

New Telecare Audit Scheme from SSAIB

SSAIB is launching a new audit scheme for telecare service providers.

The scheme, which is based on the European standard for the management and delivery of telecare services and relevant British Standards, is currently in development, but is expected to be available late spring.

SSAIB has been in consultation with selected telecare service providers and commissioners and now wishes to extend this consultation process to include any interested party. Those wishing to review and comment on the content and requirements of the scheme should contact Andrew Brown at SSAIB (andrew@ssaib.org or telephone 0191 296 3242). The consultation period will run until 28 March 2009.

SSAIB is also looking for organisations interested in piloting the audit process. Participation in the pilot is free and will involve an inspection of the service against the requirements of the scheme. Piloting the audit process is an important step to ensuring consistent and proportionate interpretation of the scheme's requirements; it identifies areas where greater clarity is required. Organisations wishing to participate in the pilot process should also contact Andrew Brown to express interest and provide information on the range of services that they provide. SSAIB will select the pilot sites to ensure that all elements of the scheme are tested.

SSAIB has seven years of experience in undertaking audit work within the social alarm and telecare sector having been the Association of Social Alarms Providers' (ASAP) preferred audit partner for its Code of Practice for a number of years. SSAIB is now using its considerable expertise to offer a scheme to all telecare service providers.

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