

# **Future Planning for Telecare Call Handling Services in Scotland**

**30 April 2009**

**Regulation and Quality Control**

# TSA's Mission

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“to unlock the potential of telecare and telehealth”

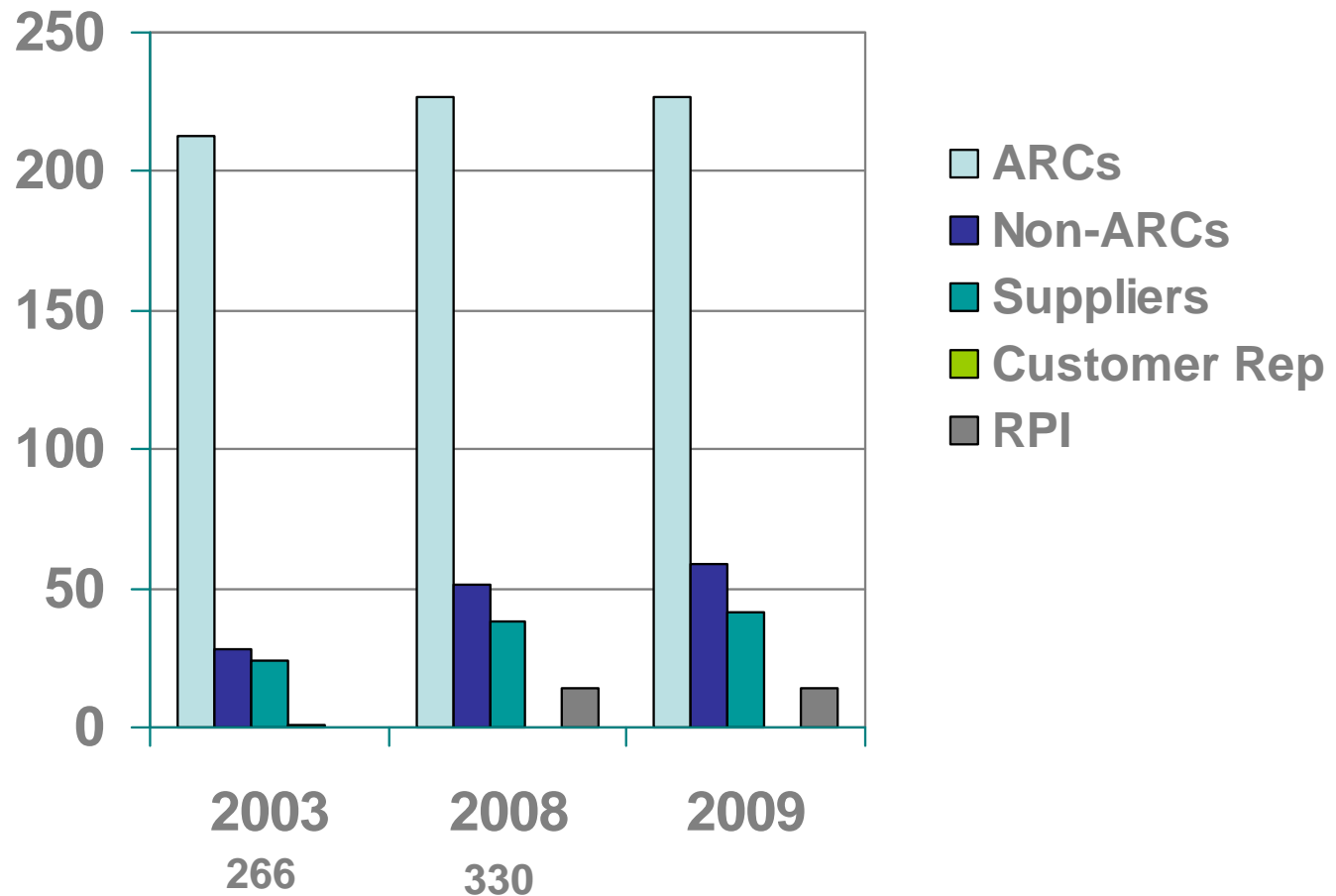
# Telecare Services Association

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## 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

# TSA membership statistics



# TSA Members in Scotland

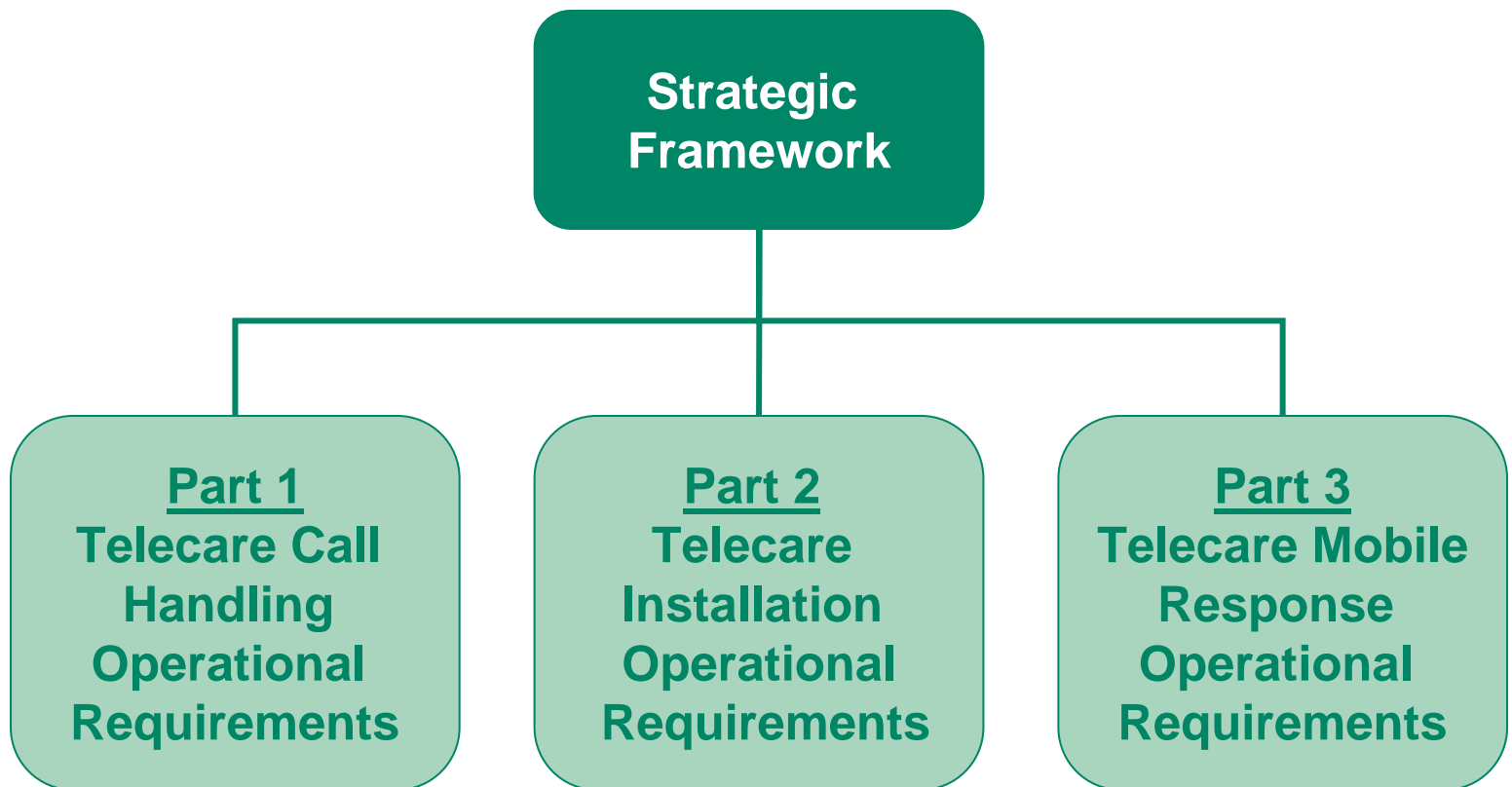
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- Angus Council
- Argyll & the Islands Telecom Ltd
- Argyll and Bute Council
- Bield Housing Association
- City of Edinburgh Council
- East Ayrshire Council
- East Dunbartonshire Council
- East Lothian Council
- East Renfrewshire Council
- Falkirk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

Pending : Perth and Kinross Council

# TSA Code of Practice

for the delivery of telecare services



# Code of Practice

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## **Sets standards for service providers**

- Offers confidence to Commissioners
- Gives reassurance to service users, their family & friends

## **Governance by Management Board**

- Senior Health & Care professionals from across UK

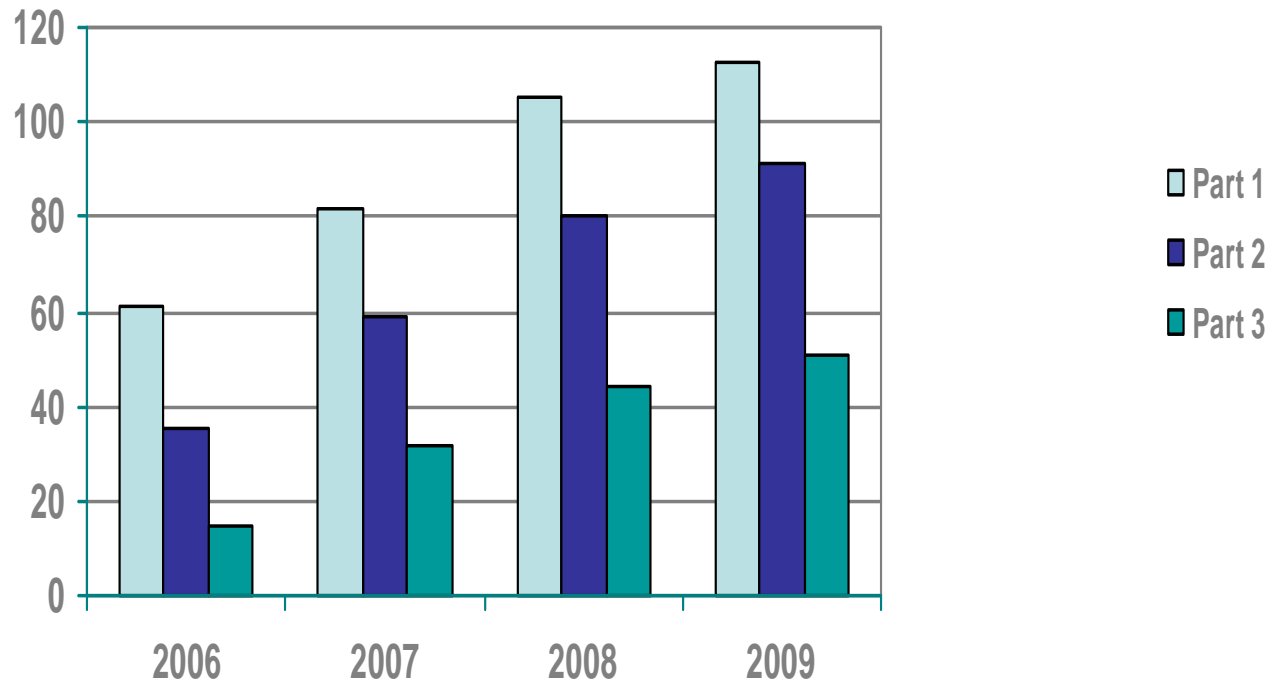
**Independently audited by UKAS** (United Kingdom Accreditation Service) approved body

**Full 3 yearly audit - annual on site inspection**

**Training & support available from TSA**

# Growth in TSA

## Code Compliant Services



# TSA Accredited Members

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## in Scotland

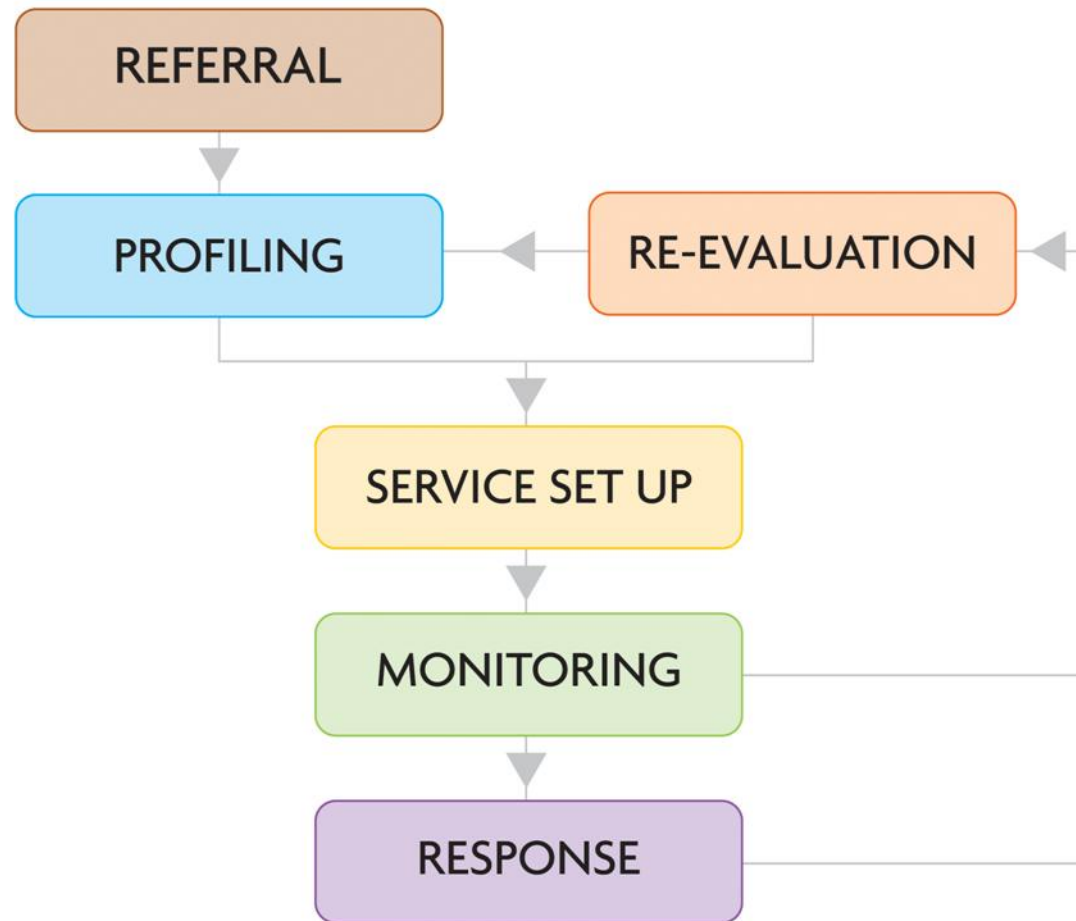
- Argyll and Bute Council – Parts 2 and 3
- Bield Housing Association – Parts 1 and 2
- Hanover Housing Assoc – Parts 1 and 2
- North Lanarkshire Council – Parts 1, 2 and 3
- Renfrewshire Council – Parts 2 and 3
- West Lothian Council – Part 1

# Telecare Quality Standards

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- “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

# Referral to Response (R2R) Model



# TELECARE CODE OF PRACTICE MATRIX



Version 1.0	PROCESS MODULES									
		In development	Released mid 2009		ACCREDITED SERVICES Released January 2009			In development		
	SUPPORT & ADVICE	REFERRAL	PROFILING		SERVICE SET UP		MONITORING	RESPONSE	RE-EVALUATION	
		Referral/ Enquiry	Service User Profiling	Telecare Plan	Service Tailoring	Installation			Escalation/ Pathways	Re-evaluation
Safeguarding	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Governance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff & Training	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Privacy & Data Protection	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Partnership Working	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Service User Communication	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Managing access to/ working in SU's home			✓			✓	✓	✓	✓	✓
Technology Management						✓	✓	✓		
Business Continuity						✓	✓	✓		
Planning and Development of TSC							✓			
Legislation (inc Health & Safety)	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Performance Management & KPIs		✓	✓			✓	✓	✓		✓
(Nation State Variants)										

SU = Service User    TSC = Telecare Services Centre    KPI = Key Performance Indicator

# Process Module - Monitoring

Covers:



- Call Handling Procedures
- Detailing the Responder Service
- Communication with Emergency Services
- Handling Non Emergency Health Related Calls
- Handling Fire Alarm Related Calls
- Sheltered Housing Scheme Issues

# Standards Module - Safeguarding

Covers:

- Fair access, diversity and inclusion
- Protection from abuse
- Voice Recording Requirements



# Standards Modules - Governance

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## Covers:

- Accountability
- Publication of an Annual Report
- Legislation
- Financial Management
- Service Level Agreements with Corporate Customers
- Sub contractors

# Standards Module – Staff & Training

## Covers:

- Recruitment, development and training of staff
- Lone working Policy



# Standards Module – Privacy & Data Protection

## Covers:

- Confidentiality, privacy and Freedom of Information Policies
- Information Management
- Data Sharing with Partner Agencies



# Standards Module – Partnership Working

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## Covers:

- Relationships with Partners Agencies
- Information provided to Partner Agencies about Telecare Services
- Notification to Partner Agencies of Service Termination

# Standards Module – Service User Communication

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## Covers:

- TSA Principles and Outcomes
- Pre-Contractual Information
- Contractual Information
- Consultation with Service Users
- Management of Complaints

# Standards Module – Managing Access

## Covers:

- Managing Access – from the Monitoring Centre's perspective only



# Standards Module – Technology Management

## Covers:

- Identification and diagnosis of equipment faults
- Computer Systems:
  - System Security
  - Data Integrity
  - Planned Maintenance



# Standards Module – Business Continuity

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## Covers:

- Business Continuity Planning
- Additional Requirements for Telecare Service Centres

# Standards Module – Planning and Development of a Telecare Service Centre

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## Covers:

- Site Selection
- Design of the building/call handling area
- Utility Services
  - Electricity
  - Uninterruptible power supply
  - Telephones

# Standards Module – Legislation (inc. Health and Safety)

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Covers:

- Health and Safety Legislation
- Legislative Requirements

# Standards Module – Performance Management and KPIs

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KPIs – Monitoring:

Call Handling: Achievement of 98.5% of alarm calls answered within one minute and 99% of alarm calls within three minutes in each calendar month (1% tolerance i.e. 97.5% and 98% from May 2009 – May 2010)

# Standards Module – Performance Management and KPIs

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## KPIs Monitoring:

Line Utilisation - % achievement of 50% line utilisation, in each calendar month

Operator Monitoring - % of operators who had six calls each calendar month monitored. (for part time staff working up to 20 hours per week, three calls each calendar month)

# Standards Module – Performance Management and KPIs

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KPIs – Monitoring:

Complaints - % of complaints completed each calendar month that met the defined time period

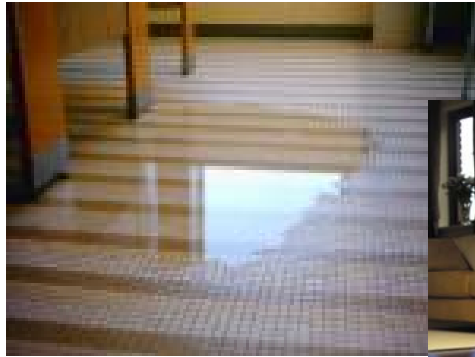
Service User Satisfaction - % of service users expressing satisfaction with the level of service provided – 90% target

# Why the TSA Code of Practice?

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

# Moment of truth for telecare users



# Contact details

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# Questions

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