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BSI Standards Publication

Service model for social care alarms

National foreword

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Service model for social care alarms

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Servicemodell für Alarmsysteme in der sozialen Versorgung

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European foreword

This document (CEN/TS 17470:2020) has been prepared by Technical Committee CEN/TC 431 "Service Chain for Social Care Alarms", the secretariat of which is held by SIS.

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Introduction

Social care alarm services enable individuals who choose to use these services to live safer, more secure and independent lives within their communities by providing support on demand, via the alarm system. Different service models have evolved across Europe to meet the social, health and care expectations of different countries and communities. These service models range from a telephone-only emergency service (which relies on the availability of friends, family and neighbours), through emergency support and regular telephone counselling, to providing on-the-ground response services that may include a formal home care service and undertake reactive home care visits at the request of the service user.

Social care alarm services have been successful in identifying individual, community and organizational needs and meeting these needs with affordable and effective solutions. As a result, the number of people being supported to live independent lives has grown over the past 30 years to a current day number of more than 5 million individuals across Europe. The size of the social care alarm services market is growing, and growth is likely to continue as a result of population demographics, resulting pressures on health and social care budgets, the adoption of social care alarm services by an increasing number of European countries and a general move within society to embracing person-centred technology within the health and social care environment. Social care alarm services are the first technology enabled care service and have proved to be the most successful to date.

Social care alarm services are generally used by older adults who could be vulnerable due to physical, mental or cognitive conditions. Given the potential vulnerability of their service users it is of utmost importance that social care alarm services offered are reliable, safe and secure. The safety and reliability of a social care alarm service is a consequence of correct choice, installation and maintenance of the social alarm equipment used within the service, coupled with the management and partnership framework embodied in the design and management of the service. The EN 50134 (social alarms) series of standards covers the minimum technical standards for social alarm products, the overall social alarm system and the processes for deployment of social alarm equipment to create a social alarm system.

The size of the social care alarm market and the growth in demand for these services is stimulating a need for a common management framework, which will enable the sharing of good practice in the design of person-centred services and their management. This technical specification is the first step to delivering on this goal.

This technical specification is additional to the EN 50134 series of standards and describes the service chain involved in the provision of a social care alarm service. It sets out the roles within the chain of service and describes the processes associated with each role within the service chain. The document recognizes that these roles may be undertaken by different organisations, which will need to work closely to provide a safe, reliable and secure social care alarm service which protects and empowers its service users. The document establishes a framework for service design and management and the development of management standards and shared values within and between the organisations engaged in the social care alarm service chain. In doing so, it recognizes the importance of leadership, governance and communication in the development and provision of services that are service user focused, holistic and seek to respond to the changing needs of service users via a single point of dynamic needs assessment and frictionless referral between agencies.

The ISO High Level Structure is the basis for the social care alarm service management model. The Technology Enabled Care Operations Model (Figure 1) shows how operational processes are related in order to provide the service within the service chain and are supported by leadership, planning, support and evaluation.

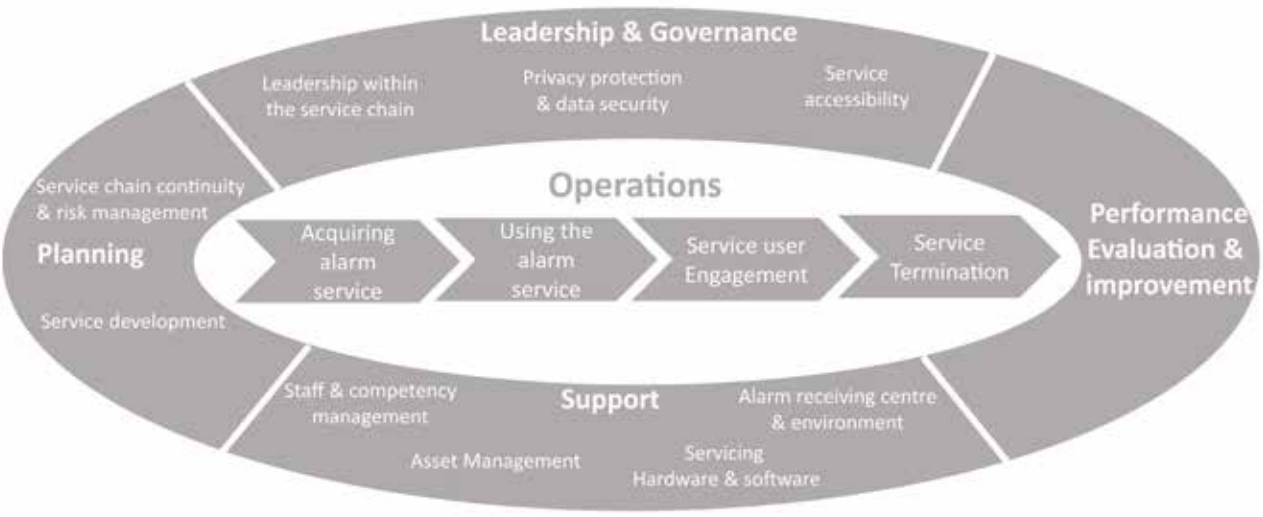

Figure 1 — The Technology Enabled Care Operations Model (TECOM)

Each operational process in Figure 1 consists of sub processes as defined in Figure 2.

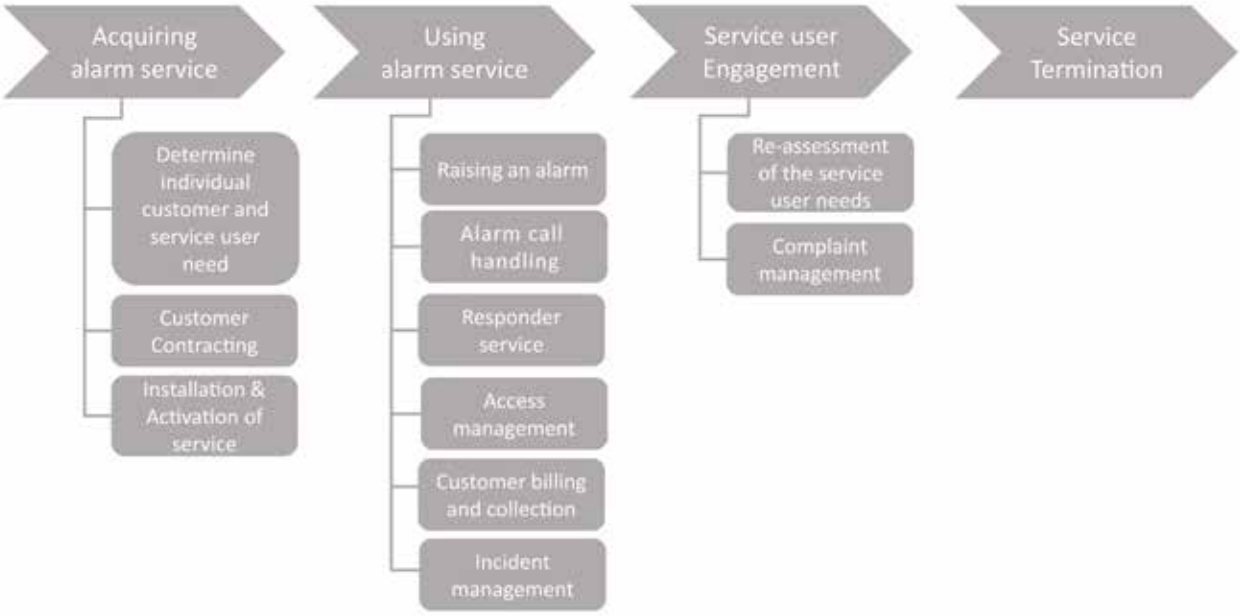

Figure 2 — Map of the TECOM processes and sub-processes

This document articulates the following key principles:

- Enhance the customer experience - The service user should be at the centre of service provision and their experience should define service design and quality.
- Consider the entire service chain regardless of technology and organisational structures - The customer / service user will experience the entire chain; quality of a service can only be managed and evaluated by holistic assessment of the full service chain and not just its elements in isolation.
- Clearly defined leadership, roles and responsibilities between actors is a key success factor for the overall quality of the service processes.

- Create a path for future service development – the needs of service users evolve and services evolves to meet changing needs and expectations.

1 Scope

This document 'Service model for social care alarms', provides a framework and recommendations for the roles and responsibilities of the different actors in the social care alarm service chain.

The following topics are included in this document:

1. Service user perspective: objectives, roles, needs and processes
2. Process description for the service chain, including:
   — service user experience, installation and instruction, use, service accessability, response arrangements, access management
   — marketing, sales, referral, review and termination
   — customer billing and income collection
3. Good practice of service provision: quality and risk management, including security, privacy and requirements for infrastructure.

Technology and organization structure independence are important features of this document, the service model for social care alarms.

This document contains “Requirements” and “Recommendations”. Requirements describe good practice that shall be achieved by all service providers modelling this document. Recommendations describe good practice that is not universally accepted across Europe and which service providers may wish to model.

2 Normative references

There are no normative references in this document.

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

• IEC Electropedia: available at http://www.electropedia.org/

• ISO Online browsing platform: available at https://www.iso.org/obp

3.1
alarm call
signal transmitted from an alarm system to an alarm receiving service to indicate the status or condition of that alarm system

3.2
alarm receiving centre
continuously manned centre to which information concerning the status of one or more alarm systems is reported

[SOURCE: EN 50136-1:2012, Clause 4.1.2]

3.3
alarm receiving service
service for the receipt and processing of alarm calls from an alarm system

[SOURCE: EN 50134-7:2017, Clause 3.9]