

TSA™

Mainstreaming Community Based Universal Response

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TEC Quality



Elevating standards and driving continuous improvement in technology enabled care

TEC
Quality

The United Kingdom Accreditation Service (UKAS) is the sole national accreditation body for the United Kingdom, appointed by Government to ensure Quality and Safety.

TEC Quality is the **only** UKAS accredited scheme in the UK for Technology Enabled Care.

Embeds Quality and Safety into Service Delivery.

An Outcome Based Scheme that puts the Person at the Heart of Service Delivery.



- www.tecquality.org.uk



The voice of technology enabled care



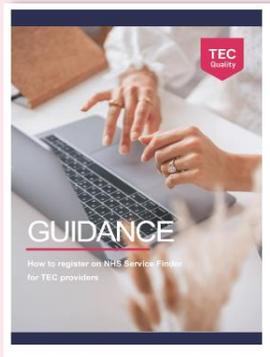
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October 2021 – June 2023 The Project To Date: The Decision Support Tool.



Developed a Decision Support Tool for Non-Clinical Operators in TEC Monitoring Centres to gather information from the Service User to determine the most appropriate pathway.

Ensures consistency of Call Handling and ensures quality referrals to the appropriate NHS services

Following testing with pilot sites and with NHS partners, Evaluation completed in February 2023.

Training rolled out to TEC Sector on a 'Train the Trainer' methodology.

Restricted page for QSF Certified Organisations on the TEC Quality website, to access the DST toolkit and guidance documents. Versioned Decision Support Tool.

Taken the Decision Support Tool through the TEC Quality Governance – A versioned document that is reviewed through the UKAS Scheme Change process

Includes the use of the NHS Service Finder – allows QSF certified TEC services access to find local UCR services and to register their own Response service



Presenting conditions
Is there any mention of the following presenting conditions at the time of the call?

Check medical notes for any pre-existing conditions

Allergic Reaction	Bleeding	Breathing Difficulty	Chest pain	Choking
Drowning	Fitting or Seizure	Hanging	Falls	Injuries or Wounds
No Response	Serious Illness, or Concern for Person	Stroke Symptoms, or Weakness (See FAST Guidance)	Traumatic incident	Unconscious

Diabetic Support	Long-Covid Related Illness	Mobility or Equipment Issues	Palliative/End of Life Crisis Support	Increased Frailty
High Temperature or Fever	Urgent Catheter Care	Unpaid Carer Breakdown		

Reassurance Flowchart Calling Ambulance



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October 2021 – June 2023 The Project To Date: Integration of TEC Response Services.



TEC Response Services are linked to Monitoring Centres – available 24 hours a day.

QSF Certified TEC Response Staff are deployed to attend within 45 minutes. (Warrington average 25 – 35 minutes).

DBS checked staff trained to use Moving and Handling equipment. First Aid trained – some TEC Response services trained to take vital observations.

Offer a Holistic assessment to include onward referrals. Knowledge of the area with links to community services, Falls Pathways, NHS Services. Reassessment of TEC equipment and services.

Quality Standards Framework – Mobile Responder module – refreshed in line with recent NHS policy documents

Fluidity of referrals made to QSF Certified TEC Response Services for non-injured fallers from 999 and UCR services.

Improved integration across Health and TEC Services – Outcome of reduced conveyance, hospital admission and delayed discharge. Frees up ambulance services and hospital beds for those who most need them



Case Studies of TEC and UCR Integration

<https://www.tecquality.org.uk/case-studies>

Four vertical posters are displayed side-by-side, each featuring a photograph on the left and text on the right. Each poster includes the TEC Quality logo at the bottom.

Colchester Helpline 24/7: Strengthening collaboration through the TEC Quality Standards Framework

WARRINGTON Borough Council
Connecting TEC, UCR and Responder Services – the blueprint for integrated services

Tendring District Council
The Person Centred Response Service that Supports the Wider Community 24/7

Progress Lifeline
How Evidencing TEC Standards in Response is Helping Wider Integration & Partnerships

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Thank you

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