



## THE 'BADGE OF HONOUR' KEEPING CUSTOMERS AND TEAMS SAFE



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.

**The pandemic presented a challenge for many Response Teams – how to keep staff and customers safe at a time when their services are most needed? Wakefield District Housing had exactly that dilemma with its Care Link service, which provides 3,000 vulnerable people with 24/7 support from its responders.**

But timely, practical guidance from TEC Services Association (TSA) enabled the team to continue making home visits, explains Care Link manager Kirsty Jewitt.

‘Our service was needed more than ever when Covid came. By getting that TSA guidance, best practice and recommendations around working in a pandemic we were able to feed that back to our corporate management board, reassure them and deliver the service safely.’

In many ways it was an extension of the reassurance that the organisation enjoys by being certified against the Quality Standards Framework (QSF).

Kirsty describes it as ‘a badge of honour’ that helps to build trust and respect at every level – whether it’s customers, senior management or partners like Yorkshire Ambulance Service.

‘Responders are going into people’s homes in an emergency situation,’ she explains. ‘It gives that reassurance to us as an organisation and to the customer that the service they are getting is reaching the QSF’s requirements and standards, which are progressed and strengthened regularly.’

Each year we look at the new requirements and frameworks we are striving for improvement.’





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### THE VALUE

It also serves to create a sense of parity, she says: 'One example is our relationship with the reablement team, who have been commended in the past by the Care Quality Commission. It really helps that we are QSF certified and have been highly commended. It shows we also meet high standards.'

'Having that external view from the QSF gives you the reassurance that you are delivering services that meet people's needs.'

Kirsty adds: 'Having such a highly regulated service through the Quality Standards Framework enabled us to set up a partnership with Yorkshire Ambulance Service. It meant we had very little to do to make the grade because we could already demonstrate we were high performing.'



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