

Appendix G – QAF Lite Passporting For Community Alarm only Services (QAF Lite only)

1 **Passporting: Telecare Services Association (formerly known as ASAP) Code of Practice**

This document provides a full read across from the TSA revised Code to the requirements of ODPM's Quality Assessment Framework Lite Core Objectives in respect of telecare services that provide a call handling service only, with no mobile response.

Service Providers achieving accreditation to the revised Code (October 2005 version) can be pass-ported through the QAF Lite at Level C.

Holders of the **October 2005 version of the COP** will hold a valid certificate from the TSA.

Administering Authorities are advised to ensure that:

- (i) the certificate is up to date (COP accreditation lasts for three years)
- (ii) that the most recent annual inspection against the TSA Code confirmed ongoing compliance (while the TSA Code does last for 3 years, accredited members are inspected annually and could actually lose compliance during the 3 year period).
- (iii) the certificate relates to the **2005 (or later) version of the COP**. Earlier versions do not confer ODPM-verified read-across to the QAF.

The AA may also wish to use its discretion and carry out a validation visit, particularly if there are concerns regarding the service.

1.1 **Read-across to main QAF**

The main QAF is used for telecare services that provide a mobile response service, whilst the **QAF Lite is used for telecare services that only provide a call handling service, with no mobile response service.**

1.2 **The Code of Practice for Telecare Services**

The Code of Practice for Telecare Services provides the Strategic Framework within which Service Providers must operate and outlines the standards to be achieved by all organisations delivering Telecare Services.

1.3 **Supplementary Operational Requirements**

The Strategic Framework is supplemented by three separate operational requirements. Service providers may be delivering all or a mix of these requirements, depending on the nature of the service.

1.3.1 Part One - Telecare Calls Handling Operational Requirements

Part One sets the standards required for the planning, management and operation of Telecare Response Centres.

1.3.2 Part Two - Telecare Installation Operational Requirements

Part Two sets the standards required for the planning, management and installation of telecare equipment in the homes of service users.

1.3.3 Part Three-Mobile Response Operational Requirements

This is not applicable to alarm-only services since it covers the planning, management and delivery of planned and/or emergency mobile response services.

2 Accreditation requirements

To be recognised by TSA as fully meeting the requirements of the Code of Practice, member organisations must achieve accreditation against the Strategic Framework and the Operational Requirements of the service areas they are delivering to service users.

In order to become accredited to the Code of Practice, the following compliance must be in place:

2.1 Strategic Framework and Part One

Using a Partner Member Organisation for Disaster Recovery purposes (as an alternative to Service Providers utilising their own remote location Disaster Recovery position), that Partner Member Organisation must be accredited to the Strategic Framework and Part One of the Code of Practice

2.2 Strategic Framework and Part Two

Must have an accredited Part One Provider

2.3 Strategic Framework and Part Three

Must have accredited Part One and Part Two Provider(s).

The Accreditation process also requires that organisations wishing to achieve compliance with the Code organisations receive a rigorous initial audit, undertaken by an experienced & external auditing body, to ascertain that they meet all the requirements of the Code of Practice. This will be followed by annual maintenance inspections to ensure that the compliance to the Code of Practice is retained. On every third anniversary of the initial audit, the Service Provider will be required to undergo a full audit to ensure that it meets all of the requirements of the currently applicable Code of Practice.

Information about the Code of Practice can be obtained from the Telecare Services Association [www.asap-uk.org or contact Marian Preece tel: 01606 872333].

CORE OBJECTIVES							
Quality Assessment Framework Lite and TSA Code of Practice Strategic Framework and Operating Procedures Parts One and Two							
QAF: S&E	TSA CoP Strategic Framework & Operating procedures		QAF: S&E	TSA CoP Strategic Framework & Operating procedures		QAF: S&E	TSA CoP Strategic Framework & Operating procedures
C1.1 Needs and Risk Assessment			C.v	SF 2.3.9 SF 2.3.11		C1.5 Fair access, diversity and inclusion	
			C.vi	SF 2.1.27		C.i	SF 2.1.4 SF 2.1.8
			C.vii	SF 2.1.4 CoP Part One 2.3.1 CoP Part 2 2.2.5.1			
C.i	Not Applicable		C.viii	SF 2.1.19		C.ii	SR 2.1.1 SF 2.1.4 SF 2.1.8
C.ii	Not Applicable		C.ix	CoP Part Two 2.3.2 CoP Part Two 2.3.7 CoP Part Two 2.3.8 CoP Part Two 2.6		C.iii	SF 2.1.1 SF 2.1.2
C.iii	Not Applicable		C.x	SF 2.3.9 SF 2.3.11 CoP Part One 2.1 Cop Part One 2.4.1 CoP Part One 2.4.8 CoP Part Two 2.1.2 CoP Part Two 2.1.5		C.iv	SF 2.4
C.iv	Not Applicable					C.v	SF 2.1.2 SF 2.4.6 SF 2.4.10

CORE OBJECTIVES							
Quality Assessment Framework Lite and TSA Strategic Framework and Code of Practice Operating Procedures Parts One and Two							
QAF: S&E	TSA CoP Strategic Framework & Operating procedures		QAF: S&E	TSA CoP Strategic Framework & Operating procedures		QAF: S&E	TSA CoP Strategic Framework & Operating procedures
			C.xi	SF 2.1.16 SF 2.1.17 SF 2.1.18 SF 2.1.19 SF 2.1.20 SF 2.1.21 SF 2.1.22 SF 2.1.23 CoP Part One 2.3.1 CoP Part One 2.3.1.19 CoP Part One 2.3.1.10 CoP Part One 2.3.1.14 CoP Part One 2.5 CoP Part One 2.5.1 CoP Part One 2.5.2 CoP Part One 2.5.3 CoP Part One 2.5.4			
C.v	Not Applicable					C.vi	N/A
			C1.4 Protection from Abuse				
			C.i	SF 2.1.2 SF 2.4.2 SF 2.4.3 SF 2.4.6 SF 2.4.10 CoP Part One 2.3.1 CoP Part Two 2.4.9			

CORE OBJECTIVES							
Quality Assessment Framework Lite and TSA Strategic Framework and Code of Practice Operating Procedures Parts One and Two							
QAF: S&E	TSA CoP Strategic Framework & Operating procedures		QAF: S&E	TSA CoP Strategic Framework & Operating procedures		QAF: S&E	TSA CoP Strategic Framework & Operating procedures
C1.2 Support Planning			C.ii	SF 2.1.27 SF 2.1.28 CoP Part One 2.3.1 CoP Part One 2.2.8 CoP Part 2 2.2.5 Cop Part Two 2.2.8			
C.i	Not Applicable		C.iii	SF 2.1.27 SF 2.4.6 SF 2.4.10		C1.6 Complaints	
			C.iv	SF 2.3.10 SF 2.4.5		C.i	SF 2.1.27 SF 2.1.28
C1.3 Security, health and safety			C.v	SF 2.3.10 SF 2.4.5 SF 2.4.6 CoP Part Two 2.4.9		C.ii	SF 2.1.27 SF 2.2.8 CoP Part One 2.3.1 Cop Part One 2.2.8 Cop Part Two 2.2.5 CoP Part Two 2.2.8
C.i	SF 2.1.19 SF 2.1.20 SF 2.1.21		Cvi	SF 2.1.2		C.iii	SF 2.1.27
C.ii	SF 2.1.20 SF 2.1.22 CoP Part Two 2.1.2					C.iv	SF 2.1.27 SF 2.1.28
C.iii	SF 2.1.24 CoP Part Two 2.4.1						
C.iv	N/A						



Quality assessment summary

This table may be reproduced and used for recording the outcomes of self-assessments.

Core Objectives		D	C	B	A	Comments/issues
C1.1	Assessments of needs and risks are carried out for all service users. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.					
C1.2	Service users have up-to-date support plans in place. Processes place users' views at the centre, are managed by skilled staff and involve carers and/or other professionals.					
C1.3	The security, health and safety of all individual service users, staff are protected.					
C1.4	Service users have the right to be protected from abuse and this right is safeguarded.					
C1.5	There is a commitment to the values of diversity and inclusion and to practice of equal opportunity (including accessibility in its widest sense) and the needs of black and minority ethnic service users are appropriately met.					
C1.6	Users, carers and other stakeholders are made aware of complaints procedures and how to use them.					



Supplementary objectives – empowerment		D	C	B	A	Comments/issues
S1.1	Service users are well informed so that they can communicate their needs and views and make informed choices.					
S1.2	Service users are consulted about the services provided and are offered opportunities to be involved in their running.					
S1.3	There is a commitment to empowering service users and supporting their independence.					
S1.4	Service users are empowered in their engagement in the wider community and the development of social networks.					



Supplementary objectives – rights and responsibilities		D	C	B	A	Comments/issues
S2.1	Individual rights to privacy and confidentiality are respected.					
S2.2	The rights and responsibilities of service users, staff and community are promoted and protected.					



Supplementary objectives – the service		D	C	B	A	Comments/issues
S3.1	The provider has a coherent description of the support service/s to be provided, based on defined values, rights and philosophy of support.					
S3.2	The service is flexible, sensitive and responsive with the aim of maximising service users' dignity, independence, choice and control over their own lives.					
S3.3	The living environment . <ul style="list-style-type: none"> • is suitable for its stated purpose, accessible, safe and well maintained; • is appropriate to the needs of residents; and • meets the requirements for independence privacy and dignity. 					



	Supplementary objectives – organisation and management	D	C	B	A	Comments/issues
S4.1	The service is organised within a culture of continuous improvement. This Framework is used as the basis for ensuring that the key aspects of support service improvement are being described, evaluated and improved.					
S4.2	Service quality and improvement are achieved through sound support, management and development of all the people working to deliver support.					