

## HOW EVIDENCING TEC STANDARDS IS HELPING WIDER INTEGRATION AND PARTNERSHIPS



Quality · Safety · Innovation



The Quality Standards Framework helps TEC organisations achieve certification through a rigorous and ongoing assessment process. It enables providers to understand how they are performing and what they can do to achieve excellence through quality, safety, innovation. QSF is run by TEC Quality, which is accredited to the UK Accreditation Service and is part of TEC Services Association (TSA) – the UK's representative body for technology enabled care.



**Progress Lifeline's team of 55 emergency home responders serves 22,000 customers across a vast area that encompasses five counties throughout England. Part of Progress Housing Group, the service has formed a number of highly effective partnerships that are helping to keep people safe and reduce pressure on emergency services.**

Progress Lifeline won the Partnership in TEC category at this year's ITEC Awards – an annual celebration of innovation, integration and improvement around technology enabled care – for its partnership with North West Ambulance Service (NWAS), Lancashire County Council and clinical commissioning groups.

It ensures people who have fallen but are uninjured get transferred from the 999 service for support from Progress Lifeline responders. Last year they attended 13,179 falls-related callouts and carried out 9,695 lifts with 1,970 referrals coming via NWAS.

The service was one of the first to be certified against the Quality Standards Framework (QSF) and Jo Bushell, head of operations, believes it's been a key enabler for success.

'It's a robust process, very similar to the CQC audit, and enables us to ensure our staff are aware of the expected standards while reassuring customers and commissioners.

'What I like about it is it's not simply about KPIs in terms of how quickly you respond, it looks at everything from your training to quality of service and governance.

'It's a two-way process. We've been commended for certain areas of the service which they can highlight to others as best practice – but they will share other best practice with us to help us improve,' says Jo.



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### THE VALUE

Achieving QSF certification has helped Progress Lifeline extend the service into new areas, explains Kat Scott, head of business development.

'It has been a stepping-stone to us now being commissioned by the CCGs because we've been able to easily evidence some of the standards required thanks to QSF.'

She adds: 'QSF has changed over time to become more robust and evidence based, but also more flexible. They work with organisations to identify best practice rather than telling people how to do something. It's also now much more outcome focused.'

Lorraine Simpson, director of Progress Lifeline, set up the responder service more than a decade ago to complement the organisation's alarm receiving centre and believes it's an essential part of providing 'a robust, end to end care service'.

'It's such a valuable service. It's not just a job for our responders, it's a vocation that's about the difference they make to people's lives. The things that they take as quite routine – it still makes the hairs stand up on the back of my neck when I hear some of their stories and the positive outcomes for our service users. I see QSF as an important enabler in the way it reinforces the quality that our responders are delivering.'



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