

# Quality, Safety and Improvement



 @TSAVoice

[www.tsa-voice.org.uk](http://www.tsa-voice.org.uk)

Committed to Making a Difference / Inspiring Trust and Confidence / Strong Together

**TSA**<sup>TM</sup>



The voice of technology  
enabled care

OUR VISION

PEOPLE CHOOSING  
TECHNOLOGY ENABLED CARE  
TO ENRICH EVERYDAY LIFE

Transforming the Technology Enabled Care sector through a commitment  
to growth, membership support and driving quality

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# OUR MISSION

TO DRIVE THE  
TRANSFORMATION OF  
THE TEC INDUSTRY

TSA<sup>®</sup>

TEC  
Quality

## Membership

Business transformation and growth

Strategic influencing and lobbying

Training and workforce development

Events and networking

Strategic influencing  
and lobbying

Technical guidance

Quality Standards Framework  
auditing and certification





# Quality Standards Framework



UKAS Accredited

[www.tecquality.org.uk](http://www.tecquality.org.uk)



@TSAVoice

[www.tecquality.org.uk](http://www.tecquality.org.uk)



# Board Members



## **David Pearson CBE: Corporate Director, Adult Social Care and Health**

- David has been the Director of Social Services/ Director of Adult Social Care in Nottinghamshire since 2005. He also has responsibility for Public Health and has been Deputy Chief Executive since 2008.
- In 2016, David was asked to lead the development of a Sustainability and Transformation Partnership for health and social care services in Nottingham and Nottinghamshire. The STP was named as one of the more advanced STP's (now Integrated Care Systems) in 2017.
- David was invited to be a member of the Independent Panel advising the Government on the development of the Green Paper on Adult Social Care for older people
- In 2014, David was President of the Association of Directors of Adult Services (ADASS)
- David was awarded a CBE in the Queen's birthday honours list in June 2016 for services to adult social care



## **Professor George Crooks OBE, Chief Executive, Digital Health and Care Institute**

- DHI is Scotland's national innovation centre for digital health and care. George leads an organisation that is tasked with delivering innovation in digital health and care that will help Scotland's people to live longer, healthier lives and create new jobs for the economy. DHI provides opportunities for Scotland's public sector, academia, charities and industry to co-design digital solutions to some of the country's biggest health and care challenges working with patients, service users and their families.
- He was previously the Medical Director for NHS 24 and Director of the Scottish Centre for Telehealth & Telecare.
- He was awarded an OBE in the Queen's New Year Honours List 2011 for services to healthcare.

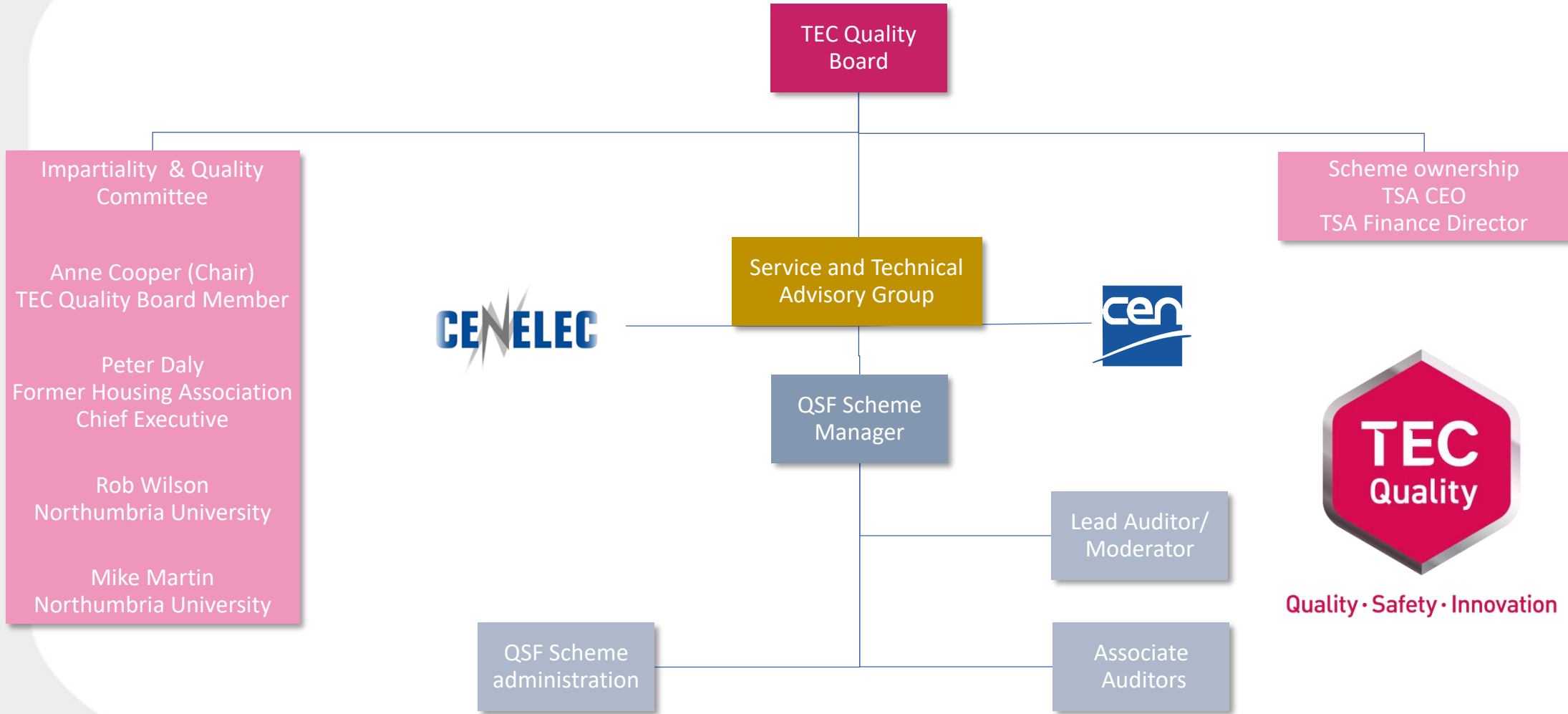


## **Helen White, Chief Executive at Chester Voluntary Action**

- Chester Voluntary Action is a charity that helps other charities. Its staff has extensive knowledge and skills to help local voluntary and community groups thrive. They help with good practice, volunteering, funding and provide links to local business support.
- Helen is currently Chair of the Knowsley Housing Trust
- Helen also chairs the Wales Regulatory Board, which examines the regulatory performance and activity of the Welsh Government and the housing sector.
- Helen has a wide experience in communications, leadership and management.



# 2019 TEC Quality Structure





Collaboration  
Partnership



# Care Inspectorate



## A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland

A comprehensive Memorandum of Understanding to underpin collaboration with the Care Inspectorate in Scotland.

TSA will work with the Care Inspectorate in knowledge transfer, skills training and best practice  
TEC Quality will work alongside both parties in the course of auditing activities.

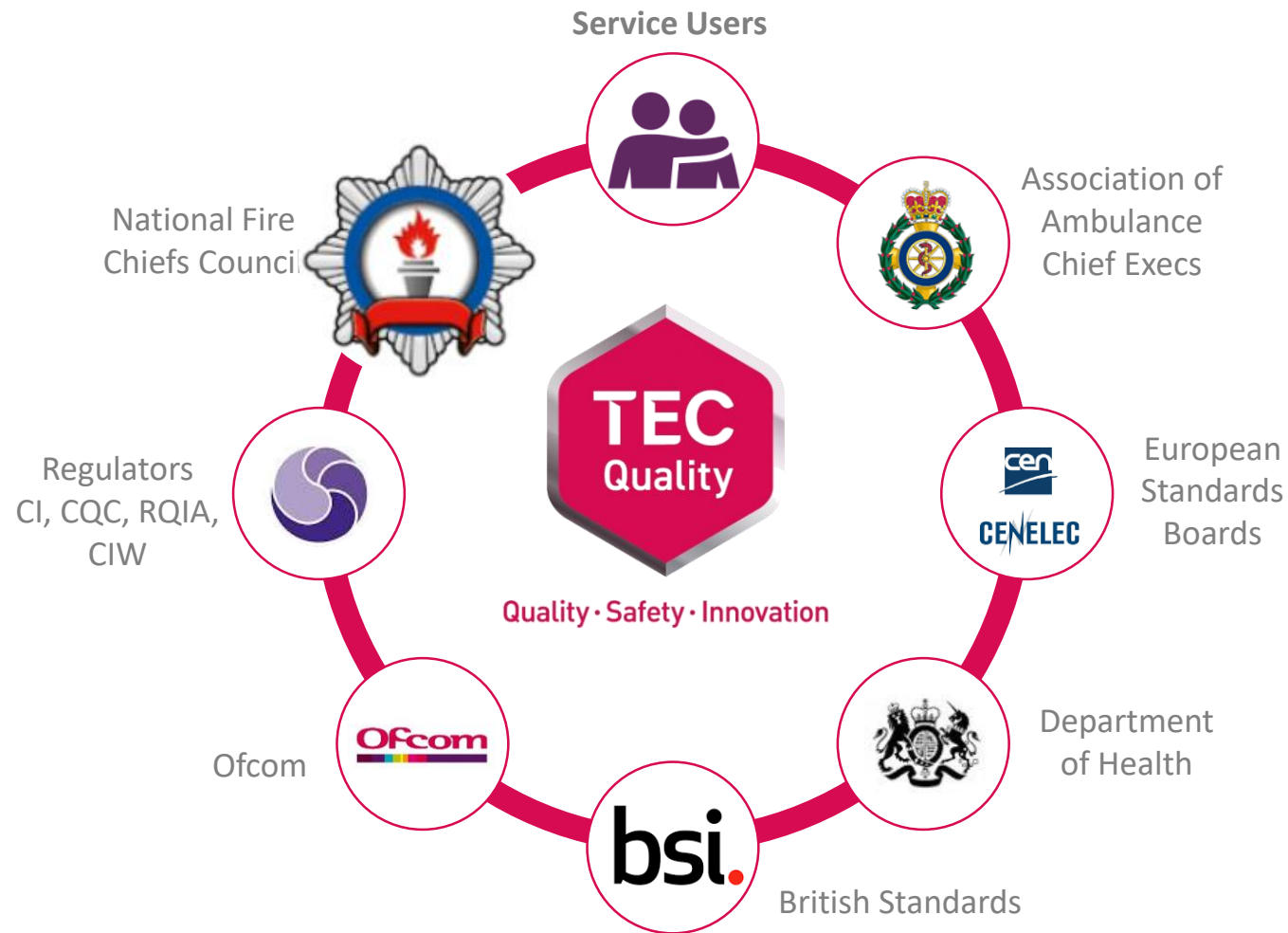
The Care Inspectorate will aim to signpost care service providers to good practice use of Technology Enabled Care and the TEC Quality QSF standards

Seek to build the adoption of Technology Enabled Care and a quality standards framework north of the border





# National Fire Chiefs Council (NFCC)

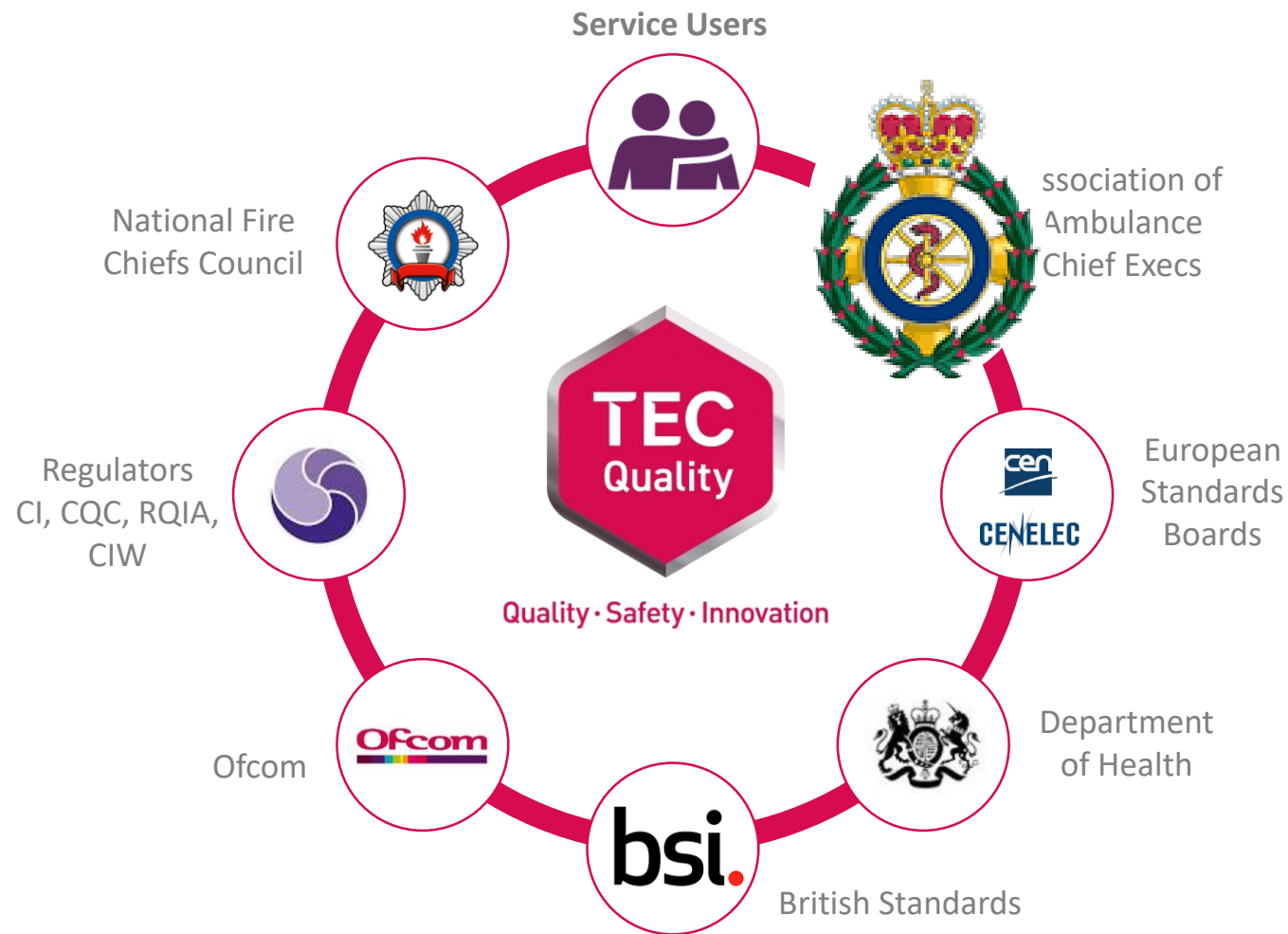


**Renewed Memorandum of Understanding (MOU)**  
Fire Service Connection Agreement (Greenwich & Appello Monitoring)

**Code of Practice on Unwanted Fire Signals**  
New Initiatives from Home Office for the above  
Aligned with requirements of QSF



# Association of Ambulance Chief Executives (AACE)



## Call handling triage algorithm

Calls to Ambulance Services – Straw poll results:  
*Services with no response service pass 4% of calls*  
*Service with responders 0.08% calls passed*

## Nursing and Residential Triage tool (NaRT)

Tool to evaluate fallers prior to calling ambulance services  
*The final tools will be used to strengthen future revisions of QSF*



# 2019 Quality Standards Development

