

TEC Response Services^{V3.3}

service delivery module

Description



The voice of technology
enabled care

The provision of a physical response to support people in their own homes is an important part of the telecare offer. The role of the responder is to respond quickly and appropriately when a service user needs help and an alert has been raised through their telecare equipment. Responders provide assistance in often very challenging situations: for example, assessing for injury and picking someone up from the floor.

TEC Response Services also have a valuable proactive role to play: planning welfare visits and providing reassurance when service users are discharged from hospital for example. Responders often detect important changes to an individual, which may require additional intervention.

Organisations providing personal care must be registered with the appropriate regulatory body e.g. Care Quality Commission, Care Inspectorate etc.

Key Outcomes

- Responders will adopt a **person-centred approach** – service users will be treated with dignity and respect and will be involved in decisions about their on-going care
- **Responders will have a clear understanding** of the boundaries of their role and will act only within their sphere of competence
- **Service users and carers** will receive a timely physical response, in-line with their needs

The Audit Process

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

- Have procedures in place for managing access to a service user's home. This will include information on the usual method of access and guidance about what to do where access cannot be obtained or is refused.
 - Demonstrate that the needs of service users are assessed in line with contractual requirements and that the service is able to meet those changing needs.
 - Demonstrate that responders have the ability to assess incidents in the correct manner and proportionally to service user needs. This shall be done by formal evaluation process.
 - Ensure all known risks, as well as those identified during assessment, installation, or re-evaluation that may impact responder welfare, must be clearly documented in the Service User record. Risks identified by other employees who may cross the threshold, and which may be documented and recorded in other systems such as Housing Management Systems should be made known to the Responder along with the updating of the Service Users record.
 - Demonstrate that there are documented processes in place for maintaining communications between the Monitoring Centre, Responder and Service User, when a response has been initiated
 - Ensure that the wider needs of users and carers are considered and documented through the completion of a formal holistic assessment that identifies as a minimum:
 - Outcome of the current responder visit.
 - Any Safeguarding concerns and onward referral
 - Hazards or risks including fire, falls,
 - Whether a Falls Assessment or referral was appropriate
 - Any change of circumstances or customer details or information e.g. medical history, contacts.
 - Any review of TEC or Community Equipment required.
 - Have processes in place which ensure the accurate recording of notes following a response visit and associated outcomes.
 - Where required and with consent, demonstrate that users are signposted to other agencies which might help meet their wider needs
 - Demonstrate that the provision of the Response Service contributes to the achievement of agreed outcomes for users and carers
 - Ensure that responders are competent in the process of dynamic risk assessment to include:
 - Identifying and prioritising hazards.
 - Controlling, removing or mitigating the risk or hazards.
 - Communication with the Service User and TEC Monitoring provider.
- This forms part of every visit and may include assessment of known risk associated with:
- The responder's own safety
 - The environment (pets, hoarding, falls)
 - A user's physical or medical conditions (dementia, Body Mass Index)
 - Safeguarding (self-neglect, abuse)

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- Ensure that responders are familiar with the end-to-end TEC process – this should include any equipment used and a re-assessment of TEC equipment.
- Provide evidence that responders recognise their 'duty of care' and act on / escalate any concerns within agreed timescales
- Provide evidence that any equipment used to support delivery of the Response Service, e.g. moving and handling equipment, is maintained in accordance with the Manufacturer's recommendations including measures for Infection, Prevention and Control (IPC).
- Demonstrate that the provision of the Response Service has been subject to a risk assessment and that identified risks are mitigated wherever possible. This should include lone working, and provision of Personal Protective Equipment (PPE).
- Ensure that there is an documented mechanism in place which provides support for staff following a difficult, or distressing visit
- Have an agreed responder-specific training programme in place and that relevant training is updated / repeated at specific intervals. As a minimum, this shall include: First Aid at Work and where applicable Moving and Handling
- Have policies in place for dealing with the death of a service user
- Demonstrate that responders know how to request assistance from the Emergency Services and local Urgent Community Response (UCR) Teams
- Have documented procedures in place for both the transportation and handover of keys and door entry codes.
- Ensure that following attendance at a response incident, that if the responder needs to leave the Service User and where further response has been requested (i.e. Ambulance Service, Doctor, NOK etc.), that the Service User is left in a safe and comfortable position as possible. The responsibility for checking for deterioration must be returned to the monitoring service, until the response has been confirmed to arrive.
- Demonstrate that there is a post response incident quality check for each responder. This shall be conducted annually as a minimum.
- Where there is a contract in place, provide a falls prevention service in line with the requirements of the service agreement, which shall include a Falls Risk Assessment Tool (FRAT) as a minimum.
- Ensure that following attendance at a response incident, that if the responder needs to leave the service user and where further response has been requested (i.e. Ambulance Service, Doctor, NOK etc.), that the service user is left in a safe and comfortable position as possible.
- Ensure that where the responder needs to leave the service user to attend another call (refer to TR25), that the responsibility for checking for deterioration is returned to the monitoring service, until the response has been confirmed to arrive.
- Demonstrate that there is a post response incident quality check for each responder. This shall be conducted annually as a minimum.

Measures of Excellence

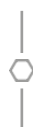
- 9 out of 10 RESPONDER ALERT VISITS to arrive at the Service User's home within 45 minutes of the decision to deploy, remaining response alert visits within 60 minutes of the decision to deploy

Note: This measure may not always be achievable, in very rural areas for example. This should not preclude a Physical Response Service from being developed and delivered. Where this is the case, Auditors will expect to see fully documented decision-making around response times as well as a risk assessment underpinning this element of service delivery.

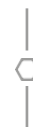
Organisations must also comply with the Performance and Contract Monitoring module requirement for evaluation of performance.

Evidence might include:

- TSA Core Competency eLearning Resource – Responder Module
- Person centred Care Policy
- Lone Working Policy



- Annual Responder Training Plan
- Safeguarding and Mental Capacity Act policies and procedures
- Anonymised records of response visits



- Managing Access to Service Users' Homes
- Forced Access Procedures