

tri.x Case Study

THE ADULT CARE PROVIDER'S HANDBOOK

Delivering trusted procedures that promote better outcomes for vulnerable adults across the UK



tri.x is now proudly part of OneTouch Health

Our solutions range from core compliance to transformation and technology all with one aim in mind – to deliver better outcomes.

We deliver end-to-end services to the adult's and children's social care sector, in partnership with local authority and independent providers. We also support the wider team working with children in, or on the edge of, care in the areas of health, education, community teams, police and judiciary.

OUR VALUES



Client

We place our clients - and your clients - at the heart of everything we do. Our priority is to do the right thing for the patient, the carer, the family and for the business.



Agile

We are flexible and open because we know no two businesses are the same. We are ready to tailor our products to suit your specific needs.



Relationship

Good relationships are essential for success. We want to build long-term relationship with our clients, while facilitating their relationships with carers, clients and patients.



Empathy

We want to understand and help our clients, their personnel, their patients and family members. Understanding the needs, challenges and pressures of all involved helps us to make complicated things simpler for everyone.

Commencing in March 2022, Age UK Hereford & Worcestershire (Age UK H&W) undertook a unique partnership with tri.x, part of OneTouch Health, to quality assure the leading technology providers brand-new Adult Care Providers Handbook.

With over 15 years of combined experience, tri.x, is a market leader, supporting best practice across 96% of local authorities in England. Developed for managers and staff working at all levels in care homes, the Adult Care Providers Handbook provides a range of guidance on common topics such as safeguarding to health and safety standards which will support services to meet its regulatory responsibilities and provide the best care and support possible.

In a bid to deliver a trusted procedure that promotes better outcomes for vulnerable adults and to ensure the handbook's regulatory responsibilities and requirements reflect the needs and demands of its customers, Age UK H&W, a local charity and specialist in health and social care training, were appointed by tri.x to conduct a quality assurance check.

As a leading UK charity which sets out to support older people, their families and carers, the unique partnership stemmed following a connection with the tri.x team via social media.



After discussions with the wider team regarding the partnership, Age UK H&W immediately recognised the tremendous value that the handbook provides care teams and saw this as an opportunity to not only promote the handbook, but assist and improve the quality of lives for older people, locally and nationally.

Quality assurance process from the perspective of practitioners and staff working in the care sector

To ensure the handbook reached a high-quality standard that specifically meets the needs of practitioners and staff working in the care sector, Age UK H&W spent a couple hundred hours quality checking the handbook.

Drawing upon the charity's expertise across the health and care setting, Age UK H&W oversaw the revisions of the handbook including proofreading and examining internal and external website links to assure the handbook was in line with the latest health and social care legislation.

As a part of the quality assurance process, Age UK H&W evaluated the handbook from the perspective of adult social care workers and managers. Initially impressed with the high quality and vast quantity of material the handbook provides, Age UK H&W stated that the handbook acts as a central resource of information regarding the entire health and social care sector.



Final step: Beta testing from the customer's point of view

As one of the final steps in the quality assurance process, Age UK H&W set out to conduct beta testing to fully evaluate and identify any issues from a customer's point of view.

Beta testing is a common methodology used during the quality assurance process as it provides invaluable insight into whether a product or service meets the specific requirements of its target customers.

Specialists in delivering health and social care training across the two counties, Age UK H&W conducted a blind test with several of their trainers to trial the handbook. Without sharing key information, the quality assurance team provided trainers with specific care home scenarios to see how easily they would be able to access practical advice and information from the handbook.



Since conducting the quality assurance process, Age UK H&W noted several positive outcomes that care homes could benefit from when adopting the handbook, this includes (but is not limited to):

- ✔ **Practical support and information for multiple scenarios**
- ✔ **Provides a range of theoretical information**
- ✔ **Robust archiving which can prove beneficial during an event of investigations**
- ✔ **Efficient signposting to local and national organisations**
- ✔ **Easily accessible allowing individuals to find necessary information quickly**
- ✔ **Adaptable content for all the workforce from home managers to care staff**



In addition, Age UK H&W stated that this handbook is different from those on the market because of its ability to be bespoke to individual organisations.

This unique function, which is carried throughout the entire handbook, provides tailored practical information including theoretical and signposting links to both local and national organisations that can help quickly resolve common and difficult scenarios that care managers or staff are often faced with.

For those looking to implement the handbook, Colin Hanley, Training Co-ordinator at Age UK Hereford & Worcestershire said:

"The Adult Care Providers Handbook created by Antser is an incredibly valuable resource that can be accessed by managers or care workers to provide instant or deep information on any subject in health and social care."

They added:

"It has been incredible to be working with Antser and with people who are as passionate as us. To meet a team and organisation who are likeminded, at the same level as us in terms of quality, and who also want projects to thrive has been so inspiring."





FOR FURTHER INFORMATION ON ANY OF OUR SOLUTIONS, PLEASE GET IN TOUCH

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