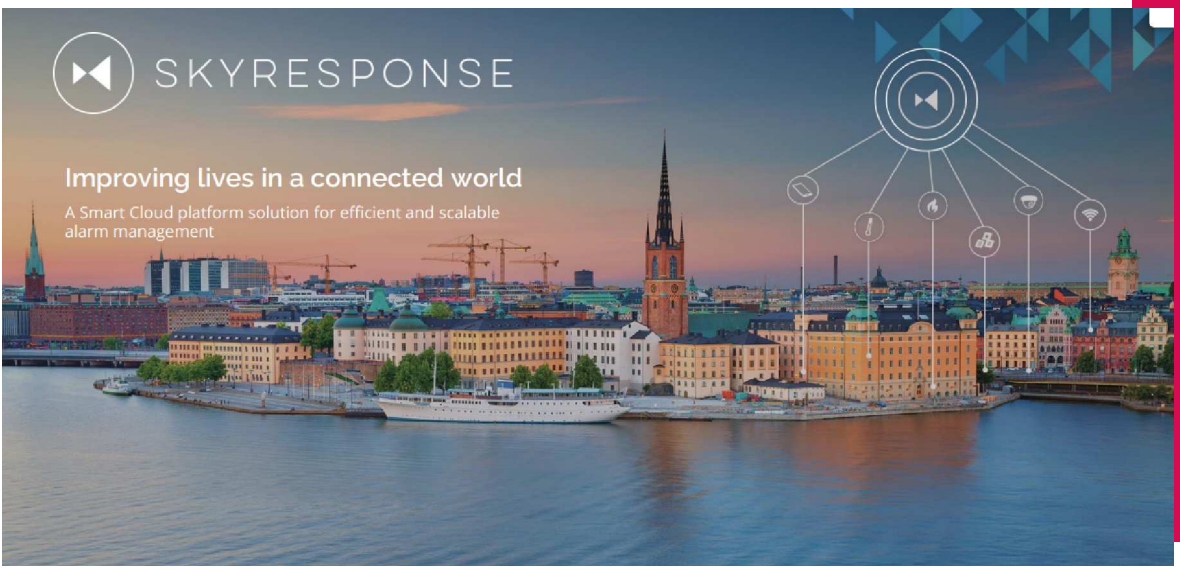
TEC Quality

Quality · Safety · Innovation

HOW GLOBAL ENTRANTS ARE USING STANDARDS TO REDUCE BARRIERS TO UK TEC MARKET



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.

Nordic countries are widely recognised for leading the way when it comes to embracing technology to transform health and social care. One company that's helping to push the boundaries in the technology enabled care space is Skyresponse.

The tech company has successfully rolled out a cloud-based software system for alarm management that is used by more than 700 clients across nine countries. Overall, its system handles more than ten million alarms and events a month in a wide variety of settings, from technology enabled care to smart buildings.

In the TEC world, the Swedish firm's platform allows everything from discreet night-time monitoring to apps that equip call handlers to respond quickly to alarm calls. It's also at the forefront of using technology in preventative ways, through partners, by helping organisations to collect, analyse and act on data that helps them to keep customers safe.

Skyresponse is a relatively new entrant to the UK market and recently signed a partnership with telecare and telehealth provider Chubb to launch Cloud Care Control, a cloud-based, remote personal care alarm monitoring platform. Shaun Moscrop, general manager of Chubb Community Care, hailed the company for its 'pioneering life protecting service'.

But even with an international profile and an established partner, making inroads into the UK market is a tall order.
Kelly Watts, account manager for UK and Ireland at Skyresponse, says the move has been made a lot easier by first becoming a TSA member and then successfully completing QSF certification.

'We joined the TSA first because of the benefits of networking and support,' Kelly explains. 'The obvious next step if you have a product or service is to become QSF certified. It shows you're committed to the industry and able to meet the high quality standards. It would be very difficult to be accepted into the UK market without QSF.

TSA is pushing open platforms and the need to be interoperable as well as highlighting the new technology that's out there. Most importantly, they remind us why we're here – to keep people safe, well and independent for as long as possible.'

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THE **VALUE**

While Skyresponse's home country of Sweden is very much at the cutting edge of TEC, entering the UK market has been quite a learning curve.

'The UK is a complex country and the Swedes have found that challenging! They don't have the same housing structure as us and I've had to explain how we have many different types of homes – from private to housing association to council and with everything from sheltered to assisted living.

'They all work differently, they are structured and funded differently. It's a bit mind-blowing as it's very standardised in Sweden by comparison.'

The other challenge is to navigate what Kelly describes as the UK's 'unwritten etiquette' for introducing yourself to potential partners and clients.

'Again, that's where being a TSA member is really valuable. They structure the industry and bring people together so you're able to network and liaise with relevant people.

Once they find out you are QSF certified it makes the whole process a lot easier.'

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