Effectiveness is a key characteristic of quality; it is about ensuring that any care delivered has the impact it is supposed to whilst achieving the best possible outcomes for the recipient. From a TEC perspective, this may include improvements in quality of life, for example independence, mobility, activities of daily living and social participation as well as specific health conditions.

Effective care is that which is based on evidence; published research evidence or evidence of good practice (that which is known to provide good outcomes). Unfortunately, for many aspects of TEC, there is a paucity of data to support best practice. That which is available is often inconsistent, either not reflecting the full range of service offerings or having limited relevance to day-to-day practice.

Key Outcomes

- People will consistently receive the same standard of care regardless of when, where, and from whom they receive it.
- Wherever possible, decision making in Technology Enabled Care (TEC) Service delivery will be evidence-based reflecting best practice.
- Service User and Carer perception of effectiveness will be sought – effectiveness will not just be determined by professionals.
The Audit Process

The Audit Process will seek robust evidence that the key outcomes have been met.

As a minimum, TEC Quality certified organisations must:

- Provide evidence that services are designed to achieve the best possible outcomes for service users and carers and that service delivery is person rather than technology-focused
- Provide evidence that policies and procedures are proactively reviewed so that they are up-to-date and relevant. In addition, any change in legislation / the evidence-base / new technologies may all prompt such a review
- Demonstrate that user feedback directly influences service design and delivery
- Provide evidence that the use of TEC is embedded into health and care pathways
- Demonstrate that the needs of service users are regularly assessed both to establish initial and on-going effectiveness of solutions and in response to a significant incident/complaint
- Where applicable, provide documented evidence of compliance with NICE guidance

Evidence might include:

- Quality Policy
- Clinical Governance Strategy
- Implementation of Best Practice Guidance (NICE) Policy
- Individual Support / Care Plans
- Person-centred Care Strategy
- Re-evaluation Policy
- Quality Accounts
- Annual Report
- Case studies describing good practice

www.tecquality.org.uk

TEC Quality is the organisation set up to develop and run the Quality Standards Framework (QSF) - a set of outcome based standards developed in partnership with key stakeholders across the TEC sector. TEC Quality audits and certifies organisations against these standards.

Whilst QSF is the intellectual property of the TSA, TEC Quality has full autonomy and sector-wide support to administer the QSF standards.