

# How a Global Home Tech Innovator Entered the TEC Market with QSF Support

QSF Trailblazer  
Programme

## CASE STUDY



Quality · Safety · Innovation



For more than a generation, Secure has been drawing on its core values of innovation and pragmatism to improve people's lives at home, building a global reputation for smart utility metering. Such has been the scale of Secure's quiet revolution, that Secure UK's smart utility devices have been installed in around eight million British homes.

But Secure has always had one eye fixed on the innovation horizon, and in recent years the company has sought to promote independence, confidence and wellbeing for older adults, by developing a suite of digital home care solutions.

Beanbag Care is a digital independent living solution that enables people to live safely and more independently in their own homes for longer, whilst also improving the quality and delivery of home care services.

### Technology underpinned by Quality

Paul Botsford, Head of Assisted Living Technology & Services, at Secure was committed to shaping people-centric solutions that not only improve the lives of older adults, their families, and the health professional who care for them, but is based on Quality.

"We knew from the outset that joining the Quality Standards Framework would help them achieve these goals.

"We also understood that TEC Quality certification from the TEC Services Association (TSA), would be a major step for Secure and Beanbag Care, and recognised the significance of TSA as the industry advisory body for the UK technology enabled care industry.

"Secure was therefore keen to commit to the Quality Standards Framework, and achieve TEC Quality Certification as part of our journey. Our way into the framework was through their Trailblazer Programme."

## Feedback and co-production

Paul continues: "To aid this journey, Secure has been working closely with the people that matter the most, starting with a series of special focus groups with older individuals aged from 61 to 91, and then engaging with care providers and technology specialists from across the industry."

## Inspiring The Team

Lisa Arthur, Secure UK Ltd Contact Centre Manager, explains the importance of TEC Quality Certification to the Beanbag Care team.

"Although Secure is a large, well established technology business, we're relative newcomers to the TEC market, so striving for and achieving TEC Quality Certification through the QSF has been valuable on a number of levels.

"The team found that working through the 13 assessment modules over six months helped bring them together, with opportunities to share different experiences, and recognise how far they had come in a relatively short space of time."

**"Embarking on the QSF journey has also helped instil confidence both internally and externally."**

**Lisa Arthur, Contact Centre Manager, Secure UK Ltd**

**"Achieving such a significant milestone has inspired Secure's Beanbag Care team - whilst gaining third party validation on aspects such as safety, risk and staff competency has further reassured the care industry on our credentials."**

**Paul Botsford, Head of Assisted Living Technology & Services, Secure UK Ltd**

**"Secure UK Ltd approached us to join the QSF Trailblazer Programme, which we were delighted about. They are a great example of an established, multi-national business that was keen to engage with the quality agenda, and they are already contributing widely to the message and issues that surround TEC."**

**Helen Rudkin, Quality Manager, TEC Quality**

**6 Months**  
**To achieve full QSF Certification**

**8 Million**  
**Secure devices in UK homes**

**70 Million**  
**Devices in homes worldwide**



## How TEC can help home care businesses and housing providers:

- Using smart monitoring devices to quickly identify and alert to changes in wellbeing
- Better connecting older adults with care providers and loved ones
- Assisting care providers to more intelligently manage and deploy resources
- Making it easier for people to give feedback on the quality of their home care
- Helps people stay connected and improves mental health outcomes



**Website:** [www.securemeters.com](http://www.securemeters.com)

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**Get in touch to find out how TEC Quality can help you with your quality journey**

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