

2009 TELE CARE CODE OF PRACTICE – STANDARDS AND KPIS

Process	Standard	Definition	KPI
REFERRAL (in development) DRAFT			
	Service Providers to process referrals within a defined time period.	A referral / enquiry is one received from a partner agency or an individual. It is the process of checking the information provided to ensure it is complete and ready for a Telecare Profile.	% of referrals completed within two working days in each calendar month.
PROFILING (to be released mid-2009) DRAFT			
Service user	Service Providers to undertake a Telecare Profile of a service user within a defined time period following receipt of the appropriate information.	A Telecare Profile is the individualised profiling of the service user's needs and risks, and how telecare can be utilised to support them in their particular environment or home.	% of urgent profiles completed within 24 hours in each calendar month. % of non-urgent profiles completed within five working days in each calendar month.
Telecare Plan	Service Providers to have an agreed telecare plan with each service user.	A telecare plan is one based on the telecare profile, agreed with the service user, and held by the monitoring/ responder services.	% of service users with an agreed telecare plan. % of service users with a telecare plan that has been reviewed within the last 12 months or after a significant incident.
SERVICE SET-UP			
Installation	Service Providers to undertake the installation of an appropriate telecare service within a defined time period of a completed Telecare Plan being received.	Service set-up – covers the set-up, installation, maintenance, repair and withdrawal of equipment in the service user's home. Urgent – telecare installation required to support the service user e.g. discharge from hospital/care home or the imminent collapse of an existing care package	% achievement of: - 9 out of 10 of urgent installations completed within 2 working days in each calendar month - remaining installations completed within five working days. % achievement of: - 9 out of 10 of non-urgent installations completed within 15 working days in each calendar month - remaining non-urgent installations completed within 20 working days.
Maintenance and repair	Service Providers to repair/replace telecare equipment within a defined time period of a fault being reported.	Critical faults – where the failure of the telecare equipment could result in a life critical situation not being received by the Telecare Service Centre	% achievement of: - 9 out of 10 critical faults repaired or equipment replaced within 48 hours in each calendar month

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		Non-critical faults are those which reduce or limit the system functionality but are not life critical for the service user.	- remaining critical faults within 96 hours. % achievement of: - 9 out of 10 of non-critical faults repaired or equipment replaced within 10 working days in each calendar month - remaining non-critical faults within 15 working days.
MONITORING			
Call handling	Service Providers to answer all alarm calls to their Telecare Service Centre within a defined time in each calendar month.	Alarm calls received by the Telecare Service Centre but may exclude those from on site Scheme Managers, door entry systems and routine administrative calls.	Achievement of 98.5% of alarm calls being answered within one minute and 99% of alarm calls within three minutes, in each calendar month (1% tolerance i.e. 97.5% and 98% from May 2009 – May 2010)
Line utilisation	Service Providers to have adequate line availability to ensure a defined line utilisation per line bank is not exceeded in each calendar month.	Line utilisation is the total usage time for all calls on a line or line bank as a percentage of the total line availability in any calendar month. Calculation of total line availability should be based on the following formula: Total line availability = (lines x minutes) - lost time Lines = number of lines in bank Minutes = total number of minutes in period (24 hours = 1440 minutes) Lost time = total time lost (in minutes) in period for lines which were not available for service • All alarm lines shall be configured for cyclical hunting within line banks. Monitoring to be undertaken on each hunting group.	% achievement of <50% line utilisation, in each calendar month.
Operator monitoring	Service Providers to assess the quality and standard of the call handling by their operators by monitoring a defined number of calls each month	A supervising member of staff shall assess by means of either listening in on live calls or reviewing voice recorded calls.	% of operators who had six calls each calendar month monitored (for part time staff working up to 20 hours per week, three calls each calendar month).
RESPONSE	Responder service to be at the service user's home and have gained entry within a defined time period.	Responder service is the Service Provider's contracted response service. The Service Provider shall ensure the Telecare Plan contains details of the arrangements to enable access to be gained within five minutes of arrival.	% achievement of responder service arriving at the service user's home within 45 minutes of a call in 9 out of 10 responses, and 60 minutes for the remaining response, each calendar month.

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COMPLAINTS	Service Providers to have a formal complaints policy, which includes responding within a defined time period.	The formal complaints policy shall comprise as a minimum Service Providers giving an interim reply within 5 working days and further interim replies every 20 working days until any investigation is complete. SPs may adopt stricter deadlines for complaint handling if required by service commissioners.	% of complaints completed each calendar month that met the defined time period.
SERVICE USER SATISFACTION	Service Providers shall conduct an annual service user survey.	The survey should be conducted using a 5% random sampling mechanism.	% of service users expressing a satisfaction with the level of service provided. The target should be to attain at least 90% service user satisfaction level with the service provided.

COMMON DEFINITIONS

Working days - following the day when a request was made but not including Saturday or Sunday or Bank Holidays.

Urgent is the imminent collapse of the existing care package resulting in a telecare solution needing to be provided.