

Telecare service achieves top quality rating

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Lincolnshire Telecare Service, which helps people live independently at home, has received a top quality rating for its technology-enabled care.

The service has continued to offer vital support to hundreds of Lincolnshire residents throughout the Coronavirus pandemic, with its personal alarms, home monitoring systems and highly skilled support team providing essential welfare checks.

For a second time, the service has been awarded Standards Framework accreditation - the most widely recognised quality standards certificate from industry body TEC Quality.

Lincolnshire Telecare Service, run by Lincolnshire Housing Partnership (LHP) in partnership with Age UK Lincoln and South Lincolnshire, works alongside medical and technical professionals and customers to develop and deliver a range of products which help people live safely in their own homes. This includes pendant alarms, movement sensors, video doorbells and medication dispensers.

The service underwent a detailed audit which measured it against ten quality standards around safety, customer experience, business performance and continual improvement.

Mark Coupland, Head of Commercial and Support Services at LHP, said along with the team's pride for helping customers access local services, the auditor had also recognised they had 'developed appropriate plans to continue to provide their service during the Coronavirus pandemic'.

"Achieving the TEC Quality Standards Framework certification during the pandemic is an excellent accolade for us," he said.

"This demonstrates our commitment to putting our customers first. By working together, we are able to deliver positive outcomes which enable our customers to live independently and as safely as possible in their own homes."

To find out more about the service, and products, visit <https://www.lincolnshirehp.com/support-advice/extra-help/telecare/>

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