

User and Service Safety ^{V4.4}

standards module



The voice of technology
enabled care

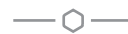


Description

“Technology Enabled Care Services (TECS) have a key role to play in maintaining independence and protecting people from harm. They should complement traditional support and not replace human contact. It is essential that services should be tailored to the individual and that when considering appropriate telecare/telehealth, the risks of the person coming to harm should be balanced against their right to autonomy.”

Alan Clark

Alan Clark, Bllg, | TSA Standards Director



Safety is the cornerstone of quality. Safe care is generally defined as the degree to which potential risk and unintended results (i.e. harm) are prevented or minimised.

Safety is extremely broad - from the latest technology to correct hand washing, fire awareness and robust leadership, it touches every area of service delivery. Although it is a ‘standalone’ module within the Quality Standards Framework, it is an important feature in most, if not all of the modules.



Key Outcomes

- Safety will be a key organisational leadership and management priority. This will create a safety culture that does not seek to attribute blame
- Teams will understand the importance of, and will be committed to delivering safe services
- Improving safety will be a continuous process that is embedded within service delivery

The Audit Process

The Audit Process will seek robust evidence that the key outcomes have been met.



As a minimum, TEC Quality certified

organisations **must:**

Demonstrate accountability for the delivery of safe services and integrity in dealing with customers, service users and their representatives. Note: Organisations must inform TEC Quality of any changes in senior personnel responsible for service delivery. i.e. Director, Senior Manager, or Head of Service.

Demonstrate that a framework for managing risk is in place and provide evidence that risk assessments are undertaken with regards to service delivery mechanisms

Have written procedures for reporting and escalating incidents. Where incidents have been reported, organisations shall ensure that these are analysed, opportunities for learning are identified and that these are disseminated organisation-wide, implemented solutions shall minimise the risk of incidents reoccurring. Organisations shall also have a procedure/process to advise TEC Quality of any significant incidents, for example:

- Death of a service user resulting in investigation at Coroner
- Court/Procurator Fiscal,
- Where they are unable to deliver the service for whatever reason, e.g. service outage, staff shortage

Have written procedures for reporting and escalating incidents. Where incidents have been reported, organisations shall ensure that these are analysed, opportunities for learning are identified and that these are disseminated organisation-wide, implemented solutions shall minimise the risk of incidents reoccurring

Have contractual, public and professional liability insurance cover, or other form of financial support in place, such as Government backing, or certificate of parental support.

Provide evidence that where staff are, or potentially exposed to a biological hazard, they understand and fulfil their roles and responsibilities in relation to infection prevention/control and demonstrate that policies and procedures have been developed in line with current relevant TSA and other national Infection Prevention and Control guidance. This includes staff visiting service user homes, or when used equipment is returned to the workplace environment for redeployment, or disposal.

**** Provide evidence that staff understand their roles and responsibilities in relation to fire awareness in service users' homes**



**** Provide evidence that demonstrates awareness of and compliance with relevant legislation and best practice in relation to safeguarding and have written procedures for responding to and reporting suspected abuse**

**** Have written procedures to prevent staff from personal benefit when working with customers, service users and carers**

Have a process to advise their commissioner, service user or their carer, of the risk being presented by the analogue to digital switchover.

**** Note: Only applies where staff have contact with ,or visit service users and carers directly.**

Evidence might include:

- Safeguarding Adults Policy
- Safeguarding Children Policy
- Incident Reporting Policy
- DBS Policy

- Advocacy Policy
- Equality and Diversity Policy
- Whistleblowing Policy
- Information Sharing Policy

- Staff training records
- Infection Prevention and Control Policy
- Infection Prevention and Control Audit
- Code of Conduct for Working with Service Users

www.tecquality.org.uk

TEC Quality is the organisation set up to develop and run the Quality Standards Framework (QSF) - a set of outcome based standards developed in partnership with key stakeholders across the TEC sector. TEC Quality audits and certifies organisations against these standards.

Whilst QSF is the intellectual property of the TSA, TEC Quality has full autonomy and sector-wide support to administer the QSF standards.