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TSA Quality Standards Framework

AUDIT REPORT



10482



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Tendring Careline Audit Report



Quality Standards Framework

Annual Review Audit Report



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Organisation

Tendring Careline

Address

Tendring District Council
Barnes House
92 Pier Avenue
Clacton-On-Sea
Essex
CO15 1N

Audit Date(s)

23rd September 2021

Auditor

Judy Allen

Scope of Audit

The Audit will cover TEC Services Association Quality Standards Framework including:

- 10 Common Standard Modules
- Service Delivery Modules
 - TEC Monitoring
 - Assessment of & Installation of TEC
 - Response Service

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.

Methodology

The Audit has been conducted using a document sampling process and in discussion with Senior Management and Staff. TEC Quality are not therefore responsible for any issues present but not identified at the time of the audit.

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Introduction

A sector of Tendring District Council, Careline is a Community Alarm Service providing Monitoring, Installation and Response Services to approximately 3,929 residents of Tendring, other local landlords and private clients across Essex and nationwide. Operating since 1988 Careline provide their service to clients with an age range from 8 years to 104 years and with differing needs. They also provide the call handling function for a neighbouring service after 18:00 hours until 08:00 a.m. weekdays, weekends and Bank Holidays.

In June 2010 Careline moved to their purpose-built Control Centre in Clacton on Sea and have continued to grow over the years. They now offer a wide range of Telecare equipment, a “Lifting Service” and an Equipment Showroom, allowing potential customer the chance to view and try different types of equipment.

Careline’s Corporate Goal is “To Support older people to live independently in their own homes” and their Mission Statement is “To provide a professional installation, call-handling and response service, enabling Service Users to maintain independent living, with dignity and peace of mind.”

The Service is managed by the Head of Customer & Commercial Services and the Service Development Manager and supported by two Supervisors, 2 Senior Operators, Administration Staff, Call Handlers, Installers and Responders.

It has been a difficult year for the service, as not only have they had to deal with the implications of the Covid-19 pandemic, but also the challenges following the change of their monitoring platform.

To maintain certification to the TSA Quality Standards Framework, the second annual audit review was conducted offsite and included a teleconference call with the Management Team.

The Audit discussions focused on the following areas:

- Evidence of any amendments and updates to policies and procedures
- BCP plans in light of Covid-19
- Performance data for all Service delivery areas
- Future development plans
- Changes in structure
- Details of Incidents / complaints and any improvements made as a result of findings.
- Details of any Safeguarding issues
- Progress on Digital switch
- Workforce plans e.g., recruitment, resource planning, training, communication etc

The Auditor was provided with supporting relevant documentation, policies and procedures which were reviewed prior to and post audit. The document review included:

- KPI’s
- Procedures
- Overview of last 12 months

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TSA Quality Standards Framework Modules Audited

| 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. |

Standards Modules

| MODULE | RATING | IMPROVEMENT NEED |
|---|-----------|------------------|
| User & Carer Experience | COMPLIANT | No |
| User and Service Safety | COMPLIANT | No |
| Effectiveness of Service | COMPLIANT | No |
| Information Governance | COMPLIANT | No |
| Partnership Working and Integrated Services | COMPLIANT | No |
| The 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 & Installation of TEC | COMPLIANT | No |
| Response Service | COMPLIANT | No |

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Audit Summary

Evidence of KPI's provided prior to and post audit shows calls answered within 60 seconds have only been achieved on 3 occasions in the past 18 months and KPI's for calls answered within 180 seconds have been missed on 6 occasions. This was discussed fully with the Management Team who stated that KPI's have been impacted due to Covid 19 pandemic, high levels of staff sickness, self-isolation, vacancies and the introduction of a new monitoring platform which has caused some issues.

The Auditor was advised that several times a day, operators are unable to accept calls from the monitoring platform as it 'just greys out' and can cause delays in calls being answered by up to 2 minutes. A meeting was held between Tendring IT and Enovation the service platform provider and following investigations it is believed the issue is down to processing memory capacity on the Enovation server. Engineers are due on site on the 27th October to upgrade the server which will resolve this issue. The Auditor was advised at the time of the audit there has been no delay in answering fire detection calls

Tendring Careline are sub-contracted by Provide CIC to carry out their out of hours monitoring and response functions. In July of this year Provide were awarded the contract for Essex and Sussex, which has placed additional pressures on Tendring due to the significant increase in connections.

Under Tendring Councils strict recruitment processes, Careline were unable to take on additional staff to support this increase until the contract was in place and therefore were unable to maintain performance. However, they are now receiving support from the Councils HR department and Senior Managers with permission granted to shorten the recruitment process. A service review has been undertaken and recruitment is underway to increase staffing levels.

The service has also had difficulty maintaining services, particularly at weekends and have on several occasions had to transfer their call handling function to alternative service providers and with Provide supplying their staff to assist with cover.

To ensure measures being introduced are having a positive effect on performance, the Auditor requires monthly reports to be provided to TEC Quality to demonstrate ongoing improvement of KPI's.

Telecare Monitoring: **REQUIRES IMPROVEMENT**

From the evidence reviewed prior to and during the audit, the Auditor was unable to verify compliance with some minimum criteria for this module. Improvement needs were identified as follows:

| QSF Requirement | Evidence | Improvement Need |
|--|---|---|
| 97.5% of calls* answered within 60 seconds 99% of calls* answered within 180 seconds NB, calls which are answered automatically must be excluded from these figures | KPI's for calls answered within 60 seconds have only been achieved for 2 months out of the last 18 months. KPI's for calls answered within 180 seconds have been missed 6 times in the last 18 months | To identify how the KPI's will be brought back in line with the QSF Standard and how these will be monitored going forward. An action plan demonstrating how this will be undertaken |

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| | | |
|--|--|---|
| | | should be submitted and the Auditor will be looking for significant improvement over the next 3 months prior to recommending accreditation. |
|--|--|---|

Although the past 12 months have been difficult for the service, progress has been made on their strategic objectives including:

- April 2020 – commissioned by the CCG to deliver Operation Pendant, which is a lifting service for non-Careline residents in Tendring
- Launched the 'Footprint Service' including a response
- Carried out a review of staffing, with the recruitment process now underway

The Auditor and Management Team discussed a serious incident, which occurred last year whilst providing the out of hours service for Provide. A full investigation of the incident took place and which has resulted in the introduction of a new procedure around 'asking questions' and when to send a responder. The Auditor is satisfied appropriate measures have been introduced to prevent recurrence.

The Management Team confirmed there had been 2 data breaches over the past 12 months but were not of a serious nature and which were reported to the Councils Data Protection Officer.

Over the coming year the service is focused on making improvements and ensuring appropriate staffing levels are in place to support any growth in contracts and that they have the resilience to deliver services going forward. Future plans include:

- Completing the restructure of the Response Service and administration aspects of Careline.
- To work even closer with Provide CIC to deliver the Essex wide Monitoring and Response service
- To take-on two apprentices
- Digital platform switchover complete and now replacing the analogue equipment

The service has encountered many challenges over the last year, which have impacted on their ability to meet some of the QSF requirements. However, the Auditor was reassured that performance issues are being addressed as a priority and with a proposal being considered to re-grade staff and introduce enhanced payments for weekend working.

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Evidence that corrective actions have been implemented and completed for the Modules rated as Requires Improvement should be submitted to TEC Quality within 3 months of receipt of the audit report. Tending Careline are also required to submit evidence of their KPI reports on a monthly basis for the next 3 months.

Auditors Signature

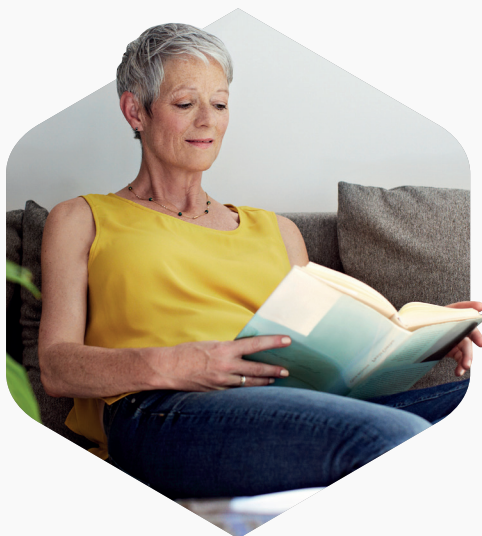
A handwritten signature in black ink that reads 'J. A. Allen'.

JUDY ALLEN

TEC Quality Auditor



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Telecare



Wellness
Devices



E-health



Self-care
Apps



Telemedicine



Telecoaching



Telecare Call
Monitoring



Telehealth



Telecare Response
Services

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. TEC Quality has a team of independent auditors, who have all been trained to ISO 19011 standards.

www.tecquality.org.uk



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