Glasgow City
Integration Joint Board
Finance, Audit and Scrutiny Committee

Item No.   **11**

Meeting Date   **Wednesday 8th February 2023**

Report By:	**Frances McMeeking, Assistant Chief Officer for Operational Care Services**
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Community Alarm and Telecare Service – Annual Audit Carried out by TEC Services Association (TSA) – October 2022

Purpose of Report:	To advise on the outcome of the annual audit of the Community Alarm & Telecare service Glasgow City HSCP in respect of TSA's (formerly Telecare Services Association) common standards modules and their service delivery modules.

Background/Engagement:	Since June 2011, the Community Alarm and Telecare service has been an accredited member of TSA. The Community Alarm and Telecare service undergoes an annual audit to ensure that services are provided and delivered in line with the TSA common standards and service delivery modules.

Governance Route:	This paper has been previously considered by the following group(s) as part of its development. HSCP Senior Management Team ☒ Council Corporate Management Team ☐ Health Board Corporate Management Team ☐ Council Committee ☐ Update requested by IJB ☐ Other ☐ Not Applicable ☐

Recommendations:	The IJB Finance, Audit and Scrutiny Committee is asked to: a) Note the content of the report and audit findings in respect of the level and quality of services provided.

Relevance to Integration Joint Board Strategic Plan:

Care Services support a range of vulnerable citizens through the use of telecare. At the time of the audit, the service supported 8,863 service users to live independently for as long as possible in their own home. Community Alarm and Telecare services can minimise the impact to other areas of Care Services such as Homecare by providing a means for vulnerable service users to summon help for personal care and continence care tasks as well as support with falls. In the year 2021-2022 the Community Alarm services received 476,320 incoming alarm calls, with our responder service responding to 27,494 requests for assistance. Telecare also helped to reduce care home admission and helps to facilitate hospital discharge.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	**Outcome 1:** People are able to look after and improve their own health and wellbeing and live in good health for longer. **Outcome 2:** People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community. **Outcome 3:** People who use health and social care services have positive experiences of those services, and have their dignity respected. **Outcome 4:** Health and social care services are centered on helping to maintain or improve the quality of life of people who use those services. **Outcome 5:** Health and social care services contribute to reducing health inequalities. **Outcome 6:** People using health and social care services are safe from harm.

Personnel:	None

Carers:	None

Provider Organisations:	None

Equalities:	None

Fairer Scotland Compliance:	None

Financial:	None

Legal:	None

Economic Impact:	None

Sustainability:	None

Sustainable Procurement and Article 19:	None

Risk Implications:	None

Implications for Glasgow City Council:	None

Implications for NHS Greater Glasgow & Clyde:	None

1.   Background

1.1   TSA (TEC Services Association) is a UK representative body for technology enabled care (TEC) services, working on behalf of and advising organisations including Telecare and Telehealth providers, suppliers, care providers, emergency services, government bodies and health and social care commissioners.

1.2   While, at present, there is no legal requirement for Community Alarm and Telecare providers to be a member or an accredited member of TSA, the purpose of (accredited) membership is to demonstrate that services are provided in compliance of TSA's Quality Standards Framework (UK).

1.3   The Audit Scheme has been established to provide independent external audit of an organisation against the requirements of the Quality Standards Framework. TEC Quality confines its requirements, evaluation, review, decision, and surveillance (if any) to those matters specifically related to the scope of certification unless an extension of scope has been agreed with the organisation concerned. The audit process for Glasgow City HSCP covers the maximum level of the 10 common standards and 3 Service delivery areas.

- Common Standards:
    - User & Carer Experience
    - User and Service Safety
    - Effectiveness of Service
    - Information Governance
    - Partnership Working & Integrated Services
    - Workforce
    - Business Continuity
    - Ethics
    - Performance and Contract Management
    - Continuous Improvement and innovation

- Service Delivery:
    - TEC Monitoring
    - Assessment & Installation of TEC
    - Response Services

- The TSA audit process was conducted via Microsoft Teams as this is a year 3 audit. The audit process follows a 3-yearly cycle of:

  - Year 1 – full audit
  - Year 2 – maintenance (mini) audit
  - Year 3 – maintenance (mini) audit

1.4 The auditor had requested evidence on:

- A look back at the last 12 months
- Any serious incidents, complaints, or data breaches
- An update on any Improvement Needs
- An update on KPIs (Key Performance Indicators)
- An update on the BCP (Business Continuity Planning)
- An update on A2D (Analogue to Digital) plans and progress
- A look at future plans for the service.

2. Report

2.1 TSA's Quality Standards Framework (QSF) operates a rating system as detailed below:

Rating	Definition
Compliant	An organisation that has demonstrated compliance with all the QSF outcomes and minimum criteria. However, there may be some development observations found during the audit, which can be worked upon for the next audit.
Requires Improvement	An organisation that does not meet the minimum criteria and requires corrective action before certification can be granted, but which is not considered to be safety related. A three-month window is allowed for this improvement.
Inadequate	An organisation where safety concerns have been identified which need to be corrected prior to certification being granted. A one-month period is allowed for this corrective action.
Improvement Observation	Is an improvement that the auditor has identified, that may improve the service offering, but is not a requirement of the QSF, or is a mandatory improvement area.

2.2 Evidence was provided to TSA via a web portal prior to the audit being conducted on 14th October 2022.

2.3 The outcome of the audit is as follows:

Standards Modules		
Module	**Rating**	**Improvement Need**
User & Care Experience	Compliant	No
User and Service Safety	Compliant	No
Effectiveness of Care	Compliant	No
Information governance	Compliant	No
Partnership working & Integrated Services	Compliant	No
Workforce	Compliant	No
Business Continuity	Compliant	No

Ethics	Compliant	No
Performance and contract Management	Compliant	No
Continuous improvement and innovation	Compliant	No

Service Delivery Modules		
Module	**Rating**	**Improvement Need**
TEC Monitoring	Requires Improvement	Yes
Assessment of and installation of TEC	Compliant	No
Response Services	Compliant	No

2.4 Within the auditor's summary there was recognition of the positives and lessoned learned from the pandemic and they highlighted:

- The resilience of the service and staff
- How well the Business Continuity Planning worked
- Becoming a more cohesive team as part of the HSCP
- Senior Managers outside the department recognising its worth more fully
- Communication was difficult at times and constant
- Initial struggles getting devices to allow admin to work from home.

3. Audit Recommendations

3.1 There are two areas which the auditor assessed as "requires improvement". These are:

QSF Reference	TM04	QSF Rating:	Requires Improvement
QSF Requirement	Have documented procedures implemented to quality assure call handler activity through regular call audit. This shall include as a minimum, 2 calls per month for each person who handles calls, of which at least one shall be an 'end to end' emergency service call. This shall be rotated across all emergency services.		
Improvement Need	Provide evidence to demonstrate that at least 2 calls per operator are quality checked per month and that these include at least one emergency services call with any follow-up calls checked (the call to emergency services, deterioration checks, calls to contacts etc.). The purpose is to check that the full processes are being followed end-to-end.		

QSF Reference	TM25	QSF Rating:	Requires Improvement
QSF Requirement	Ensure that where fire service attendance is required, all fire alarm calls are passed to the fire service within the time parameters specified within BS 9518.		
Improvement Need	Provide evidence that this formula has been corrected so that the Auditor can verify that the KPI is being met.		

3.2 Evidence required to achieve the improvement needs have been submitted on 16th December 2022 to TSA auditor and is currently being reviewed, with a response expected by the end of January 2023.

4.   Auditor Feedback

4.1 The auditor did acknowledge:

4.2 That issues within NHS were having a knock-on effect to service delivery, especially Responder Teams having to wait longer on site for ambulance services to attend to service user/s for any medical emergencies.

4.3 Evidence demonstrated that the Business Continuity Plan has been updated and tested over the previous 12 months with issues such as Covid -19; planned Industrial Action; and COP26 requiring specific focus. The service is now planning for the winter pressures, including possible energy cuts and how these might impact the service and its users.

4.4 This has been another challenging year for Glasgow City HSCP Community Alarms, with the disruptions to a previously very stable team being one of the biggest challenges. However, the service has made changes to retention and recruitment processes which have started to make a difference including the use of MyJobScotland to advertise vacancies.

4.5 The main challenges going forward into 2023/2024 are largely around the migration from Analogue to Digital TEC services.

5.   Recommendations

5.1 The IJB Finance, Audit and Scrutiny Committee is asked to:

   a) note the content of the report and audit findings in respect of the level and quality of services provided.