



THE PERSON CENTRED SERVICE THAT SUPPORTS THE WIDER COMMUNITY 24/7



Quality · Safety · Innovation



The Quality Standards Framework helps TEC organisations achieve certification through a rigorous and ongoing assessment process. It enables providers to understand how they are performing and what they can do to achieve excellence through quality, safety, innovation. QSF is run by TEC Quality, which is accredited to the UK Accreditation Service and is part of TEC Services Association (TSA) – the UK's representative body for technology enabled care.

During the pandemic, Tendring Careline's mobile responders worked in the most challenging circumstances to support vulnerable people and relieve pressure on ambulance services. Their work – together with the helpline monitoring team – brought acclaim in the shape of an award from the High Sheriff of Essex in recognition of 'great and valuable services to the community during the Covid-19 pandemic'.

Tendring Careline is run by Tendring District Council and its team of 10 full and part-time responders provide 24/7 coverage for the whole of the local authority area plus parts of neighbouring Colchester.

While the pandemic thrust responders and monitoring staff into uncharted territory, the service was able to draw confidence and reassurance from the fact that it's certified by QSF.

'If we are QSF certified we must be doing something right, we are following procedures and from an internal point of view it gives assurance to our management team that we are delivering a safe service,' explains Mark Westall, head of customer and commercial services.





THE PERSON CENTRED SERVICE THAT SUPPORTS THE WIDER COMMUNITY 24/7

THE VALUE

The QSF process is rigorous and can be time-consuming, he says, but well worth the effort for the benefits it brings.

For example, the monitoring team provides a helpline for areas outside Tendring – contracts that Tendring wouldn't have won without QSF certification, says Mark.

While there are targets that the service has to meet, QSF is increasingly focused on the end result for the people Tendring Careline supports, according to Claire Ellington, service development manager.

'It's much more about a person-centred approach and outcomes. What did the person get out of it? QSF also want to see that there is support right the way from the top of the organisation.'

It's ultimately a matter of credibility, says Mark.

'Across the monitoring and responders we have a big team with lots of procedures to follow. As soon as you explain something is a QSF requirement, people understand and it's not even a discussion.'



CONTACT: Helen Rudkin
Quality Manager
helen.rudkin@tecquality.org.uk