



This year we have taken over 176,000 Telecare calls

City Telecare Services Annual Report 2018

Delivering:

- Connected Care
- Careline
- Responding Service

Telecare gives customers the support, security and reassurance they need to enable them to live independently in their own homes.

Our customers include council tenants, home owners and those who rent in the private sector. We have been delivering these services for over 25 years.

“The service I receive is essential because of my health problems – I rely on it and my falls detector

Mrs D, Harefield

“Always very efficient and helpful – gives us as the family peace of mind”

Mr H, Lordshill

“They are a lifeline – brilliant service”

Mrs M, Shirley

Support Services

Giving you choice, security and independence





What we do

Supported Housing

We monitor the alarms and respond to our residents in Southampton City Council's Supported Housing schemes.

Connected Care

Connected Care offers advanced care technology equipment for individuals and carers, referred by social workers and health professionals in Southampton.

Careline

Careline offers an alarm package that provides peace of mind to our customers and their relatives, 24 hours a day 365 days of the year.

Responding

If you have our Gold Careline Service or live in one of our Supported Housing Schemes, the responding support officers will be sent out when needed to check that you are safe and assist you if needed.

How it works

By pulling a cord in your home or pressing a wrist or neck pendant, customers will immediately be put in contact with a trained operator. Some of our more sophisticated equipment will automatically trigger a call even if the customer is unable to press a button. We can then send emergency help, contact family members or simply have a reassuring chat, depending on the situation. Our fully trained staff are available 24 hours a day.

Achievements

This year we have taken over 176,000
Telecare calls.

2,850 calls were customers who had fallen.

We have purchased a new piece of equipment "Raizer Chair" that enables our Responders to assist people to stand if fallen and uninjured – saving a call to the emergency services.

Continue to review our policies and procedures to ensure the best services for our customers.

Developed and introduced e-learning training course for social workers and health professionals.

Carried out a number of telecare awareness presentations to teams and community groups to give a better understanding of the range of equipment available and how it can benefit clients.

City Telecare Services are now monitoring 300 Lone Workers and will continue to expand this service.

"Now I am on my own it's a comfort to know I can get help"

L T, Millbrook

How have we performed? In 2017

Targets align with high standards set by the **Telecare Services Association (TSA)** who monitor and inspect our performance annually



How did our customers view our service?

Customer Satisfaction Survey Results from 607 customer responses

Service Area	Our Target	Service Quality	Speed of Response	Staff Helpful	Good Value
Telecare Installation	90%	100%	100%	100%	100%
Telecare Call Monitoring	90%	98.70%	99.10%	99.50%	99.83%
Emergency Mobile Response	90%	98.80%	99.8%	99.80%	99.60%

Our performance in key areas:

Telecare and Careline installations

Type of Installation	Our Target	We achieved
Urgent Careline installation	90% to be installed by 3rd working day	100%
	100% to be installed by 6th working day	100%
Non-urgent Careline installation	90% to be installed by 16th working day	100%
	100% to be installed by 21st working day	100%
Enhanced Telecare	90% to be installed by 16th working day	99.80%
	100% to be installed by 21st working day	100%

Telecare call handling

Our target was to answer 97.5% of calls within a minute, we achieved:

97.90%

Our target was to answer 99% of calls within three minutes, we achieved:

99.75%



Careline and Telecare repairs

Type of Installation	Our Target	We achieved
Urgent repairs	90% to be completed within 48 hours	95.70%
	100% to be completed within 96 hours	100%
Non urgent repairs	90% to be completed by 11th working day	98.60%
	100% to be completed by 16th working day	100%

Emergency response

Our target was to respond within 45 minutes 90% of the time. We achieved:

95.51%

Our target was to respond within 60 minutes 100% of the time. We achieved:

100%

Looking to the future

We understand that our customers have changing needs and we want to develop our services to meet them.

We will continue to look at ways to improve and expand our service and will look to involve our customers in any developments that we make.

Maintain our Telecare Services Association Accreditation for installation, monitoring and response.

We will expand the equipment we offer to help in and outside of the home that can assist people of all ages.



Contact us

If you have family, friends or neighbours who would benefit from the service and you would like to find out more, please call us on 023 8083 3675, email city.telecare.services@southampton.gov.uk or visit www.southampton.gov.uk/careline.

Support Services

Giving you choice, security and independence

