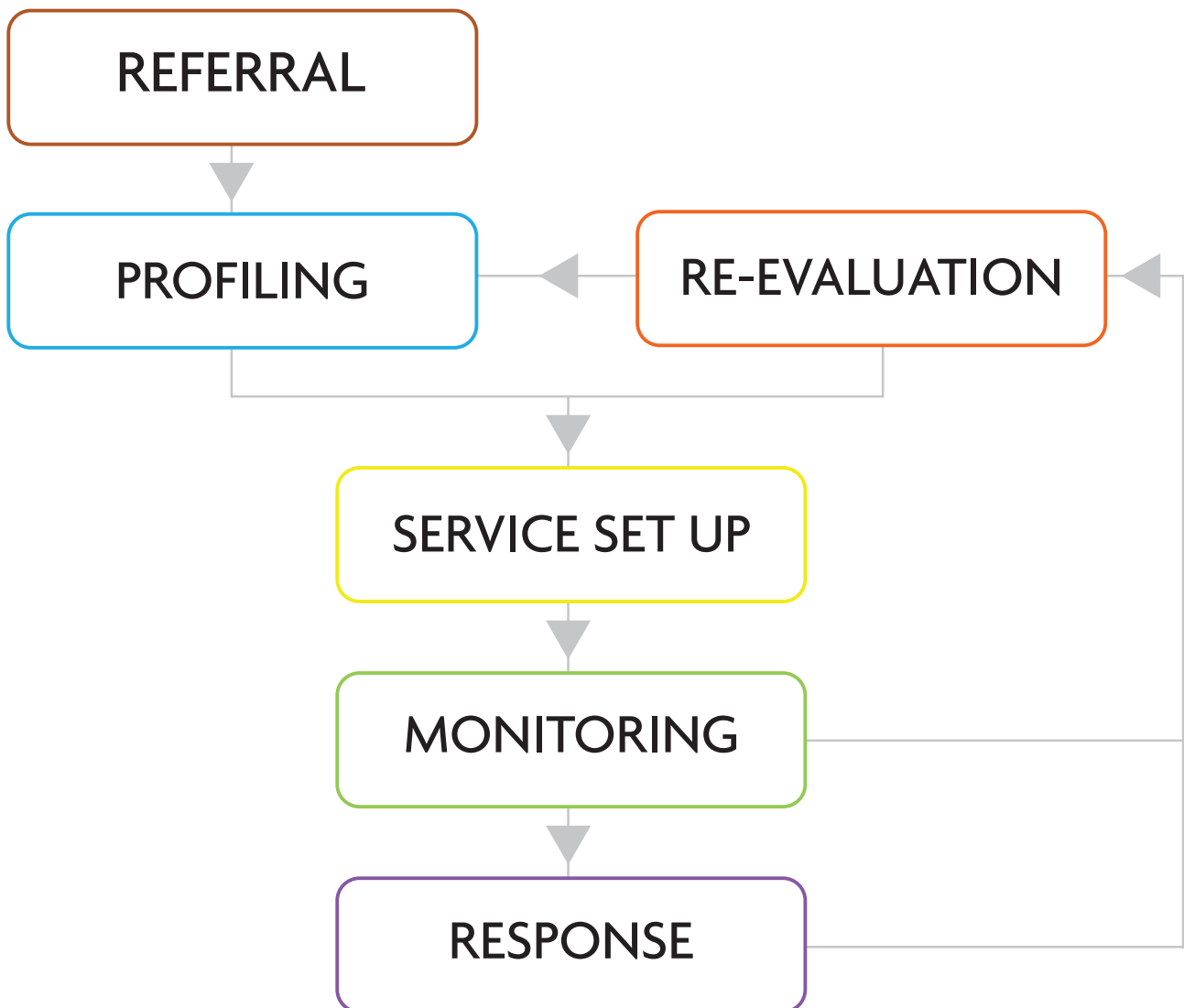



Referral to Response Model



Telecare Code of Practice Matrix

 STANDARDS MODULES	PROCESS MODULES								
	ACCREDITED SERVICES								
	<i>In development</i>	<i>Released mid 2009</i>			<i>Released January 2009</i>			<i>In development</i>	
	SUPPORT & ADVICE	REFERRAL	PROFILING		SERVICE SET UP		MONITORING	RESPONSE	RE-EVALUATION
	Referral/ Enquiry	Service User Profiling	Telecare Plan	Service Tailoring	Installation			Escalation/ Pathways	Re-evaluation
Safeguarding	✓	✓	✓	✓	✓	✓	✓	✓	✓
Governance	✓	✓	✓	✓	✓	✓	✓	✓	✓
Staff & Training	✓	✓	✓	✓	✓	✓	✓	✓	✓
Privacy & Data Protection	✓	✓	✓	✓	✓	✓	✓	✓	✓
Partnership Working	✓	✓	✓	✓	✓	✓	✓	✓	✓
Service User Communication	✓	✓	✓	✓	✓	✓	✓	✓	✓
Managing access to/ working in SU's home			✓			✓	✓	✓	✓
Technology Management						✓	✓	✓	
Business Continuity						✓	✓	✓	
Planning and Development of TSC							✓		
Legislation (inc Health & Safety)	✓	✓	✓	✓	✓	✓	✓	✓	✓
Performance Management & KPIs		✓	✓			✓	✓		✓
(Nation State Variants)									

SU = Service User TSC = Telecare Service Centre KPI = Key Performance Indicator

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