

Effectiveness of Service V3.3

standards module



The voice of technology
enabled care

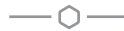


Description

“Health and Social Care interdisciplinary principles promote self-management; meaning people, when informed, can make choices and decisions on how to manage their lives and conditions. An instrumental part of Technology Enabled Care (TEC) is prevention and intervention; key drivers in connecting homes and communities to performance managed services. Practical support supplemented with a service that listens and fully engages with its customers, ensures effective care for those who need it most.”

Sharon Ewen

Sharon Ewen, Billg, Director, TSA



Effectiveness is a key characteristic of quality - it is about ensuring that any care delivered has the impact it is supposed to whilst achieving the best possible outcomes for the recipient. From a TEC perspective, this may include improvements in quality of life, for example independence, mobility, activities of daily living and social participation as well as specific health conditions.

Effective care is that which is based on evidence; published research evidence or evidence of good practice (that what is known to provide good outcomes). Unfortunately, for many aspects of TEC, there is a paucity of data to support best practice. That which is available is often inconsistent, either not reflecting the full range of service offerings or having limited relevance to day-to-day practice.



Key Outcomes

- People will consistently receive a good as required in the service specification, or a higher standard of service regardless of when, where, and from whom they receive it
- Wherever possible, decision making in Technology Enabled Care (TEC) Service delivery will be evidence-based reflecting best practice
- Customer, Service User and Carer perception of effectiveness will be sought – effectiveness will not be determined purely from a professional viewpoint

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:**

Provide evidence that services are designed to achieve the best possible outcomes for the customers, service users and carers and that service delivery is person rather than technology-focussed

Provide evidence that policies and procedures are proactively reviewed so that they are up-to-date and relevant. In addition, any change in legislation / the evidence-base / new technologies may all prompt such a review

Provide evidence that the use of TEC is embedded into health and social care pathways.

Note: This criterion does not apply to Solutions Providers

Be able to define the intended purpose(s) and operational parameters of the services being provided, along with the anticipated impact on health and care outcomes. These will have been shared with and agreed upon with customers and service users.



Evidence might include:

- Quality Policy
- Clinical Governance Strategy
- Implementation of Best Practice Guidance (NICE) Policy

- Individual Support / Care Plans
- Person-centred Care Strategy
- Re-evaluation Policy

- Quality Accounts
- Annual Report
- Case studies describing good practice

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.