

Caerphilly Telecare Services

Annual Report 2018/19



Mrs C contacted us when she fell outside her front door. "I had only had my alarm a couple of weeks but I was so glad I had been persuaded by a friend to get one. Excellent response".

MISSION STATEMENT

Caerphilly Careline aims to deliver, through service industry standards set by the Telecare Services Association, high quality, affordable services that are inclusive and accessible to all vulnerable people, irrespective of housing tenure.

IN THIS ISSUE

- KEY PERFORMANCE INDICATORS
- TSA AUDIT REPORT
- PRIVACY STATEMENT
- SERVICE USER INVOLVEMENT
- OUR ACHIEVEMENTS THIS YEAR
- SERVICE IMPROVEMENTS
- FUTURE SERVICE DIRECTION & FUTURE TARGETS
- FREQUENTLY ASKED QUESTIONS
- SAFEGUARDING



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OUR CONTACT DETAILS

IF YOU WISH TO CONTACT OUR MONITORING RESPONSE CENTRE THE NUMBER IS

029 20865367

YOU CAN USE THIS NUMBER TO UPDATE YOUR DETAILS OR REPORT A FAULT WITH YOUR EQUIPMENT.

THIS NUMBER IS STAFFED 24 HRS A DAY, EVERY DAY

YOU CAN ALSO CONTACT OUR ADMIN OFFICE ON 01443 873663

TO REQUEST APPLICATION PACKS, ADDITIONAL EQUIPMENT, TO CANCEL THE SERVICE OR FOR ANY GENERAL QUERIES (OPEN OFFICE HOURS ONLY)

email: caerphillycareline@caerphilly.gov.uk



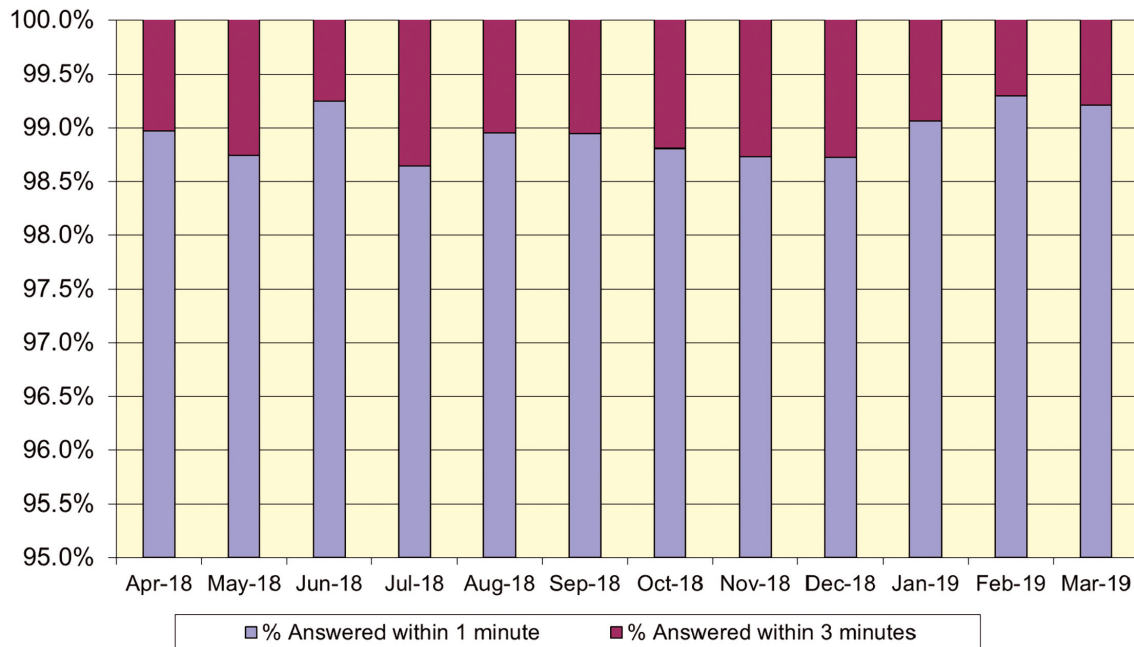
Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.
This document is available in Welsh, and in other languages and formats on request.

KEY PERFORMANCE INDICATORS

Calls Handling – time to respond

We aim to answer 97.5% of calls within 1 minute and 99% of calls within 3 minutes.

Responses by month



Response Time	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
% Answered within 1 minute	98.97%	98.74%	99.25%	98.65%	98.95%	98.94%	98.81%	98.73%	98.73%	99.06%	99.30%	99.21%
% Answered within 3 minutes	99.90%	99.86%	99.91%	99.89%	99.91%	99.87%	99.89%	99.94%	99.86%	99.90%	99.93%	99.94%

Satisfaction Surveys

To meet the standards set by the TSA Code of Practice we must achieve 90% client satisfaction for our monitoring service in the following areas, service quality, speed of response, staff helpfulness and good value.

We are pleased to report that we met this target during 2018

Surveys Sent: 1783 Surveys returned: 1302	96.77%	were satisfied with the service quality
	95.88%	were satisfied with the speed of response
	96.46%	were satisfied with staff helpfulness
	92.46%	thought that the service was good value*

* We provide a monitoring service for clients from other organisations. As we are not responsible for billing these clients this figure only includes the response from our direct clients (1252 surveys sent / 755 surveys returned)

KEY PERFORMANCE INDICATORS (Continued)

Operator Monitoring

We monitored operator calls in accordance with the TSA Code of Practice targets
During 2017/2018 this meant that we assessed **334** calls

When listening to each call the Telecare Manager assesses the call against a set of requirements.

Examples of these requirements include

- Correct greeting, including giving their name
- That the operator has listened carefully to what is required
- That the operator was able to reassure the client
- That the correct outcome was achieved

The results of the monitoring process are then discussed with the operators individually.



TSA AUDIT REPORT

We underwent a TEC Services Association (TSA) inspection in March 2019 and we are pleased to say that we have retained accreditation to their Code of Practice. This is recognised as the industry standard for Telecare and technology enabled care, and requires us to undergo annual independent inspections to ensure we meet its strict code of practice criteria.

We are very pleased that we passed the Code, without any infringements or recommendations for improvement.

Meeting the standards of TSA ensures our commitment to provide a quality service to our service users.



Certified Organisation

PRIVACY STATEMENT

Caerphilly County Borough Council's Telecare Services will store any details relating to your situation in a way that will assist the Telecare Services in supporting you to meet your and / or your family's needs. We use the information to ensure your needs are provided for in a safe and appropriate manner. To do this we may need to share information your information with other Caerphilly County Borough Departments (for example, Social Services or Housing) and / or relevant external organisations (for example, Emergency Services, Healthcare professionals, carer agencies, other local authorities) and / or people nominated by you or an advocate as a personal responder. All calls made by the Telecare Services Contact Centre are recorded. We will keep all your information secure, and it will only be kept for a specific period of time. Further details on how long we will keep your information are provided in the link below.

You have a number of rights in relation to the information held about you including the right of access to information we hold and the right of complaint if you are unhappy with the way your information is being processed.

Further information on how we process your information and your rights can be found on the council's website: www.caerphilly.gov.uk/privacynotices

SERVICE USER INVOLVEMENT

Telecare Services is part of the Social Services Directorate in Caerphilly County Borough Council (CCBC).

CCBC Social Services recognises that involving people and communities is an important factor in the improvement and development of services. We need to take time to listen to the views of the people we are trying to support and reflect those views in any changes we make to our services. People who are involved in our services are 'experts by experience'. They know how it feels to be on the receiving end of our help and they know what would have made their lives easier or better. Conversely when we get it right we have no stronger advocate for the services we provide.

CCBC Social Services carries out service user and stakeholder consultation in many ways, including

Satisfaction Surveys
Tenant forums

Reviews
Carer forums

50 plus forum
Focus Groups

Each year Telecare Services sends out satisfaction surveys to a minimum of 5% of service users. We ask Service Users how satisfied they are in 4 key areas, quality, speed of response, staff helpfulness and value for money. The results can be seen on page 4. We also invite Service Users to provide us with any comments or suggestions about the service. This year we also asked what benefits the service has brought to them (the responses to this are in the table below)



HOW HAS CAERPHILLY CARELINE BENEFITED ITS SERVICE USERS?

80%	Said they felt safer in their own home as a result of having our Service
54%	Felt our Service enabled them to live independently
24%	Felt our Service had improved their wellbeing

77%	Said the service provided them with reassurance
34%	Said that they felt less isolated
114 service users said that our Service had saved their life	

HAVE YOUR SAY

If you have any comments or suggestions about the service then please feel free to contact us on 01443 873663 or you can email us at caerphillycareline.gov.uk

SERVICE USER INVOLVEMENT (Continued)

Out of 1587 responses we had 15 comments about the service that were negative or required further investigation or action.

- 13 responses were concerned about the charges for the service.
- 1 commented about their alarm / telecare equipment. We offered direct assistance and passed the feedback on to the installation team to investigate further.
- 1 commented that they were unhappy with the quality of service in respect of the response made to a particular call. We have investigated this issue and responded.

We received quite a few questions about how the alarm worked including

- What number should I use to contact the monitoring centre?
- Can I wear my pendant in the bath or shower?
- What happens if I fall in the garden?
- Can I practice using the alarm?
- What happens if there is a power cut?
- What happens if my phone line stops working?
- Why does the Careline Operator ask a lot of questions when an ambulance is required?

The answers to these questions are in our FAQ section on page 6.

We also received a small number of concerns or queries that did not relate to the Telecare Service. These have been forwarded on to relevant parties.

The majority of the feedback we receive is positive. We had 184 comments complimenting the service. A sample of these comments can be seen below.

- I fell in the garden banged my head on a wall & cut my head was bleeding massively the service took over once called contacted 999 informed my son & checked up when we were at A&E to make sure I had got there safely.
- I had a stroke and I pressed my alarm they rang an ambulance and contacted my niece and stayed on phone till my niece arrived.
- I have used the alarm on 2 occasions for help when there was a fault on my telephone line and therefore my alarm was disconnected, the instructions I received were most helpful, the staff are always pleasant and easy to converse with.
- Collapsed at home last year. Careline responded straight away by contacting family and ambulance. 5 star service provided.
- I have contacted the Careline twice when having asthma attacks. Each time the response was quick, efficient and reassuring. I was particularly grateful that my nephew was informed that I was in hospital.
- I was critically ill, pressed alarm, I lost consciousness, yet the service called 999 and I had immediate assistance.
- Taken ill during the night pressed my alarm button, they responded immediately, took details, my son arrived within 10 minutes, rapid response within 30 minutes. Thank you.
- We cannot praise enough the response we had, and feel that the call made to a paramedic who was the first responder did a lot to help my wife who was very ill at the time.
- When my husband was alive and unwell it enabled me to get help from the emergency services and for my family to be called which meant I could stay with my husband to reassure him help was on its way.
- Had severe abdominal /chest pains & difficulties breathing Ambulance arrived approx 10mins. Very good response from Careline & ambulance service.

ACHIEVEMENTS AND SERVICE IMPROVEMENTS THIS YEAR

We are committed to expanding and improving the service and this year we have achieved this by:

- Maintaining accreditation to the TSA code of practice.
- Regular monitoring of operator calls in order to ensure a quality service.
- Regular supervision sessions with staff that include competency testing and development.
- Telecare staff visited the South Wales Ambulance Control Centre to get a better understanding of how calls are prioritised and what information is needed to assist Ambulance Control in setting the right priority for the calls we make to them.

FUTURE SERVICE DIRECTION

- We want to make further improvements to our IT systems in order to ensure business continuity and to give us the opportunity to expand the range of services we can provide.
- We will continue to prepare for the digital telecoms transition. Our control centre will need to be prepared for this new demand and we will need to support existing service users to ensure service is maintained.
- We will explore and test new field technologies as they become available so that we can offer clients more choice and more services.
- We will explore opportunities for partnership working with other authorities / agencies. To include looking at ways of improving existing partnerships as well as looking at new ventures.

Future Targets

- Review the Service in line with the new Code and feedback from Service Users
- Maintain TSA accreditation
- Upgrade the call handling software in the control centre
- Run trials on SIM card based lifelines with a view to making this available as a service

Equipment Checks / Faults

Don't forget to test your pendant once a month
If you have any concerns about your alarm please contact us



VOICE RECORDING
PLEASE NOTE THAT ALL CALLS TO THE MONITORING RESPONSE CENTRE ARE VOICE RECORDED. RECORDINGS ARE KEPT FOR 2 YEARS.

FREQUENTLY ASKED QUESTIONS

The following questions were raised as part of our annual satisfaction survey.

If there are any other questions you would like to ask about the service please contact us.

What number should I use to contact the monitoring centre?

If you want to report a fault or have a query about the service please contact us on 029 20865367.

Can I wear my pendant in the shower or bath?

Yes, the pendant can be worn in the shower or bath.

Over time body oils can affect integrity of the pendant may deteriorate, usually starting with the button itself, which may then allow water in. Please inspect the pendant from time to time for any signs of deterioration especially before entering a shower or bath and contact us if you have any concerns.

What happens if I fall in the Garden?

The pendant has a typical range of 50 metres from the base unit and should be worn outside the house in the garden.

If we are unable to communicate with you via the base unit we will try your landline first then if there is still not a response we will usually contact your next of kin or the emergency services, depending on your personal circumstances.

Can I practice using the alarm?

We would encourage you to test your pendant every month. When the call connects to the monitoring centre, please tell the operator that you are testing the pendant. If you have any concerns about the equipment please let them know.

What happens if there is a power cut?

When the power to the base unit is disrupted for any reason, for example of it has been turned off or there is a power cut, there is a battery in the base unit, which will ensure that the system keeps working.

When the power has been off for a while, the unit will contact the monitoring centre to let us know about the problem, and then every four hours after that until the battery power runs out or the power is returned. The base unit will alert you to a problem with the power. Depending on the type of base unit you have this could be with a message called out over the speaker or a rapidly flashing light on the unit. When the unit notifies us of the power failure one of the operators will contact you. Please note that the alarm will not be able to notify us of the problem if there is also a problem with your telephone line.

After any mains failure please test your pendant by pressing the button. When the call connects to the Monitoring Response Centre please let the Operator know you have had a mains failure and are now checking that your alarm works. If the alarm does not work please contact us on 029 20865367.

What happens if my phone line stops working?

If you have an analogue base* unit, this needs to be linked to an active phone line in order to contact the monitoring centre. If there is a fault on your telephone line you must contact your telephone line provider so that they can fix the fault. The monitoring centre will not be aware that there is a problem with your equipment as it cannot contact them to let them know.

The base unit will alert you to a problem with the phone line. Depending on the type of base unit you have this could be with a message called out over the speaker and or a rapidly flashing light on the unit.

When the phone line issue is resolved please test your pendant by pressing the button. When the call connects to the Monitoring Response Centre please let the Operator know you have had a phone line fault and are now checking that your alarm works. If the alarm does not work please contact us on 029 20865367.

* An analogue base unit is one that needs a standard telephone line in order to contact the control centre. Other base units are available that use an integrated SIM card to contact us over a mobile network.

Why does the Careline Operator ask a lot of questions when an ambulance is required?

When we place a call to the ambulance service we are asked a series of questions so they can determine the severity of the issue and prioritise it accordingly. The more information we can give them the better they will be able to prioritise the call. We provide them with the information we get from you, or people with you and relevant information about you that we hold on our database. We will ask these questions as quickly as possible.

SAFEGUARDING ADULTS AT RISK



What is an Adult at Risk?

An Adult At Risk is someone who 'is experiencing or is at risk of abuse or neglect; has needs for care and support (whether or not the authority is meeting any of those needs); and as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it'.

What is 'abuse'?

The Social Services and Well-Being (Wales) Act 2014 states that: "abuse" means physical, sexual, psychological, emotional or financial abuse taking place in any setting, whether in a private dwelling, an institution or any other place.

"Neglect" means a failure to meet a person's basic physical, emotional, social or psychological needs, which is likely to result in an impairment of the person's well-being.

Abuse can happen anywhere - in a residential or nursing home, a hospital, in the workplace, at a day centre or educational establishment, in supported housing, in the street or in the vulnerable adult's own home.

Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary from treating someone with disrespect in a way, which significantly affects the person's quality of life, to causing actual physical suffering.

Forms of abuse include:

- **Physical** abuse such as hitting, pushing, pinching, shaking, misusing medication, scalding, hair pulling.
- **Sexual** abuse such as forcing someone into unwanted sexual activity, being touched inappropriately, rape, sexual assault, or sexual acts to which the vulnerable adult has not or could not have consented, or to which they were pressurised into consenting.
- **Psychological or emotional** abuse such as intimidation, being threatened, being ignored on purpose, humiliation, blaming, controlling, coercion, harassment, verbal abuse, being prevented from friends or family visiting or being prevented from receiving services or support.
- **Financial** abuse such as stealing someone's money or spending it on the wrong things, putting pressure on someone to make changes to their will or spend their money against their wishes, fraud or exploitation, pressure in connection with property, inheritance, misuse of property, possessions or benefits.
- **Neglect** such as ignoring medical or physical care needs, preventing access to health, social care or educational services, not caring for someone properly, not providing adequate food, putting them at risk.

Any of these forms of abuse can be either deliberate or be the result of ignorance, or lack of training, knowledge or understanding. It is often the case that a person is being abused in more than one way.

Abuse always falls into one of the five categories above but other forms of abuse can include:

- **Modern Slavery**, this encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.
- **Forced Marriage**, Forced Marriage is defined as a marriage conducted without the valid consent of both parties, where one or both spouses do not (or,



in the case of some Adults at Risk, cannot) consent to the marriage and duress is involved. Duress can include physical, psychological, financial, sexual and emotional pressure.

- **Discrimination and Hate Crime** may be features of any form of abuse of a vulnerable adult but can also be motivated because of their age, gender, disability, sexual orientation, religion, class, culture, language, race or ethnic origin.
- **Institutional abuse**, can occur in institutions as a result of regimes, routines, practices and behaviours that occur in services that Adults at Risk live in or use and which violate their human rights.

Who might be causing the abuse?

The person who is responsible for the abuse is very often well known to the person abused and could be :

- a paid carer or volunteer
- a health worker, social care or other worker
- a relative, partner, friend or neighbour
- another resident or service user
- an occasional visitor or someone who is providing a service (such as a mobile hairdresser)
- people who deliberately exploit vulnerable people

What should I do if I am concerned about abuse or neglect?

If you or the person being abused are in **immediate danger**.

You need to do something straight away to stop them or others being hurt. If you are a Careline Client then you can **activate your alarm and ask the operator to contact the police**. If not, you should **ring 999** and tell the operator what is happening.

If you or the person being abused are **not in immediate danger**. Contact your local Social Services for help and advice.



Caerphilly: Tel: 0808 100 2500 Out of hours: 0800 328 4432 Email: asdit@caerphilly.gov.uk	
Blaenau Gwent: Tel: 01495 315700 Out of hours: 0800 328 4432 Email: DutyTeam@blaenau-gwent.gcsx.gov.uk	Torfaen: Tel: 01495 762200 Out of hours: 0800 328 4432 Email: socialcarecalltorfaen@torfaen.gov.uk
Newport: Tel: 01633 656656 Out of hours: 0800 328 4432 Email: pova.team@newport.gov.uk	Monmouthshire: Tel: 01291 638928 Out of hours: 0800 328 4432 Email: monpovaduty@monmouthshire.gcsx.gov.uk
Cardiff Council Tel: 029 2233 0888 Out of hours: 029 2078 8570	Carmarthenshire: Tel: (01267) 228944 Out of Hours: (01267) 224466
Neath Port Talbot Tel: (01639) 765505 Out of hours: 01639 895455	Swansea Tel: (01792) 636854

If you feel nervous about talking to social services, you could ask someone to talk to us on your behalf. This could be a nurse, a carer, an advocate or a friend or relative you trust.

This publication is available in Other languages and Formats on request.
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