Assessment of & Installation of TEC v4.4
service delivery module

Description

The installation of equipment is an integral part of the Technology Enabled Care (TEC) pathway and encompasses much more than simply the setting up of equipment. The process begins when a referral is received and continues beyond the installation itself, through to re-evaluation and review.

Assessment is key, however the ‘equipment’ reaches the service user, whether this is through a home visit, or sent out by post. The installation of any TEC equipment should minimise and manage daily risks whilst improving the quality of day to day living.

Key Outcomes

- **Providers will adopt a holistic approach** to meeting individual need through a process of initial assessment which is subject to continual review.
- **Service users and carers will be actively involved** at every stage of the installation process, from referral to re-evaluation, and will be supported to make choices related to the way in which the service is delivered.
- **TEC equipment will be installed safely** and in line with relevant legislation and manufacturer guidelines.

The Audit Process

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

Referral
- Ensure accessible information is available to support referrers
- Have procedures in place which describe clear management (receipt, recording and processing) of referrals

Assessment of Need and Re-Evaluation (iterative process)
- Ensure that the assessment process is person-centred, designed to identify and understand user and carer needs and / or choice
- Actively involve users and carers in the assessment and support them to make informed decisions about their care
- Have comprehensive procedures in place which support the assessment 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 documented
- Where required and with consent, demonstrate that users are signposted to other agencies which might help meet their wider needs
- Demonstrate that the TEC package contributes to the achievement of agreed outcomes for users and carers
- Demonstrate that the needs of service users are regularly re-assessed and that the service is able to meet those changing needs

Installation
- Wherever practicable, offer service users choice both in the type of equipment installed and the way in which it is used
- Ensure that a comprehensive risk assessment is completed prior to installation. This should include assessment of risk associated with:
  - the Installer’s own safety
  - the environment (potential for fire, flood, falls)
  - a user’s medical conditions (dementia, non-compliance with medication)
  - safeguarding (hoarding, self-neglect, abuse)
- Have procedures in place to ensure that TEC signals cannot be interrupted, or blocked by the use of any other equipment
- Demonstrate that equipment is installed in accordance with manufacturer guidelines
- Ensure that service users and carers receive comprehensive training on the safe use of any installed equipment
- Have procedures in place for fixing equipment to the fabric of a building where necessary
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- Demonstrate that during the installation, all TEC equipment has been fully tested and confirmed to be working
- Where equipment is directly connected to gas / electric supplies: provide evidence that only suitably trained and certified installers undertake this activity
- Where equipment is being monitored, ensure that it connects fully with the receiving platform
- Where applicable, update the Monitoring Centre with details of location and configuration of equipment – this should also include a final check to ensure all service user details are correct
- Provide the ‘customer’ with a comprehensive contract / agreement which clearly defines both the responsibilities of the provider and the responsibilities of the service user
- Have an agreed Installer-specific training programme in place and ensure that relevant training is updated / repeated at specified intervals, e.g. Working at Heights

**Maintenance**
- Have a planned maintenance / replacement programme for all equipment installed in the service user’s home
- Demonstrate that all devices are tested in accordance with the manufacturer’s recommendations
- Ensure that where required by law, equipment is subject to the correct level of Portable Appliance Testing (PAT)

**Asset Management**
- Provide evidence that there are robust asset management processes in place
- Ensure that there are procedures in place to support the decontamination of equipment and that these reflect best infection prevention and control practice

**Installation of Fire Detection Equipment**
Auditors will be seeking assurance that providers are familiar with the relevant requirements of BS 5839 part 6. Organisations should refer to the TSA Briefing Paper ‘Installation and Monitoring of Fire Detection Equipment’ for guidance.

**Key Performance Indicators**

**Referral**
- 5 out of 10 referrals completed within 2 working days – remaining referrals processed within 5 working days

**Installation of Telecare**
- 9 out of 10 URGENT installations completed within 2 working days of initial referral – remaining installations completed within 5 working days of initial referral
- 9 out of 10 NON-URGENT installations completed within 15 working days of initial referral – remaining installations completed within 20 working days of initial referral
- 9 out of 10 COMPLEX installations completed within 15 working days of initial referral – remaining installations completed within 20 working days of initial referral

**Installation of Telehealth**
- EVERY installation to be completed by the end of the next working day on receipt of a completed Telehealth plan

**Repairs**
- 9 out of 10 CRITICAL faults (i.e. where user safety is compromised), repaired or equipment replaced within 24 hours of the fault being reported – remaining critical faults within 48 hours of the fault being reported
- 9 out of 10 NON-CRITICAL faults repaired or equipment replaced within 5 working days of the fault being reported – remaining non-critical faults within 10 working days of the fault being reported

**Evidence might include:**
- TSA Core Competency eLearning Resource – Installation Module
- Lone Working Policy
- Asset Management Procedures including: Maintenance, Testing & Repair
- Annual Installer Training Plan
- Anonymised records of installation visits
- Access To Service Users’ Homes Policy
- TEC Equipment Installation Procedures
- Compliance with BS 5839-6
- Risk Profiling Procedures/Tools
- Procedures for Multi Agency Signposting
- Service User Contracts and Service Level Agreements

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.