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TESS Standard and TESS Organisation

A clear guide to choosing personal TESS or a centrally managed TESS service for a care organisation.



The person beyond the diagnosis.

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TESS Standard: personal TESS

TESS Standard is the ready-to-use personal version of TESS for an individual or household. It is suitable for an older person using their own tablet, someone living independently, a family purchasing TESS for a relative, or a person receiving care at home.

The individual uses TESS as a guest or signs in with their own private account. Personal preferences and private content belong to that account rather than to a care facility. TruSelv maintains the standard branding, layout, features and safety settings.

What a Standard user can do

Depending on the current release and connectivity, TESS can provide communication support, family Moments, books and audiobooks, music, radio, podcasts, wellbeing content, British Sign Language, cognitive activities, games, places, reminiscence and accessibility preferences. Medication reminders and other personal functions are available only where supported and appropriate.

Guests can use suitable non-personal content. A signed-in personâ€™s private information should not be exposed to another guest.

What Standard does not include

TESS Standard is not a staff-managed facility service. It does not require wards, resident directories, facility sessions, staff roles, organisation branding, organisation-wide reporting, central tablet-to-resident assignment or custom home-screen configuration.

TESS Organisation: managed TESS

TESS Organisation is for care homes, hospices, hospitals, supported-living providers, day centres and community-care organisations. It adds organisational management around the maintained TESS application.

An organisation can purchase licences, register tablets, organise wards or units, manage staff access, register residents, review appropriate activity information and configure its TESS experience.

Organisation tablet models

Shared tablet: staff select a ward or unit and start an individual or group session.

Resident-assigned tablet: one licensed tablet is paired with a named resident and must complete the agreed privacy-reset process before reassignment.

Resident account on an organisation tablet: where contracted and configured, a resident uses their own account while the organisation manages the tablet licence. Identity linking, consent, account recovery and data responsibilities must be agreed before this model is enabled.

Organisation controls

Organisation branding and terminology; feature availability and home-screen order; staff roles and access; wards and resident records; licence seats and tablet lifecycle; configuration publishing; audit history; support requests; and activity reporting appropriate to the agreed service. Available controls depend on the contracted release.

The simplest distinction

TESS Standard is personal TESS, managed by the individual or household. TESS Organisation is centrally managed TESS for a care provider. An organisation wanting any centrally managed deployment should normally choose TESS Organisation.

Privacy and safety boundaries

TESS supports engagement, communication and access to content. It does not replace professional care, clinical records, emergency systems, qualified interpretation or clinical judgement. AI output may be inaccurate.

Before organisational use, agree lawful use, permissions, device cleaning, connectivity, account recovery, resident choice, staff responsibilities, data retention and what happens when a tablet is lost, reassigned or no longer required.

Confirm before purchase

This guide describes the product model rather than a contractual feature list. Ask TruSelv to confirm the current app release, compatible hardware, licence quantity, included services, configuration, support, implementation responsibilities and full price in writing.

Let?s talk about your setting

Contact support@truselv.co.uk or call +44 7920 693839.
Book a demonstration at truselv.co.uk/book-demo