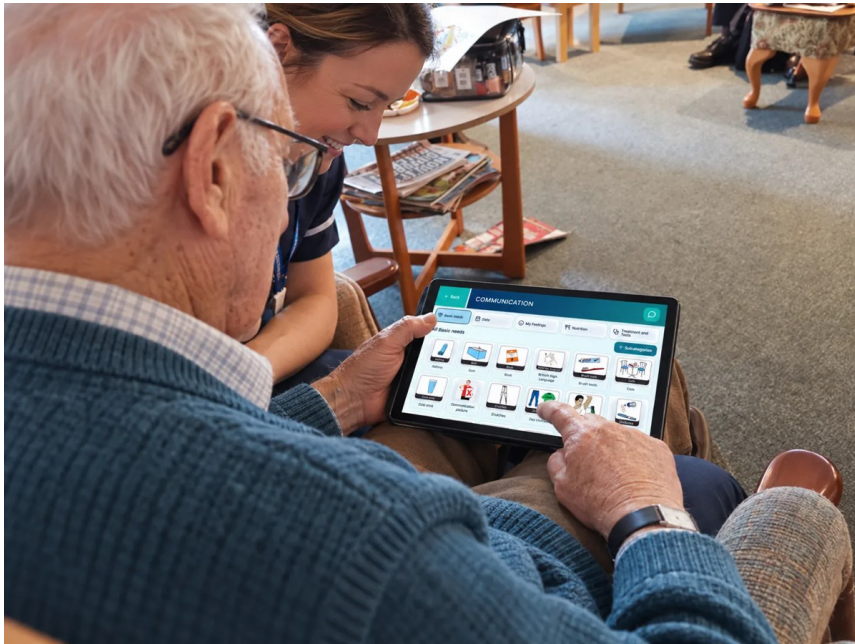


Responsible use of AI

Useful assistance, with people in control.



The person beyond the diagnosis.

Responsible use of AI

Useful assistance, with people in control.

Support everyday engagement

Where available in the TESS release, AI can support conversation and engagement. It is not a clinician, emergency service, carer or qualified interpreter.

Check important information

AI-generated responses can be inaccurate, incomplete or inappropriate. Check important information against an authoritative source and follow the care organisation's approved procedures.

Choice and supervision

Explain the experience in a way the person understands. Respect their decision to stop or choose another activity. Agree appropriate support and supervision for the individual and setting.

Protect personal information

Avoid entering confidential care information unless the feature, agreement and local information-governance arrangements explicitly permit it. Confirm the relevant AI providers and their data handling before deployment.

Raise a concern

Contact support@truselv.co.uk if an AI response causes concern. Describe the feature and issue without including identifiable resident information. Ask for a secure reporting route if necessary.