

**Glasgow City  
Integration Joint Board  
Finance, Audit and Scrutiny Committee**

**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 2021**

**Purpose of Report:**

To advise on the outcome of the annual audit of the Community Alarm & Telecare service provided by Glasgow City HSCP in respect of TSA's 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 (formerly Telecare Services Association).

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:**

The matters contained within this paper have 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 ☐ (please note below)

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.

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### Relevance to Integration Joint Board Strategic Plan:

Care Services support a range of vulnerable citizens through the telecare service. At the time of the audit, the service supported 8,902 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 2020-2021 the Community Alarm services received 452,919 incoming alarm calls, with our responder service responding to 25,681 requests for assistance. Telecare also helped to reduce care home admission and help 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 7: People using health and social care services are safe from harm.

<b>Personnel:</b>	None
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<b>Carers:</b>	None
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<b>Provider Organisations:</b>	None
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<b>Equalities:</b>	None
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<b>Fairer Scotland Compliance:</b>	None
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<b>Financial:</b>	None
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<b>Legal:</b>	None
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<b>Economic Impact:</b>	None
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<b>Sustainability:</b>	None
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<b>Sustainable Procurement and Article 19:</b>	None
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<b>Risk Implications:</b>	None
<b>Implications for Glasgow City Council:</b>	None
<b>Implications for NHS Greater Glasgow &amp; Clyde:</b>	None

## **1. Background**

- 1.1 TSA is a representative body for technology enabled care (TEC) services, working on behalf of and advising service users and 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.
- 1.3 The Quality Standards Framework 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 Scheme has been established to provide independent external audit of an organisation against these requirements.
- 1.4 The audit process covers 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 follows a 3-yearly cycle of:
    - Year 1 – full audit
    - Years 2 and 3 – maintenance (mini) audit

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1.5 The auditor had requested evidence on 14<sup>th</sup> October 2021:

- An update on the last 12 months of the service, especially around how the service planned for and responded to the global pandemic
- Any serious incidents, complaints, or data breaches
- Business growth
- Business Continuity Plans (BCP)
- Improvement needs from last time
- Plans for the coming 12 months

## 2. Report

2.1 TSA's Quality Standards Framework 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. 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.

2.2 Evidence was provided to TSA via a web portal prior to the audit being conducted on 13<sup>th</sup> & 14<sup>th</sup> October 2021.

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

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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 lessons 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
- 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 An improvement need was identified in relation to KPI monitoring and recording to ensure compliance with BS8591. The improvement need was to ***"Introduce procedures to report on these KPIs"***.

3.2 Glasgow City HSCP currently utilise Tunstall PNC 8.1 call handling platform. This platform, while able to collate other standard call handling KPI reports, does not currently have a facility to collate the BS8591 KPIs. This has resulted in a manual process for collation of this information on a daily basis being instigated pending Tunstall creating this required report. A report creation request was raised by Response Centre Manager to Tunstall on 28/10/2021.

3.3 The KPI requirement under BS 8591 are as follows:

- Receive and starting filtering process on smoke detector/fire panel calls:
  - *90% of calls within 30 Seconds*
  - *98.5% of calls within 90 seconds*
- For No Response calls - the filtering process should cease, and call escalated to Scottish Fire & Rescue Service (SF&RS) within 30 seconds of accepting the call. For calls where voice contact with the resident is established, a maximum of 60 seconds should be taken before escalating to SF&RS if required.

3.4 The evidence supplied to support that the improvement had been met was:

- Call handling procedures (reviewed):
  - CHA9 – Smoke Alarm with Response
  - CHA10 – Smoke Alarm with No Response
  - CHA11 – Fire Panel Smoke Alarm
  - E26 – 999 Fire Service KPI Report Procedure (*new procedure*)
  - 2021 – 999 Fire Calls KPI record (*new KPI*)

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- 3.5 The improvement evidence was supplied to the auditor.
- 3.6 On 16/12/2021 confirmation was received by email from TSA to confirm that *“your organisation has been found to be **COMPLIANT** with the requirements of the Quality Standards Framework”* and that Glasgow City Council has been re-accredited to the Quality Standards Framework.

## 4. Recommendations

- 4.1 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.