



Telecare Accreditation

Christopher Waller

Are you in the right room?

Compliance with the Telecare & Telehealth Integrated Code of Practice

TELECARE

- Telecare is a new responsibility for you
- Your organisation is a potential new applicant



Before the Auditor Calls!

Visit the TSA Website

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2013 TSA Integrated Code of Practice >

Code of Practice Matrix

Code of Practice – 21 modules

Audit Checklist

KPI Achievement Record

Application Form



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TSA Integrated Telecare and Telehealth Code of Practice Matrix



| | PROCESS MODULES | | | | | | | | |
|--|---------------------|------------------------------|----------------|---------------------------|-------------------|--------------|------------|----------|---------------|
| | ACCREDITED SERVICES | | | | | | | | |
| | Service Blueprint | Referral | Assessment | | Service Set Up | | Monitoring | Response | Re-Evaluation |
| Standards Modules | Service Blueprint | Referral/Risk Stratification | User Profiling | Telecare/ Telehealth Plan | Service Tailoring | Installation | Monitoring | Response | Re-Evaluation |
| Safeguarding | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Organisational and Clinical Governance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Staff & Training | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Information Governance | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Partnership Working | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| User Communication | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Managing Access/ Working in the Home | | | ✓ | | | ✓ | ✓ | ✓ | ✓ |
| Technology Management | | | | | | ✓ | ✓ | ✓ | |
| Business Continuity | ✓ | | | | | ✓ | ✓ | ✓ | |
| Development of SC | | | | | | | ✓ | | |
| Legislation (inc Health & Safety) | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Key Performance Indicators | ✓ | ✓ | ✓ | | | ✓ | ✓ | ✓ | ✓ |

✓ Telehealth only ✓ Telecare & Telehealth SC = Service Centre

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TSA Code of Practice Modules

The **12 STANDARDS** modules:

- Performance Management and KPIs
- Business Continuity
- Information Governance
- Legislation (including Health and Safety)
- Managing Access / Working in the Home
- Organisational and Clinical Governance
- Partnership Working
- Safeguarding
- Staff and Training
- Technology Management
- User Communication
- *Development of Service Centres*

TSA Code of Practice Modules

The **9 PROCESS** modules:

- Referral
- User Profiling
- Telecare and Telehealth Plan
- Service Tailoring
- Installation, Planned Maintenance and Repair
- Monitoring
- Response
- Re-evaluation
- Service Blueprint (Telehealth only)



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TELECARE & TELEHEALTH CODE OF PRACTICE FULL AUDIT CHECKLIST

Telecare, only, requirements are shaded blue. Telehealth, only, requirements are shaded pink. Common requirements have a plain background.

This checklist includes the requirements of both the mandatory Standards Modules and the optional Process Modules of the TSA Code of Practice

| | | | |
|---------------------------|-------------------------|----------------------|----------------------------------|
| The optional modules are: | Referral (REF) | User Profiling (PRF) | Telecare & Telehealth Plan (PLN) |
| | Service Tailoring (TAI) | Installation (INS) | Monitoring (MON) |
| | Response (RES) | Re-Evaluation (REV) | Service Blueprint (BLU) |

*The KPI Achievement Record (Form TSF 446) is used to record your previous 12 months' performance achievement
Please complete a copy of TSF 446 in advance of the Auditor's visit and present it at the opening meeting. WORD and EXCEL versions are available*

A checklist is available showing the reduced number of checks carried out at an annual audit > TSF 439 – Annual

If you need any help please feel free to contact NSI:

External Schemes Co-ordinator, NSI, Sentinel House, 5 Reform Road, Maidenhead, SL6 8BY.

Email: nsi@nsi.org.uk Telephone: 01628 764876 (direct dial)

| | | |
|-----------------------|----------------|-----------------|
| Organisation details: | Date of audit: | Auditor's name: |
| | | |

| BCP | BUSINESS CONTINUITY (BCP) |
|---------------------|--|
| BCP 3.1 | Is there a list of all the potential risks to business continuity ranked in order of likelihood and importance? Guidance on Business Continuity Risk Assessment and Planning is given in the TSA Business Continuity Module Appendices. |
| BCP 6.1 | Does the risk assessment include the risks to the continuity of Telecare monitoring? |
| BCP 7.1 | Does the risk assessment include the risks to the continuity of Telehealth monitoring? |
| BCP 2.1 | Has a Business Continuity Plan been developed to address the issues identified in the risk assessment? |
| BCP 4.1 | Have key responsibilities for business continuity planning been identified and assigned to staff? |
| BCP 5.1 | Have the key components for maintaining or recovering business critical processes been identified and included? (e.g. telephone divert, data back-up location, emergency reporting instructions) |
| BCP 5.2 | Does the control of the BCP ensure all copies are kept up to date by means of a distribution list, with numbered updates? |
| BCP 2.2 | For Telecare monitoring centres only: Is partial evacuation of the premises covered? |
| BCP 2.2 | Is full evacuation of the premises covered? |
| BCP 2.2 | Is temporary relocation covered? |
| BCP 6.1 | Does the BCP include the capability of switching the Telecare monitoring service to alternative location(s)? |
| BCP 6.2 | State the arrangement for this organisation: <input type="checkbox"/> Their own DR site. <input type="checkbox"/> Another TSA approved centre (record the name) _____ |
| SC 2.55 | Is there an uninterruptible power supply with the capacity to maintain service for the maximum period required to divert calls - as determined by risk assessment? |
| BCP 7.2 | Does the BCP include the capability of carrying out Telehealth monitoring from alternative location(s)? State the arrangement for this organisation: |
| BCP 6.1 | Does the BCP make provision for achieving Telecare Monitoring KPIs for the majority of the time? |
| BCP 7.2 | Does the BCP make provision for achieving Telehealth Monitoring KPIs for the majority of the time? |
| BCP 9.1 | Does the BCP make provision for achieving KPIs not related to Monitoring, such as Installation and Response? |
| BCP 9.2 | If the organisation provides business continuity services to other service providers, is the service provided fully compliant with the requirements of the TSA code? |
| BCP 9.3 OCG 13.1 | If staff also carry out work other than telecare / telehealth, does the BCP cover emergency situations in relation to the other business activities and prevent any detriment to the telecare / telehealth service? |

TELECARE & TELEHEALTH CODE OF PRACTICE

TELECARE ONLY - FULL AUDIT CHECKLIST

Telecare, only, requirements are shaded blue. Common requirements have a plain background.

This checklist includes the requirements of both the mandatory **Standards Modules** and the optional **Process Modules** of the TSA Code of Practice

| | | | |
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| | Service Tailoring (TAI) | Installation (INS) | Monitoring (MON) |
| | Response (RES) | Re-Evaluation (REV) | |

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Email: nsi@nsi.org.uk Telephone: 01628 764876 (direct dial)

| | | |
|-----------------------|----------------|-----------------|
| Organisation details: | Date of audit: | Auditor's name: |
| | | |


The Audit Checklist

Carry out your own audit

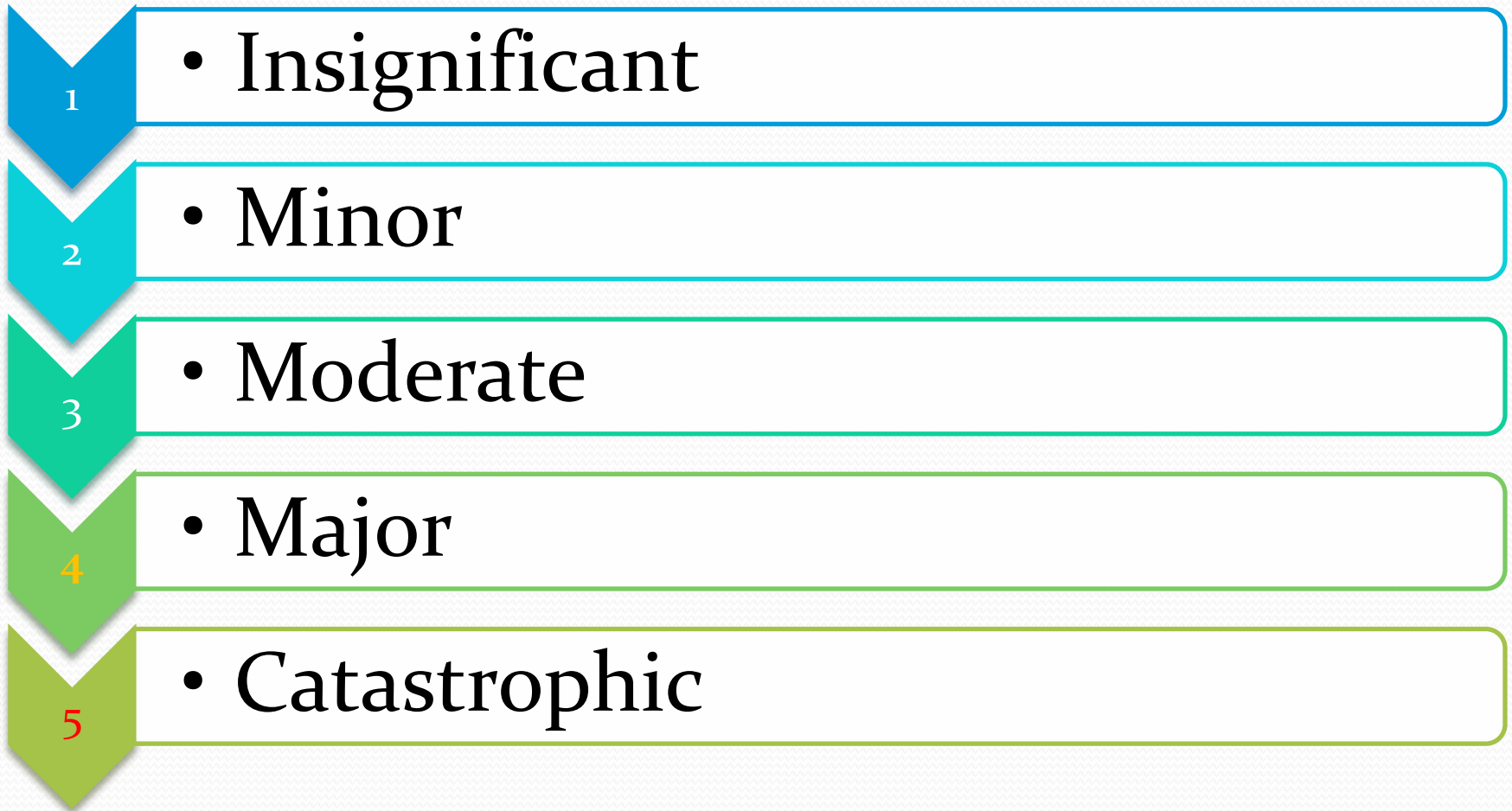
- Same checks as the Auditor
- Note procedure and form numbers
- Use for reference at the audit

Risk Analysis

| | | IMPACT | |
|-------------|------|---------------|---------------|
| | | LOW | HIGH |
| PROBABILITY | LOW | <i>Accept</i> | <i>Plan</i> |
| | HIGH | <i>Manage</i> | <i>Reduce</i> |



Impact



Likelihood

1

- Highly unlikely, not known to occur

2

- Remote possibility, known to occur

3

- Occasional occurrence, has occurred before

4

- Fairly frequent, some occurrences on record

5

- Frequent, regular occurrence, often noted on records

Risk Assessment

Alarm Equipment supplied to address a User's need.

Date of assessment:

1 November 2013

Latest review date:

1 November 2014

| Activity | Potential Hazards | Degree of Risk | | | Existing Control Measures | Additional Action | Degree of Risk | | |
|---|---|--|----------|-------|---|---|--|----------|-------|
| | | | | | | | | | |
| | Specific and real hazards that are reasonably foreseeable | Score likelihood and severity – significance of specific risks will vary between service areas, locations etc. Score on most probable basis not worst-case scenario. | | | Example control measures that may already be in place. Choose those applicable, add others as necessary and localise. | Where risk (total) remains intolerably high consider what further control measures are required and specify. These might include more robust procedural or technological means of monitoring lone workers. | Re-score based on imposition of further control measures. Controls may influence likelihood (reduce) and/or severity (mitigate). | | |
| | | | | | | | | | |
| | | Likelihood | Severity | Total | | | Likelihood | Severity | Total |
| Connection to mains socket and telephone line | Trip hazard from cables | 3 | 3 | 9 | Installer training Loose cable coiled and secured with cable tie | None | 1 | 3 | 3 |
| Battery powered sensor / pendant | Battery discharges | 3 | 3 | 9 | Auto low battery reporting | Log call and arrange for battery to be changed. | 1 | 3 | 3 |
| Mains powered base unit | Power cut | 3 | 3 | 9 | Battery backup | None | 1 | 3 | 3 |
| Mains powered base unit | Mains disconnected | 3 | 3 | 9 | Background call if mains off for more than one hour | Follow-up call to check situation | 1 | 3 | 3 |
| Connection to phone line | Line fault | 3 | 3 | 9 | Service user monthly test | Follow-up if test call not received | 1 | 3 | 3 |
| Connection to phone line | Phone in use when alarm call required | 3 | 3 | 9 | SU advised of risk and to ensure phone line is released after a call | Special socket adaptor if SU likely to forget | 1 | 3 | 3 |

Assessor's name:

Job title:

Signature and date:

Manager's acceptance

Job title:

Signature and date:



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KPI Achievement Record

Complaint Handling

| | | |
|---|------|------|
| Number of complaints received in last 12 months | | 10 |
| 5 day response | 100% | 100% |
| 20 day response (where applicable) | 100% | 100% |

Service User Satisfaction

| | | Target | Sample achieved | Survey each year Y / N | | | Service Quality | Speed of response | Staff helpful | Good value |
|-------------------------|--------|--------|-----------------|---------------------------|-----------------------|-----|-----------------|-------------------|---------------|------------|
| Installation and Repair | sample | 5% | 70% | Y | Level of satisfaction | 90% | 95% | 97% | 99% | 97% |
| Monitoring | sample | 5% | 10% | Y | Level of satisfaction | 90% | 93% | 88% | 97% | 95% |
| Response | sample | 5% | 7% | N | Level of satisfaction | 90% | 91% | 91% | 100% | 95% |

Referral Module - as a standalone process

Month / year: _____

Referrals processed: **Target**
Within two working days 9 out of 10 _____

Service User Profiling Module – as a standalone process

Month / year: _____

Service User Profiling **Target**
Within one working day 9 out of 10 _____

Installation Module – as a standalone process

Month / year: _____

Installation **Target**
Urgent within 2 days 9 out of 10 _____

Where organisations complete all of their tasks, whether urgent or non-urgent / critical or non-critical, within the timescales of the higher target, they do not need to produce statistics for non-critical / non-urgent achievement. If targets are exceeded due to service user unavailability rather than lack of resource by the service provider, the target can be deemed to have been met.

Service Providers undertaking Referral, Service User Profiling, Service Tailoring and Installation as a continuous process shall achieve a Macro KPI from receipt of the referral to the completion of the installation

Month / year: _____

Basic Telecare Service - an Installation comprising a Telecare Base Unit and Pendant(s) only

Urgent case: **Target**
Installed within 2 wkg days 9 out of 10 _____

Enhanced Telecare Service Target - an Installation comprising a Telecare Base Unit, Pendant(s) and additional sensor(s)

All cases: **Target**
Installed within 15 wkg days 9 out of 10 _____

Use of the KPI Achievement Record

Working day

- **Following the day when a request was made.** Excluding Saturday, Sunday, Bank Holidays

Standalone Process

- Referral
- User Profiling
- Installation

Macro KPI

- Referral > User Profiling > Service Tailoring > Installation
- End-to-end target – *2 working days not 6 working days for urgent cases*

Personalise the report

- *Feel free to edit out the tables that do not apply to your accreditation*

Tips to improve call handling achievement

Call triaging

- “Do you have an emergency?”
- If non-urgent - put on-hold, if another call is waiting
- Operators write report for calls exceeding 3 minutes, before going off-shift

Operator quality checks

- Now only two calls per operator per month!
- Let operators appraise their own call technique
- Supervisor checks a sample
- Discuss at one-to-one meeting

Review individual operator call handling achievement

- Coach those who are below average
- Publish the results?

Ambulance Service Medical Questions

Is the client breathing?

Is the client conscious and alert?

Is the client able to speak?

Is the client sweating or flushed?

Is the client suffering any chest, back, arm or leg pains?

Has the client been sick?

Has the client fallen down?

How far has the client fallen?

Has the client any injury to the head?

Is the client bleeding?

Is the client able to move any limbs?

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The Application Form

Also available from Lin Moorcock at NSI (Insight Certification)

Tick the box for the type of audit required and each module required

Email to Lin Moorcock

Auditor will ring you to discuss your specific needs

Lin will advise the cost and ask for a Purchase Order

Auditors book visits 4 to 6 weeks ahead

The Application Form

1. Details of Applicant Organisation

| | |
|--------------------------------------|----------|
| Legal name of applicant organisation | |
| Registered or head office address | |
| County | Postcode |

2. Details of the Service seeking recognition

| | |
|---------------------------------|----------|
| Trading name of the Service | |
| Address of operational premises | |
| Postal Town | |
| County | Postcode |

3. Contact details for the Manager responsible for the Application

| | |
|-------------------------------------|---------------|
| Name | |
| Direct Line Telephone number | |
| Telecare Service Centre number 24/7 | |
| Mobile Number | |
| Fax Number | Email Address |
| TSA MEMBERSHIP NUMBER: | |

| | |
|---|--|
| 4. Accreditation sought: | |
| Integrated Telecare and Telehealth Code of Practice | |
| Telecare Code of Practice | |
| Telehealth Code of Practice | |

Completed application forms should be returned to: TSA Scheme Co-ordinator, Insight Certification Ltd,

Sentinel House, 5 Reform Road, Maidenhead SL6 8BY or email to: lin.moorcock@nsi.org.uk

| Code of Practice Modules | Telecare | Telehealth | Application Audit * (Please tick) | Annual Audit (Please tick) | Third Year Audit (Please tick) |
|---|----------|------------|--------------------------------------|-------------------------------|-----------------------------------|
| Service Blueprint (mandatory for Telehealth) | N/A | | | | |
| Referral | | | | | |
| User Profiling | | | | | |
| Telecare/Telehealth Plan | | | | | |
| Service Tailoring | | | | | |
| Installation ** | | | | | |
| Monitoring ** | | | | | |
| Response ** | | | | | |
| Re-Evaluation | | | | | |
| European Technical Specification - EN50134-7:2003 | | | | | |
| BS 7958 – CCTV Code of Practice | | | | | |
| BS 5979 – Code of Practice for Remote Centres – | | | | | |
| ISO 9001 – Quality Management Systems | | | | | |

* The Application Audit is in two Stages.

The Stage Two Audit must take place within six months of the Stage One Audit.

** This is a single accreditation applicable to all of the modules marked – applied for under the TSA Open Code

7. Declaration

- I agree to abide by the requirements set out in the Telecare Services Association's Handbook for applicants to the Code of Practice Audit Scheme and Organisations must have no outstanding debts to the Association.
- I understand that the Telecare Services Association may from time-to-time publish revisions to the Code of Practice, its Audit Scheme and Audit Scheme Handbook and that continued Accreditation will be based on the published requirements current at the time of inspection.
- I understand that in making this application for Accreditation I am binding the Organisation to the requirements of the above Modules of the Integrated Code of Practice.
- I am authorised to accept and bind the organisation named above to these conditions.
- I consent to the Telecare Services Association processing any personal data arising as a result of this application for the purpose of administration of its audit scheme.
- I consent to the Telecare Services Association supplying information to its Code of Practice Inspection Body and vice-versa for the purpose of undertaking Inspections to the Code of Practice.

On behalf of the above organisation, I wish to apply for the above Inspections on behalf of the named Service.

| | |
|-----------|------|
| Signature | |
| Name | |
| Position | Date |

☐ I have attached a purchase order in respect of the application fee

☐ I enclose a cheque in payment of the application fee

(please tick as appropriate)

Two Stage Assessment Process

Stage 1 and Stage 2

- Duration based on your needs
- Short initial visit if you are new to Telecare
- Otherwise, longer gap analysis and sample document check
- Check the building and the facilities
- Witness an installation
- Stage 2: Anything not confirmed at Stage 1

Stage 1

Review documents, if available

- Most organisations will already have some documentation available

Monitoring

- DR arrangements – visit if organisation has own DR

Installation

- Witnessed installation, if possible

Arrange site visits in advance

Installation

- a pre-booked installation
- service user knows you will be accompanied
- if possible, including a Telecare device

Monitoring

- disaster recovery site

Auditor completes the Audit Checklist

Standards Modules

Process Modules

Building structure

- environment and facilities

Written procedures

- compare with observed practice
- call handling
- alarm unit installation

Contracts / SLAs

- sampled

Voice recordings

- sampled
- confirm recordings are kept for at least 12 months

Data backup

- copy kept off site
- confirm monthly backups are kept for at least 12 months

Business continuity planning

- rehearse / review an aspect every 6 months

Keep a record:

- what was simulated?
- who was involved?
- how the staff responded
- any follow-up action

Disaster recovery

- rehearse every 6 months (minimum)
- written report of rehearsal:
 - who took part?
 - were there any problems?
 - if so, what action was taken?

KPIs

- achievement against TSA targets
- use the KPI achievement record
- referral-to-installation ~ macro target

Stage 1 report

Copy of checklist

- The organisation photocopies the checklist:
 - it records all the evidence seen and
 - what is still required (noted in margin)

Stage 2

- You decide how long you need before the Stage 2 visit (preferably within three months)

PDA – Electronic Reporting



Stage 2 report

Improvement Need

- corrective action required
- 21 working days

Auditor's Note

- minor issues - address before the next visit
- continual improvement suggestion

Recommendation to the TSA

Able to recommend

- TSA accreditation awarded

Unable to recommend (Improvement Need)

- noted by TSA
- corrective action confirmed
- positive recommendation
- TSA accreditation awarded



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Sunday 3 November 2013

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Inter Defence Security Ltd
not approved by NSI
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TRADE

TRADE

**Why become an NSI
Approved company?**



Where to now

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- How to Apply
- Benefits of NSI Approval
- Our Schemes

ING BUSINESS

ECTING HOMES

SPECIFIERS

**NSI CERTIFICATION
THE GOLD STANDARD**



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Insight TSA Improvement Need REPORT

REPORT No. 25054-02-0001

Response Required in 21 Days

**Salford City Council
Swinton****Date 20/09/2011****Auditor
Christopher Waller****Company Representative
Lesley Thomas****Details of discrepancy:**Main Ref. TSA Technology Management (ANNUAL)

A monthly data back-up should be retained for a minimum of 12 months.

Signature of Auditor

Signature of Company Representative

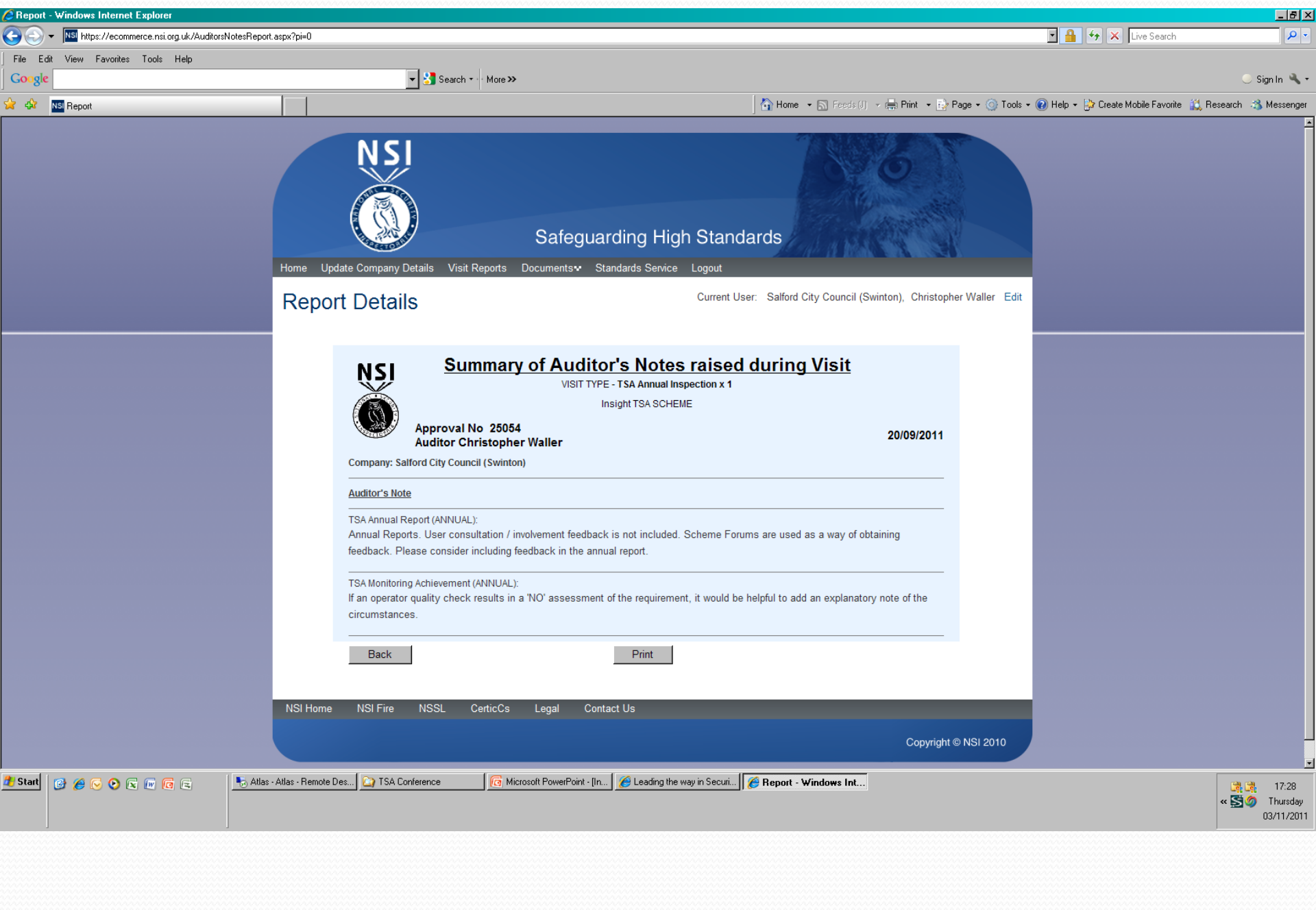
Proposed Corrective Action (Statement by Company):

A procedure has been created to ensure that a monthly back up of data is carried out and retained for 12 months. this procedure has been emailed to Chris Waller for approval.

**Name: Lesley Thomas
Title: Care on Call Manager****Proposed Completion Date 23/09/2011
Date 23/09/2011**

Back

Print



The Auditor Calls Again!



- Accreditation – SUCCESS!

Year 1

- Annual inspection

Year 2

- Annual inspection

Year 3

- Full audit

The Auditor Calls Again

Reminder issued three months in advance

You submit an application form

If you monitor and you move premises, the premises requirements must be checked on the next visit!

The Auditor Calls Again

Auditor will contact you to agree dates

Time allocated in half day increments (maximum 1.5 days):

Installation (+ Service Tailoring, if required)

Monitoring

Profiling, Plan, Response, Re-evaluation

Reporting as before:

Auditor's Notes and Improvement Needs

Annual Inspection Checks

Business Continuity

- Test / rehearsal reports
- BCP document reviews

Organisational and Clinical Governance

- Annual report
- Corrective action from previous audit
- Review any changes to procedures

Legislation

- Health and Safety

Information Governance

- Annual service user data check

Annual Inspection Checks

Partnership Working

- Annual review

Staff and Training

- Lone working procedures

Safeguarding

- Protection from abuse – annual review of process

User Communication

- Complaint management

Technology Management

- Back-up procedures
- Retention of monthly back-ups for twelve months

Annual Inspection Checks

Referral

- KPIs

User Profiling

- KPIs
- Service User involvement
- Needs and risk assessment

Telecare Plan

- Records
- Escalation triggers

Service Tailoring

- Equipment compatibility

Installation

- KPIs
- Witnessed installation

Annual Inspection Checks

Monitoring

- KPIs and exception reports
- Witness call handling
- Operator quality checks
- Check sample voice recordings
- Disaster recovery rehearsal records

Response

- KPIs
- Visit reports

Re-evaluation

- KPIs
- Recording changes and escalation

Happy to help!

Contact

- Lin Moorcock

Direct Dial

- 01628 76 48 76

e-mail

- lin.moorcock@nsi.org.uk

Thank you!



Questions