

Assessment of, Installation & Maintenance of TEC

V5.4

service delivery module



The voice of technology
enabled care

Description



The installation of equipment is an integral part of the Technology Enabled Care (TEC) pathway and encompasses much more than simply the setting up of equipment. The process begins when a referral is received and continues beyond the installation itself, through to re-evaluation and review.

Assessment is key, however the 'equipment' reaches the service user, whether this is through a home visit, or sent out by post. The installation of any TEC equipment should minimise and manage daily risks whilst improving the quality of day to day living.



Key Outcomes

- **Providers will adopt a holistic approach** to meeting individual need through a process of initial assessment which is subject to continual review.
- **Service users and carers will be actively involved** at every stage of the installation process, from referral to re-evaluation, and will be supported to make choices related to the way in which the service is delivered.
- **TEC equipment will be assessed**, installed, tested and maintained safely, in line with organisational processes, relevant legislation and manufacturer guidelines



The Audit Process

will seek evidence that the key outcomes have been met. As a minimum, TEC Quality certified organisations **must**:

General

Demonstrate that equipment is installed and tested throughout the property (including outdoor spaces) for all peripheral devices or sensors and that they communicate with the intended destination.

Organisations shall clearly define Service User responsibility for the testing of TEC devices upon installation. This must include the frequency of testing and the importance of range testing.

Ensure that Service Users and/or carers receive training on the safe use of any installed equipment, which includes an explanation of the importance of ensuring equipment connectivity and any equipment limitations.

Have procedures in place and demonstrate receipt of consent for fixing equipment to the fabric of a building where necessary

Where applicable, update the Monitoring Centre with details of location and configuration of equipment – this should also include a final check to ensure all Service User details are correct.

As a minimum, there shall be an annual post installation quality check for each installer. Note: This criterion does not apply to "self-installation model".

Have a planned maintenance / replacement programme for all equipment installed in the Service User's home. This shall include a documented and risk based approach to replacement of whole/part systems in line with manufacturers recommendations. A regular testing programme as per the organisations policy shall test for continued connectivity to the intended destination.

Ensure that when equipment is made available for redistribution after previous use, there is a process in place to cleanse all previous Service User data and to reset any Service User-specific programming, before being released.

Provide evidence that there are asset management processes on the decommissioning of equipment due to age or level of failure risk as identified through organisational processes.

Manage failure of monitored equipment and sensors to ensure replacement where analysis identifies that these are excessive.

Demonstrate processes and procedures are in place for the configuration / programming of equipment through a Device Management Platform (DMP) prior to installation or despatched for self installation.

Demonstrate a process / procedure is in place to document the retrieval of old / lost equipment when replaced. Where the retrieval is not possible, that the Service User is made formally aware of the risks posed should the old equipment be found.

Where an assessment has been conducted by a partner or referrer, there shall be a mechanism to feedback any changes required to the initial assessment. This may include a requirement to add or amend a reactive, proactive or preventative solution if this solution does not already exist.

Organisations shall demonstrate that an effective marketing process is in place for the sale of digital equipment. Analogue equipment must not be openly marketed for sale or service. Organisations must ensure that all product and service information is accurate, consistent, and aligned with organisational objectives.

Fire Detection Equipment (General)

Demonstrate that any fire detection equipment, is assessed, installed and maintained in accordance with BS 8684: 2024 and BS 5839-6:2019+A1:2020. Installed devices should conform to the relevant parts of BS EN 54 ,or BS EN 14604.

Demonstrate a process is in place to make a referral for interlinked fire detection to be supplied and fitted, which is linked to a monitoring centre where potential fire risk is identified during the equipment fitting, which has not previously been noted. This information may need to be notified back to the commissioner, referrer or equipment provider for further action.

- Referral

Ensure accessible information is available to support referrers.

Have procedures in place which describe clear management (receipt, recording and processing) of referrals.

Assessment of Need and Re-Evaluation (iterative process)

Ensure the assessment process identifies the desired outcomes for the Service User and that it is designed to identify and understand the service user and carer's needs and/or choices. This shall include the type of equipment required and the frequency and type of contact.

Have procedures in place which, support the assessment process. These should be evidence-based where applicable, reflecting local and national policy and guidance.

Ensure that the wider needs of Service Users and carers are considered and that these are documented.

Demonstrate that Service User's needs are assessed in accordance with contractual requirements and that the service can respond effectively to changing needs.

Installation

Wherever practicable, offer Service Users choice both in the type of equipment installed and the way in which it is used.

Ensure that an assessment of situation, risk and need is completed prior to installation. This should include assessment of risk associated with:

- the Installer's own safety
- the environment (potential for fire, flood, falls
- a user's medical conditions (dementia, non-compliance with medication
- safeguarding (hoarding, self-neglect, abuse)

Have procedures in place to ensure that TEC signals cannot be interrupted, or blocked by the use of any other equipment

Proactive & Preventative - Includes Daily Living equipment (Connected Care), Proactive video/telephone services

Service Users and carers will be actively involved in the assessment and supported to make informed decisions about their care. This will include an escalation process for non-emergency alerts, or triggers outside of the daily living parameters for Proactive and Preventative care, which shall be established in conjunction with Service Users, Carers and Professionals.

The assessment, in partnership with other agencies, must identify a detailed network of support for the Service User (professionals and family), utilising Connected Care Technology.

Demonstrate as part of the re-assessment/review process, that the technology solution used for proactive and preventative care has achieved the required outcome, or that the solution has been amended where this is not the case i.e. a perceived improvement in lifestyle, well-being and confidence. This shall include where changing of the daily parameters is required, this is communicated to the Service User and informal network as part of the review process.

Where the assessment is carried out in partnership with other agencies, this must be shared with the TEC Provider and should identify a comprehensive support network for the service user comprising of professionals and family members.

- A comprehensive escalation process should be established for non-emergency alerts or triggers that fall outside the agreed daily living parameters.

These parameters must be defined collaboratively with Service Users, carers and professionals.

- The escalation process or designated contact may vary depending on the type of alert and should remain adaptable to changes over time.

- A regular review process must be established and captured within the assessment process that includes any review following an incident or change of circumstances.

- Where the service provided is through a proactive outbound voice or video call, ensure that scheduled calls are combined with a person centred approach to ensure independence and lifestyle is not compromised.

Self-Installation

Organisations shall ensure that a defined and accessible process is in place, enabling Service Users, or their wider support network, to contact the organisation to help identify the most appropriate TEC solution for their needs.

Demonstrate that the most appropriate technological solution has been identified to support the Service User. This includes assessing integration

requirements (with other TEC and monitoring provider), data management and considers the experience of the Service User and wider support network.

Prior to the equipment being dispatched, organisations must ensure that Service Users, or wider support network, are able to install the equipment confidently and competently.

Organisations must ensure a process is in place to capture relevant Service User data at the time of purchasing. This must include information pertinent to the delivery of safe monitoring services.

Organisations must openly define the delivery options, to include minimal delivery standards and enhanced options.

As a minimum, when dispatched organisations must ensure that Service Users are provided with the correct TEC equipment purchased, installation instructions, Terms & Conditions and testing requirements.

Have a defined warranty and returns policy where a self-install model for equipment is provided on a B2C basis.

Organisations must demonstrate and make clear the responsibilities for ongoing maintenance and repairs, which must be clearly defined within the Terms and Conditions, and/or Service User contract.

All installed equipment must be tested throughout the property (including outdoor spaces) for successful communication with the intended destination.

Where this has not occurred, there shall be an escalation process in place.

Grouped Living

Have a formal planned maintenance / replacement mechanism to report back to the customer any requirement for upgrade, both partial or full, to Grouped Living equipment. This must include where equipment is failing or no longer available.

Have procedures in place to ensure that TEC signals cannot be interrupted, or blocked by the use of any other equipment.

Demonstrate due consideration has been given to the accessibility of local units and devices for wheelchair users.

Demonstrate documented testing of digital converters is completed during and post installation prior to handover, ensuring compatibility between the installed equipment and the intended destination.

Demonstrate that A2D plans are in place to ensure the life expectancy of the digital converter is not exceeded.

Provide evidence that the pre-planned maintenance of the fire system is carried out and accurately recorded.

For new installations, demonstrate the configuration of waiting time for "on site" calls when a staff member is on site, but unable to respond, this is not greater than 180 seconds before calling the "off site" intended destination.

- TSA Core Competency eLearning Resource – Installation Module
- Lone Working Policy
- Asset Management Procedures including: Maintenance, Testing & Repair

- Annual Installer Training Plan
- Anonymised records of installation visits
- Access To Service Users' Homes Policy
- TEC Equipment Installation Procedures
- Compliance with BS 5839-6

- Risk Profiling Procedures/Tools
- Procedures for Multi Agency Signposting
- Service User Contracts and Service Level Agreements

Measures of Excellence

Referral (as a stand-alone process, or as a combined process with the assessment):

- 5 out of 10 referrals/assessments to be completed within 2 working days – remaining referrals to be processed within 5 working days.

Service user assessment (as a stand-alone process):

- 9 out of 10 assessments to be completed within 2 working days of receipt of a referral. Remaining assessments within 5 working days

Installation of TEC (as a stand-alone process, or as a combined process with referral, and/or assessment.):

- 9 out of 10 URGENT installations completed within 2 working days of initial referral – remaining installations completed within 5 working days of the initial referral (combined process), or from installation request (stand-alone process).
- 9 out of 10 NON-URGENT installations completed within 15 working days of initial referral – remaining installations completed within 20 working days of the initial referral (combined process), or from installation request (stand-alone process).
- 9 out of 10 COMPLEX installations completed within 15 working days of initial referral – remaining installations completed within 20 working days of the initial referral (combined process), or from installation request (stand-alone process).

Proactive & Preventative

- 9 out of 10 HIGH NEED Installations to be completed within 2 days with the remaining high need installations completed within 5 days.
- 9 out of 10 MEDIUM NEED Installations to be completed within 10 days with the remaining medium need installations completed within 15 days.
- 9 out of 10 LOW NEED Installations to be completed within 20 days with the remaining low need installations completed within 25 days.
- Demonstrate, within 5 working days of despatch that where a test call has not been received from the Service User, that the equipment has been received.

Self install

- Demonstrate, within 5 working days of despatch that where a test call has not been received from the Service User, that the equipment has been received.

Installation of Telehealth

- EVERY installation to be completed by the end of the next working day on receipt of a completed Telehealth plan

Repairs

- 9 out of 10 CRITICAL faults (i.e. where user safety is compromised), repaired or equipment replaced within 24 hours of the fault being reported – remaining critical faults within 48 hours of the fault being reported
- 9 out of 10 NON-CRITICAL faults repaired or equipment replaced within 5 working days of the fault being reported – remaining noncritical faults within 10 working days of the fault being reported

Note: Organisations must also comply with the Performance and Contract Monitoring module requirement for evaluation of performance.

- EVERY installation to be completed by the end of the next working day on receipt of a completed Telehealth plan

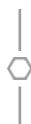
Repairs

- 9 out of 10 CRITICAL faults (i.e. where user safety is compromised), repaired or equipment replaced within 24 hours of the fault being reported – remaining critical faults within 48 hours of the fault being reported
- 9 out of 10 NON-CRITICAL faults repaired or equipment replaced within 5 working days of the fault being reported – remaining non-critical faults within 10 working days of the fault being reported

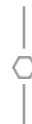
Note: Organisations must also comply with the Performance and Contract Monitoring module requirement for evaluation of performance.

Evidence might include:

- TSA Core Competency eLearning Resource – Installation Module
- Lone Working Policy
- Asset Management Procedures including: Maintenance, Testing & Repair



- Annual Installer Training Plan
- Anonymised records of installation visits
- Access To Service Users' Homes Policy
- TEC Equipment Installation Procedures
- Compliance with BS 5839-6



- Risk Profiling Procedures/Tools
- Procedures for Multi Agency Signposting
- Service User Contracts and Service Level Agreements