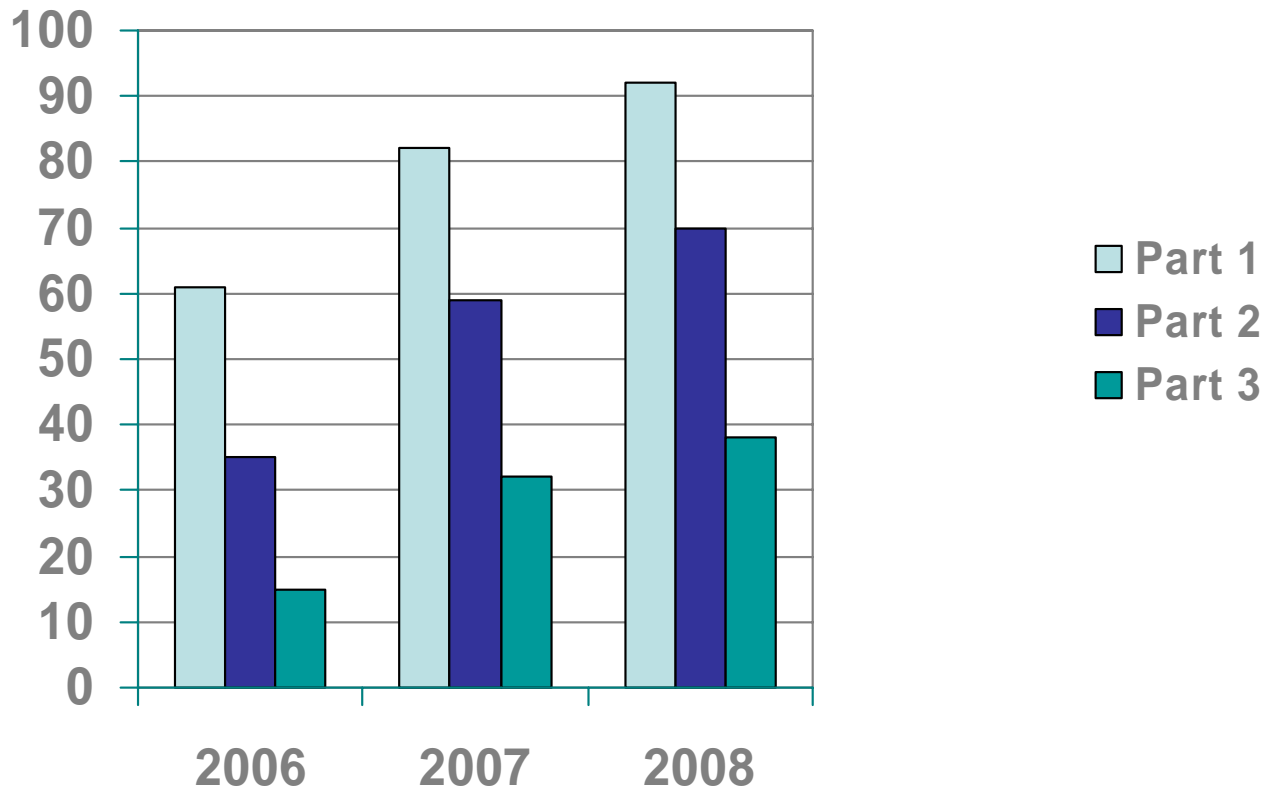
TSA Accredited Members

in Scotland

- Bield Housing Association
 - Parts 1 & 2
- Hanover (Scotland) Housing Association
 - Parts 1 & 2
- North Lanarkshire Council
 - Parts 1, 2 & 3
- Renfrewshire Council
 - Parts 2 & 3
- West Lothian Council
 - Part 1 in September 2008

Growth in TSA

Code Compliant Services



Aims of the review

- “fit for the future”
- in line with government policy
- customer focused
- continue to set a high standards in the market place
- modular approach
- suit an electronic delivery mechanism
- code should be demonstrated on a single page
- exposed to external stakeholder engagement

Code of Practice

Management Board

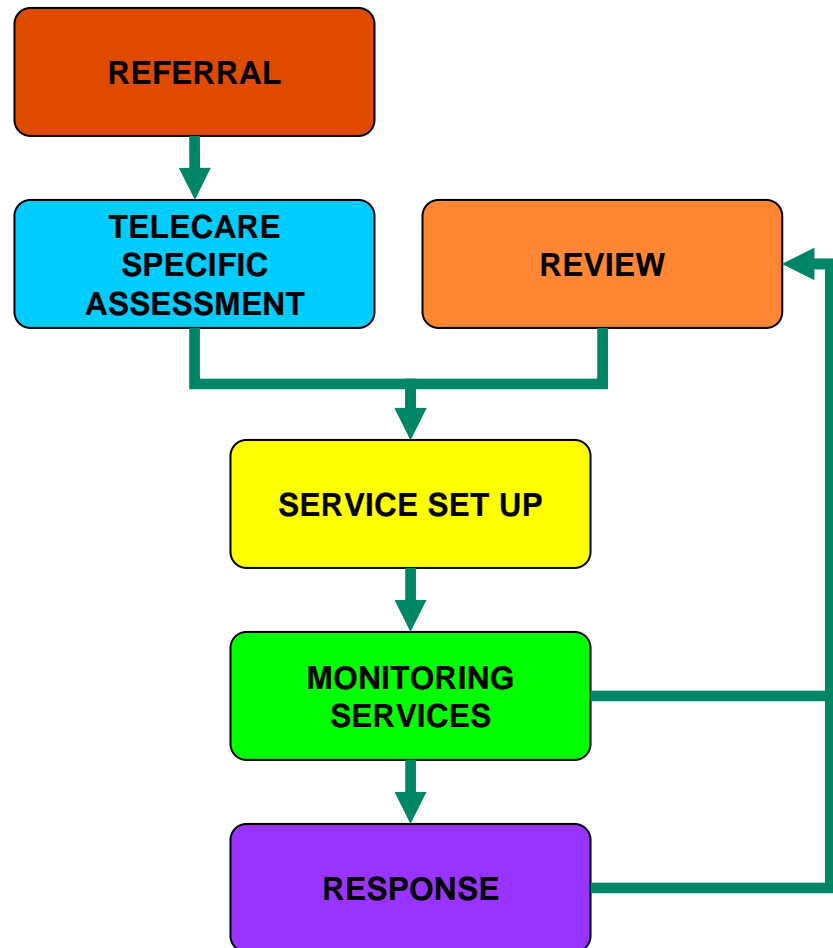
- Moira Mackenzie, Scottish Government
- Lee Davis, Welsh Assembly Government
- Mike Clark, Dept of Health, England
- Dr Simon Brownsell, Academic
- Claire Skidmore, Kent County Council
- Anna Harrison, West Cheshire PCT
- TSA Service Provider Directors

Principles of telecare

- maintains the dignity and respect of the service user as an individual
- ensures the right information is given so that the service user can make an informed choice
- underlines the values of diversity, inclusion and freedom from discrimination
- protects the service users' privacy
- operates a responsive, professional, safe and trustworthy service
- interfaces with partners to promote a holistic approach to care and support for the service user
- identifies needs of service users
- measure outcomes

Telecare Services Association

R2R Model



Code of Practice

STANDARDS MODULES	PROCESS MODULES		ACCREDITED SERVICES							
	SUPPORT & ADVICE	REFERRAL	TELECARE SPECIFIC ASSESSMENT		SERVICE SET UP		MONITORING SERVICES	RESPONSE	REVIEW	
		Referral/ Enquiry	Individual Profiling	Telecare Plan	Service Tailoring	Installation	Monitoring		Escalation/ Pathways	Review/ Reassessment
Safeguarding	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Governance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff & Training	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Privacy & Data Protection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Partnership Working		✓	✓	✓	✓	✓	✓	✓	✓	✓
Service User Communication	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Managing access to/ working in SU's home			✓			✓		✓	✓	✓
Health & Safety			✓			✓	✓	✓	✓	✓
Technology Management						✓	✓	✓		
Business Continuity						✓	✓	✓		
Planning and Development of TSC							✓			
Legislative Requirements										
KPIs			✓			✓	✓	✓		
Nation State Variants										

Key Performance Measures

Telecare specific assessment:

- urgent
 - to be undertaken within 24 hours of a referral
- non-urgent
 - to be undertaken within five working days

Key Performance Measures

Service set up:

- installation of basic telecare service
 - urgent hospital discharge – within 24 hours of a completed assessment
 - non-urgent – within five working days of completed assessment
- maintenance/repair
 - critical fault – within 24 hours
 - non-urgency fault – within two working days

Key performance measures

Monitoring services:

- call handling
 - 9 out of 10 calls to be answered within 60 seconds, and remainder within three minutes
- line utilisation
 - % line utilisation per line bank <50%
 - % of total calls rejected; line buy <1%
- operator monitoring
 - six calls per operator per month to be monitored by a supervising member of staff

Key performance measures

Response:

- response
 - first responder to be at the service user's home within 45 minutes of 9 out of 10 calls, and within 60 minutes for the remainder of calls
- gaining access (aspirational)
 - access to be gained to the service user's home within five minutes of the first responder arriving in 9 out of 10 calls, and within 15 minutes for the remainder of calls

Next Steps.....

Completion of the Revised Code of Practice
in Nov 2008

Transition timetable for Code compliant
Member Organisations

Promotion of the Code of Practice

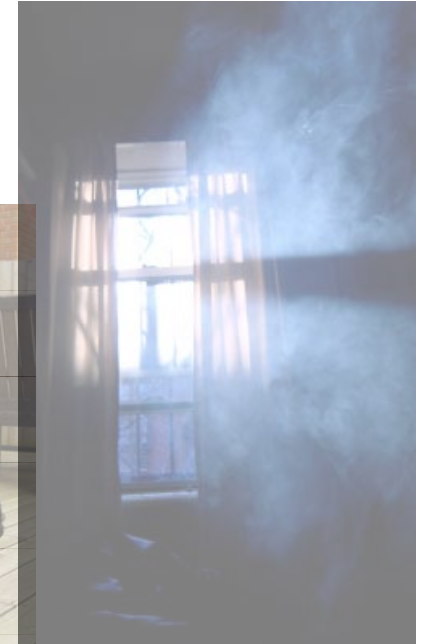
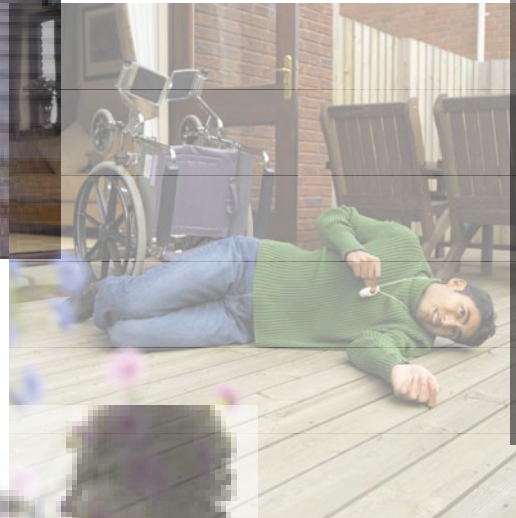
Development of a Code of Practice for
Telehealth

Why the TSA Code of Practice?

- Industry Benchmark across the UK
- Confidence to Service User, Commissioners, Governments
- Confidence to Service Providers
- Celebration of professionalism
- Staff morale
- Potential for passporting to other inspection schemes – SP, Care Commission,

Moment of truth

for telecare users



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