Telecare monitoring is an integral part of the Technology Enabled Care (TEC) pathway. For many service users and carers, the Monitoring Centre provides the ‘lifeline’ to help and support, often in life-threatening situations.

Every day, a typical monitoring centre responds to hundreds of calls for help and works proactively to reassure and support its users. As well as the ‘low battery alerts’ and queries about the timing of domiciliary care visits, service users call to report physical illness, from coughs and colds to medical emergencies.

Although working remotely, call handlers develop strong professional relationships with users, often gaining a unique insight into their lives.

**Key Outcomes**

- **Providers will ensure** that monitoring is person, rather than equipment-centred. Services will be tailored to meet individual need.
- **Wherever possible, service users and carers** will be supported to make choices related to the way in which the service is delivered.
- **All calls** will be dealt with in a timely manner, the response to which will meet the needs of each user with suitable evidence being available.
- **Providers will monitor performance** in the context of the whole, e.g. responding to calls in a timely way is critical, but how they then manage those calls is of equal importance.

**The Audit Process**

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

- Have an agreed process in place for passing calls to the emergency services
- Have documented procedures in place to quality assure call handler activity through regular call audit
- Actively support users and carers to make informed decisions about their care
- Have a suite of comprehensive procedures in place which support the monitoring process. These should be evidence based where applicable, reflecting local and national policy and guidance
- Ensure that the wider needs of users and carers are considered and that these are clearly documented
- Where required and with consent, demonstrate that users are signposted to other agencies which might help meet their wider needs
- Demonstrate that telecare monitoring contributes to the achievement of agreed outcomes for users and carers
- Have procedures in place to ensure a service user’s welfare when they cannot be contacted
- Ensure that there are processes in place to ensure service user data is up-to-date
- Continue to monitor a Service User’s welfare where a call has been passed to a responder e.g. NOK, or the Emergency Services until that responder arrives. Services can choose how they do this as long as the outcome is achieved
- Have an agreed Call Handler-specific training programme in place and ensure that relevant training is updated/repeated at specified intervals, e.g. Customer Care, first level fault diagnosis
- Have access to support from senior managers at all times via a dedicated on-call structure
- Demonstrate their ability to match capacity to meet fluctuations in activity, especially at periods of peak demand
- Ensure that frequent callers are identified and that there is a process in place for linking in with other agencies to ensure that the service continues to meet their needs
- Have procedures in place for authorising access to service user premises and confirming identity, e.g. remote door release, or sharing key safe codes
- Demonstrate that all voice communication with service users is recorded and that these recordings are stored, accessed and retained in a manner that reflects local and national policy and guidance
- Ensure that there is an documented mechanism in place which provides support for staff following a difficult, or distressing call
Monitoring of Fire Detection Equipment
Auditors will be seeking assurance that providers are familiar with the relevant requirements of BS 8591. Providers should refer to the TSA Briefing Paper ‘Installation and Monitoring of Fire Detection Equipment’ for guidance.

Key Performance Indicators
- 97.5% of calls* answered within 60 seconds
- 99% of calls* answered within 180 seconds
*NB, calls which are answered automatically must be excluded from these figures

Evidence might include:
- TSA Core Competency eLearning Resource – Call Handling Module
- Failure to Make Contact Policy
- Annual Call Handler Training Plan
- Call Handler Audit Programme
- Anonymised Case Studies
- Organisational Standard Operating Procedures
- Stakeholder Feedback
- Compliance with relevant British Standards, e.g. BS 8591

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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.