

Horsham District Council: Community Link



Horsham
District
Council

Community Link is the council's support service for disabled and vulnerable people of all age groups. Its key objective is to help residents live independently in their local community, by providing affordable access to a range of analogue and digital assistive technologies.



User and carer experience is a central driver to the team's performance and the Quality Standards Framework enables them to align itself with Key Performance Indicators and good practice in partnership working in order to deliver a high quality service and develop ongoing feedback mechanisms from service users.



Quality · Safety · Innovation

Why Be Certified?

Community Link were one of the first teams to go through the Quality Standards Framework (QSF) when the scheme launched.

The QSF is a UKAS accredited scheme, and is the only one of its kind in the UK that supports quality and safety within the technology enabled care industry.

Demonstrating quality

The Community Link team have used the framework as the backbone to their service delivery. As a very small team, the standards are imperative in shaping an efficient and effective service with the service user at its core.

"Along with an innovative approach, using the standards to constantly self-assess and improve, means that we are delivering a high quality, safe and compliant service to our users. The standards are easy to follow and understand, making it straightforward to present evidence during the audit process." Community Link Team

The team recommend that services within the industry become accredited, not only for the standards to underpin service delivery, but for the support and guidance that accompanies it.

The service ensures its service users are at the centre of decisions about their own treatment and care. The team partner with local agencies to coordinate a multi-team approach, alongside the service user, to meet their desired outcomes.

How was it on the day?

The framework prepares you for the audit and living the values day-by-day means that the team are able to easily discuss all areas of quality and service delivery.

The TEC Quality team are on hand for any advice & support in the weeks leading up to the audit itself.

All documented evidence is presented to the auditor in advance. This gives them an opportunity to understand internal processes. In turn, this made the duration of the audit free flowing and enjoyable using presentations and conversation. The auditor was able to meet key contributors to the service, including team members, partner agencies, emergency planning and a long-term service user.

BENEFITS OF THE QSF

Opportunity to demonstrate core values of TEC service.

Development of appropriate KPIs.

Mentoring from auditor to continually improve effectiveness.

Ongoing support from the TEC Quality team.

Promotes partnership working and stakeholder management.

Ongoing quality assessment to ensure safe service delivery.

Person-centred approach integrating TEC with health and social care referrals into the community.

STRATEGIC VIEW...

"I am very proud that our community TEC services, which make such a huge difference to many residents' lives, have been rated so highly in this annual audit. This rating shows that the quality of their service delivery, the levels of safety they adhere to and the innovative approach the team have to the services they offer are second to none."

– Tricia Youtan, Councillor for Horsham District

THE SERVICE...

1700 service users

Serving the local community since 1986

100% service user "satisfaction"

Delivery of all services within specified timeframes.

Quality. Safety. Innovation
www.tecquality.org.uk

