



Quality • Safety • Innovation



Measures of Excellence Guide

Measures of Excellence Guide

Introduction

There are two types of excellence that will be measured – Quantitative and Qualitative. No single measure will be looked at in isolation and it is a combination of all the measures that demonstrate true quality. This short guide will give you some help with preparing for your audit in this area.

A true sign of quality is when an organisation is self-aware and understands why performance is either good, or below standard, but also knows what they need to do to correct it and that the necessary corrective action is implemented. Monitoring the Measures of Excellence is something that should be done routinely and regularly, so that you can react to changing circumstances and flex resources to suit the changing demands.

Remember that you will receive an 'Inadequate' rating if there are potential safety issues, which means that certification cannot be granted until remedial action has been completed. Full details on the ratings can be found on the TEC Quality website and in the Handbook.

How do we evaluate performance?

There are several sections of the QSF that apply here. There are Measures of Excellence in each of the Service Delivery Modules, which could be seen as quantitative and operational, but there are also strategic elements with the User Safety and Performance and Contract Management Standards. These are intended to ensure that performance evaluation considers Service User safety and forms part of the overall organisation's risk management structure. Performance management should be seen as an over-arching principle and an in-depth process, which looks at root cause analysis and has a view to correction and continuous improvement.

It is important that you do not just think of the statistical figure as the only achievement you need to make. For example, in the TEC Monitoring module, one of the indicators we currently use, is the statistical figure of 97.5% of calls to be answered within 60 seconds.

It is important that you analyse your performance thoroughly – at least monthly and use this to drive improvements. This will also help with streamlining your resource requirements.

The types of analysis we would expect to see include:

- Are you achieving the QSF Measures of Excellence across your Service Delivery modules?
- Evaluation of Exception Reports to the above and a full analysis of why targets have not been achieved. There will also be specific interest in calls to Fire and Ambulance Services.

- Calls which should not be included in call handling reports for publication include:
 - Automatically answered calls
 - Warden on/off calls
 - Background calls
 - Door Entry calls
- What have you learned from the analysis and how do you use this learning? For example:
 - What are the trends?
 - Are there potential training issues for existing, or new staff? If some staff are not working as effectively as others, how do you raise their individual capabilities?
 - Are there specific reasons for non-achievement?
- What risk analysis have you conducted and how is this reported to the Executive Board, or Senior Management Team etc.?
- What corrective action have you taken?
- Have you assessed staffing levels and increased staffing where necessary to achieve the necessary improvements? It is not always essential to increase staff, but perhaps to streamline labour-intensive practices, or adjust rotas/working patterns?
- Where high-risk calls have been delayed, have you evaluated what other calls were in progress at the same time?
- What additional elements do you look at and why?

Report Formats and Sampling

You may already have a format that you use to report to your Senior Management team, so this will be acceptable as evidence, as long as it gives a true picture. We do not want to create additional work by dictating how this is done if you already have something in place. However, you should ensure the reports you present are easy to evaluate, clear, accurate and that you have more detailed source data available if required.

Auditors will look at performance reports but will also be keen to sample data from systems and check information historically. They may ask you to show information for a specific time frame, rather than an amalgamated periodic report.

Valid Exceptions

There are valid exceptions that we will accept when evaluating performance and which can be excluded from any reporting that you do. These are situations that are beyond your control and could not predict. You may wish to record within your exception reports any significant occurrences that may have impacted on your performance for future reference.

The following are items that could be considered valid exceptions:

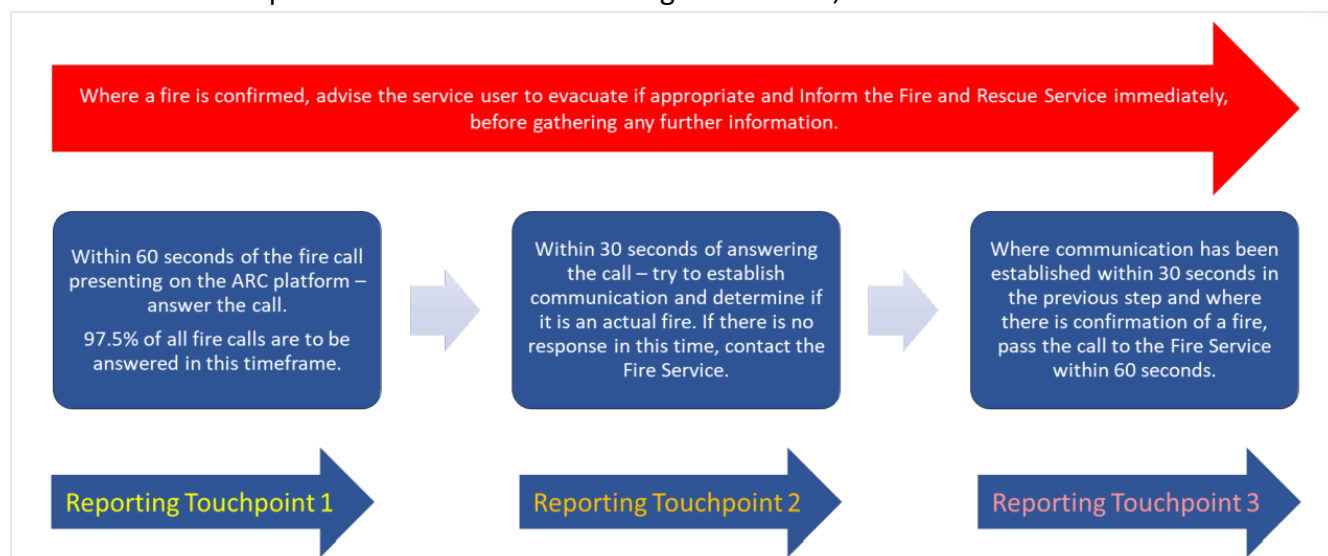
- Delays on responder visits due to adverse weather conditions.
- Unforeseen roadworks, road closures and diversions. Where these road closures are to be permanent, it would not be a valid exception.
- Calls from faulty equipment, that can impact on call handling. This would not be the first call, but subsequent calls after ascertaining there is a fault.
- Installations that have gone over target, due to late discharge from hospital, or where the service user has requested a carer to be in attendance.

Examples of things that are not considered valid exceptions include:

- Poor staffing levels due to annual leave, or sickness.
- Recruitment issues.
- Only one person on duty.
- Staff engaged on 'other' duties, such as cleaning of alarm units.
- Increased volume of work due to new contracts.

Requirements of BS 9518

There will be specific interest in the handling of fire calls, as a result of the work with the



National Fire Chiefs Council and in addition to the normal call handling target. You will also be asked to demonstrate how you comply with the targets contained within BS 9518.

Requirements of BS 9518 part 6

This 'Standard' gives recommendations for the planning, design, installation, commissioning and maintenance of fire detection and fire alarm systems in domestic premises that are:

- designed to accommodate a single-family (or individual)
- houses in multiple occupation that comprise several self-contained units, each designed to accommodate a single-family (or individual)

- sheltered housing, including both the dwelling units and the common areas.

The systems covered in this part of BS 5839 range from those comprising a single self-contained smoke alarm to systems of the type described in BS 5839-1. The recommendations of this part of BS 5839 may also be applied to the fire detection components of combined domestic fire and intruder alarm systems or fire and social alarm systems.

Please refer to “Installation and Monitoring of Fire Detection Equipment” document the TSA briefing paper on this subject

End-to-End Resilience of Technology Enabled Care Solutions

In the ever-evolving landscape of Technology Enabled Care, staying ahead of the curve requires a good understanding of the latest industry standards and best practices.

With this in mind, please refer to “Practical Steps to Compliance”, with the requirements relating to the 'The End-to-End Resilience of Technology Enabled Care Solutions'.

This document captures the main points of the guidance in an easy-to-understand format, distilling the terminology and insights in a step-by-step approach.

More Information

If you would like more information on any of these areas, or any other part of the QSF preparation, you can always speak to staff at the TSA/TEC Quality office for more help and advice. Email admin@tecquality.org.uk or ring us on 01625 520320.