



**Item No. 16**

**Meeting Date Wednesday 7<sup>th</sup> February 2024**

**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 Technology Enabled Care Services Association (TSA)**

<b>Purpose of Report:</b>	To advise Committee of the outcome of the annual audit of the Community Alarm & Telecare Service in Glasgow City HSCP, which was undertaken by TSA in October 2023, covering the TSA’s Quality Standards Framework incorporating their common standards modules and their service delivery modules.
<b>Background/Engagement:</b>	<p>Since June 2011, the Community Alarm and Telecare Service has been an accredited member of TSA.</p> <p>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.</p> <p>Following the audit, a service is reaccredited with membership of the TSA.</p>
<b>Governance Route:</b>	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input checked="" type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p> <p>Other <input type="checkbox"/></p> <p>Not Applicable <input type="checkbox"/></p>

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<b>Recommendations:</b>	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; and b) note TSA shall revisit data in March 2024 to ensure Community alarms service has achieved compliance in the three service delivery modules.
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<b>Relevance to Integration Joint Board Strategic Plan:</b>
Care Services support a range of vulnerable citizens through the use of telecare. At the time of the audit, the service supported 8305 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 assistance or request help for areas such as personal care and continence care tasks as well as support with falls. In the year 2022-23 the Community Alarm services responded to: <ul style="list-style-type: none"><li>• 494,393 incoming alarm calls</li><li>• 97,999 outbound calls</li></ul> With the Responder service responding onsite to 28,584 requests for assistance.  Telecare promotes the independence of service users in their own home and contributes to a reduction in care home admission and helps to facilitate hospital discharge.

<b>Implications for Health and Social Care Partnership:</b>	
<b>Reference to National Health &amp; Wellbeing Outcome:</b>	<b>Outcome 1:</b> People are able to look after and improve their own health and wellbeing and live in good health for longer. <b>Outcome 2:</b> 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. <b>Outcome 3:</b> People who use health and social care services have positive experiences of those services, and have their dignity respected. <b>Outcome 4:</b> Health and social care services are centered on helping to maintain or improve the quality of life of people who use those services. <b>Outcome 5:</b> Health and social care services contribute to reducing health inequalities. <b>Outcome 6:</b> People using health and social care services are safe from harm.

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

**1. Purpose**

- 1.1. To advise Committee of the outcome of the annual audit of the Community Alarm & Telecare Service in Glasgow City HSCP, which was undertaken by Technology Enabled Care Services Association (TSA) in October 2023, covering TSA's Quality Standards Framework incorporating their common standards modules and their service delivery modules.

**2. Background**

- 2.1 TSA 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.
- 2.2 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 National Quality Standards Framework (UK).

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2.3 The Audit Scheme has been established to provide independent external audit of an organisation against the requirements of the Quality Standards Framework. Note, in Scotland telecare services are not currently inspected by the Care Inspectorate. 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 and 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 of and Installation of TEC
  - TEC Response Services
  
- The audit process follows a 3-yearly cycle of:
  - Year 1 – full audit
  - Year 2 – maintenance (mini) audit
  - Year 3 – maintenance (mini) audit

2.4 This year's TSA audit was a full audit and was conducted as an onsite inspection, carried out over 2 days – 16<sup>th</sup> & 17<sup>th</sup> October 2023. Evidence was also uploaded to TSA's web portal prior to the audit being conducted and the auditor interviewed the Head of Care Services, Service Manager, Response Centre Manager, Call handler, Responder, and installer/telecare technician when onsite.

The auditor reviewed evidence/documents, including:

- Internal complaints process
- Risk Management Policy and Framework
- Information Security Policy
- Cyber Essentials Plus certificate
- Recruitment Policy
- Health & Safety Policy
- Business continuity Plans
- Annual Performance Report
- Standard Operating Procedures
- DTEC A2D Project Plans

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**3. Audit outcome**

3.1 TSA's Quality Standards Framework operates a rating system as detailed below:

<b>Rating</b>	<b>Definition</b>
<b>Compliant</b>	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.
<b>Requires Improvement</b>	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.
<b>Inadequate</b>	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.
<b>Improvement Observation</b>	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.

3.2 The outcome of the audit was as follows:

<b>Standards Modules</b>		
<b>Module</b>	<b>Rating</b>	<b>Improvement Need</b>
User and Carer 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

<b>Service Delivery Modules</b>		
<b>Module</b>	<b>Rating</b>	<b>Improvement Need</b>
TEC Monitoring	Requires Improvement	Yes
Assessment of and installation of TEC	Requires Improvement	Yes
Response Services	Requires Improvement	Yes

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### 4. Audit Recommendations

4.1 The auditor's report cited three service delivery modules where improvements were required. These are:

<b>QSF Requirement -</b>
<b>TEC Monitoring</b>
<ul style="list-style-type: none"><li>• Evidence the continuation of monitoring a service user's welfare every thirty minutes, where a call has been passed to a responder to attend.</li><li>• Incorporate adult support and protection (ASP) training into the agreed call handler-specific training programme.</li><li>• Ensure that where fire service attendance is required, smoke/fire calls are passed to Scottish Fire and Rescue Services (SFRS), compliance with 60:30:60 touchpoints are achieved as specified in BS9518.</li><li>• Ensure call handling response KPI achieve 60 second target.</li></ul>
<b>Assessment of and installation of TEC</b>
<ul style="list-style-type: none"><li>• As a minimum there should be an annual post installation quality check for each installer.</li><li>• Installation of TEC completed within agreed KPI (90% in 2 working days for urgent and 15 working days for non-urgent referrals).</li></ul>
<b>Response Services</b>
<ul style="list-style-type: none"><li>• Evidence the continuation of monitoring, a service user's welfare after response team have attended and the call for support has been passed to alternative health or social care support.</li></ul>

4.2 With the Improvement needs identified, an action plan was drawn up to address these Improvements. Please see Appendix 1.

### 5. Auditor Feedback

5.1 The auditor did acknowledge that the following areas had contributed to the areas of improvement and the service had taken appropriate actions to mitigate these:

- Recruitment - a higher than normal turnover of staff and challenges within Social Care sector generally around recruitment
- Supplies – A safety notice from the supplier (Tunstall) and subsequent withdrawal of the Lifeline VI dispersed alarm unit had caused national equipment supply chain issues which had impacted upon the ability of the service to install telecare equipment within the installation KPIs.

5.2 The auditor also noted the positive areas of the service:

- Service user surveys demonstrate a high satisfaction rating from customers and that customers have a high regard for the service and the staff
- Demonstration of a comprehensive framework for managing risk
- Evidence of strong partnership working
- Staff feel that they are supported and are able to raise concerns
- The service was able to demonstrate that services were provided in a person focused manner

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- The service provided a good knowledge of safeguarding and signposting for service users
- Overall, the service has had a very challenging year, but staff have risen to those challenges, ensuring that the service is covered.

### **6. Recommendations**

6.1 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; and
- b) note TSA shall revisit data in March 2024 to ensure Community alarms service has achieved compliance in the three service delivery modules.

## TSA Audit 2023 – Required Improvement Action Plan

Issue	Action	Owner	Comments	Date Completed
<b>TEC Monitoring</b>				
<ul style="list-style-type: none"> <li>Evidence the continuation of monitoring a service user's welfare every thirty minutes, where a call has been passed to a responder to attend</li> </ul>	<ul style="list-style-type: none"> <li>Through supervision and regular call review undertaking staff training and spot checks to ensure monitoring checks are taking place</li> </ul>	Response Centre Manager/Seniors	Protected time for call coaching and staff training detailed in supervision records	To be completed by 31/01/2024
<ul style="list-style-type: none"> <li>Incorporate adult support and protection (ASP) training into the agreed call handler-specific training programme.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of ASP training for the 28 call handlers.</li> </ul>	Response Centre Manager/Seniors	<p>Update all training records for existing staff.</p> <p>New staff to complete as part of induction training.</p>	To be completed by 31/01/2024
<ul style="list-style-type: none"> <li>Ensure that where fire service attendance is required, smoke/fire calls are passed to Scottish Fire and Rescue Services (SFRS), compliance with 60:30:60 touchpoints are achieved as specified in BS9518</li> </ul>	<ul style="list-style-type: none"> <li>Revising call handling process in relation to the touchpoints and ensure compliance through staff training. Provide evidence of training and 3 months of call sampling (from Oct 2023 onwards)</li> <li>Provide ongoing exception reporting including root cause analysis when KPI is not met</li> </ul>	Response Centre Manager/Seniors	<p>Call handling procedure to be amended with touchpoints included, review of 999 fire calls (immediate action from October 2023)</p> <p>KPI exception reporting to provide governance.</p>	To be completed by 31/01/2024
<ul style="list-style-type: none"> <li>Ensure call handling response KPI achieve 60 second target</li> </ul>	<ul style="list-style-type: none"> <li>60 second target of 97.5% to be achieved (October 2023 KPI was at 95.8%)</li> </ul>	Response Centre Manager/Seniors	KPI not achieved due to absence, recruitment plan in place for 3 new call handling staff – Staff commenced 08/01/2024.	Ongoing monitoring



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Issue	Action	Owner	Comments	Date Completed
<b>Assessment of and Installation of TEC</b>				
<ul style="list-style-type: none"> <li>As a minimum there should be an annual post installation quality check for each installer.</li> </ul>	<ul style="list-style-type: none"> <li>Introduction of workplace supervision document for installers to be utilised to evidence quality control checks.</li> </ul>	Community Equipment Store Management	Community Equipment Store Management to carry out quality control checks	To be completed by 31/01/2024
<ul style="list-style-type: none"> <li>Installation of TEC completed within agreed KPI (90% in 2 working days for urgent and 15 working days for non-urgent referrals)</li> </ul>	<ul style="list-style-type: none"> <li>Increase number of devices and suppliers to mitigate supply chain issues moving from analogue to digital alarm units.</li> <li>Offer 3 installation dates to service users, if SU unable to meet these dates, then referral passed back to referrer</li> </ul>	Response Centre Manager/Senior Admin officer	Ongoing issues as identified are being addressed, National issues previously caused by supply chain and removal of devices from market place.	Ongoing
<b>Response Services</b>				
<ul style="list-style-type: none"> <li>Evidence the continuation of monitoring, a service user's welfare after response team have attended and the call for support has been passed to alternative health or social care support.</li> </ul>	<ul style="list-style-type: none"> <li>Review of Responder procedures in relation to escalation where alternative health or social care support is required.</li> <li>Review of monitoring procedures as detailed in TEC Monitoring need (above)</li> </ul>	Response Centre Manager/Seniors/ Assistant area operations managers	Senior/ Assistant area operations managers to disseminate updated procedures to all responder and call handling team members.	To be completed by 31/01/2024