



Corporate Goal

*Support older people to live independently
in their own homes.*

Annual Report 2014/15

Mission Statement

“To provide a professional installation, call-handling and response service, enabling Service Users to maintain independent living, with dignity and peace of mind.”



Tendring Careline – who are we?

Tendring Careline is a community alarm service offered 24 hours a day, 365 days-a-year and based in Clacton-on-Sea. It provides installation, monitoring and response to Service Users who live in the Tendring area and also monitoring services to a number of other landlords locally. Around 3,000 Service Users in Council-owned homes, in sheltered accommodation and private dwellings currently benefit from the service with an age range of 4 Years – 101 Years!

We offer state-of-the-art technology, known as ‘Telecare - solutions for independent living’, which we install in the Service Users’ home, to help them to remain independent for longer. Telecare equipment works on the ability to initiate prevention rather than cure. It reduces hospital admissions and the deterioration in general health. The range of equipment ensures our Service Users have the opportunity to remain independent for longer, increasing quality of life and freedom.

In June 2010 we moved into our new, purpose built Control Centre, in Barnes House. The new centre was equipped with the latest technology, which has allowed us to improve our monitoring service. We have also been installing other preventative technology in some Service Users’ homes, such as smoke and CO2 alarms and are also extending the range of services that we offer.

Once this move was completed, we began working towards gaining Telecare Service Association (TSA) accreditation. To do this we have to show that our systems and processes are compliant with their guidelines, as well as showing that we are performing to a high standard. By gaining this recognition, we have both improved how we work and the service delivery to our customers. During the past year we have dealt with over 176,146 calls, of which 98.62% were answered within one minute.

We aim to maintain contact with our Service Users on a monthly basis, testing the equipment and ensuring their wellbeing. We also aim to visit at least every year to re-assess circumstances and needs. Our staff treat all Service Users with respect, dignity and professionalism. They will ensure that the best interests of their customers and the Council's values, policies and procedures are met, while also abiding by the TSA Code of Practice. Tendring Careline has successfully prolonged life, independence and freedom, for a large number of the residents in the Tendring area. The service continues to go from strength-to-strength and has completed a substantial amount of installations over the previous years.

Our Service Users

Tending Careline offers the Service to all ages, regardless of their circumstances. Our trained staff, upon request, will visit someone in their own home to assess their needs and suggest any Telecare equipment that could improve their quality of life, assurance, confidence and independence.

All equipment is supplied on a needs assessment basis. Our Service Users' ages range from babies to Service Users who are over 100 years of age. We take great pride in the knowledge that we have the ability to cater for the diversity of their needs.

We also operate 10 Sheltered Housing Schemes where staff are on hand, or on call 24-hours-a-day. Residents also have use of the same equipment as those living in their own homes and calls are either handled on-site by staff during normal working hours, or via our call centre out of hours.

Approximately 300 people live in our Sheltered Homes which are located across the district in Clacton-on-Sea, Dovercourt, Frinton-on-Sea, Lawford, Weeley, Walton-on-the-Naze and St Osyth.



Telecare offering

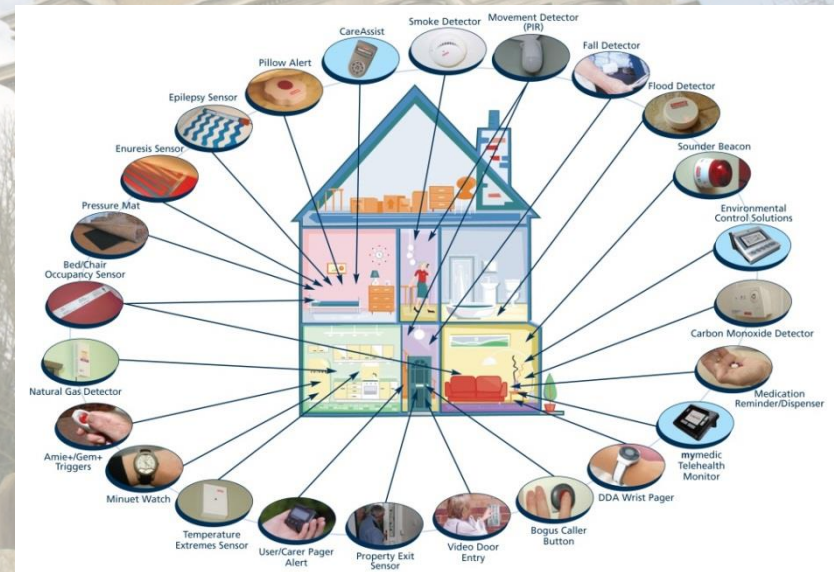
Tendring Careline offers a range of cost-effective services and equipment which are tailored to suit each individual's circumstances. Our professional staff, assess, fit and demonstrate to Service Users those items which will make their life better and allow them the security and peace-of-mind that means they can stay in their own home longer.

The TSA says *"Telecare is a service that enables people, especially older and more vulnerable individuals, to live independently in their own home. 90% of people say that this is their wish and Telecare allows it to happen. Equally it gives peace of mind to family, friends and carers, knowing that when they are unable to watch over their loved ones, Telecare will."*

"Telecare is as much about the philosophy of dignity and independence as it is about equipment and services. Equipment is provided to support the individual in their home and tailored to meet their needs. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone. It can include detectors or monitors, such as motion or falls and fire and gas, that trigger a warning to a response centre staffed 24 hours a day, 365 days a year."

In order to deliver these services, we have a 24-hour 365-day a year Call Centre, which will respond to any alerts raised by a Service User, or by their equipment. Equipment we provide includes:

- *Bed Occupancy Sensor
- *Bogus Caller Alarm
- *Care Sensor
- *Chair Occupancy Sensor
- *Erica Door Chain
- *Flood Sensor
- *Large Number Clock/Calendar Unit
- *Medication Dispensers and reminders
- *Remote Control Mains Switches
- *Vibrating Pillow Alerts
- *Traditional Pendant (wrist or necklace fit)
- *Memory minder / Voice alert /Voice announcers
- *Temperature Extremes Sensor (Low/High temp alert and rapid rise)
- *Memory Picture Phone
- *Pull cords
- *Smoke Detector
- *Enuresis Detector
- *Falls prevention night light
- *Safe sockets
- *Carbon Monoxide Detector
- *Carer Alert or Care Assist



Note: Not all equipment is supplied to each Service User. Equipment is provided on a needs basis.

TSA accreditation

In order to ensure that we are providing the highest standard of service to our Service Users, Tendring Careline has undergone a rigorous process to analyse and improve how it operates. This is in order to gain accreditation from the Telecare Services Association (TSA). The TSA is the representative body for the Telecare industry in the UK and aims to promote and support the Telecare industry and highlight its benefits for consumers. The TSA has over 350 members, primarily from Local Authorities, Registered Social Landlords and private sector suppliers. TSA members give support to the majority of the 1.7m service users who benefit from Telecare in the UK.

The TSA works closely with the Government and devolved authorities. In England the TSA played a pivotal role in the Telecare Policy Collaborative. It has produced comprehensive Codes of Practice, with which we comply, in order to receive this prestigious acknowledgement of the level of service we deliver.

In order to gain this award, we review all our policies and procedures annually, and demonstrate that we are achieving the required level of performance. Our customers can be reassured that they are receiving the best quality of service possible.



We are very proud that Tendring Careline received accreditation to **PLATINUM** standard in all 8 of the modules we were assessed against. One of only a very few Carelines in the country to attain this standard.

Our performance

In order to illustrate how we are performing, we measure a range of indicators. Many of these are industry standard as set by the Telecare Services Association and allow us to compare our performance with similar service providers. They also allow us to track progress.

We have broken the results down by each area that is being measured. Each indicator describes what area it is measuring, the target and our performance against that target. The data is only for the calendar year 2014.

Installations		
Indicator	Target	Our Performance
Urgent Installations carried out within 3 working days	90%	100%
Remaining urgent installations carried out within 6 working days	100%	100%
Non-urgent installations carried out within 16 days	90%	98.6%
Remaining non-urgent installations carried out within 21 days	100%	100%

Repairs		
Indicator	Target	Our Performance
Critical repairs carried out within 2 days	90%	99.8%
Remaining critical repairs carried out within 4 days	100%	100%
Non-critical repairs carried out within 11 working days	90%	99.4%
Remaining non-critical repairs carried out within 16 working days	100%	100%

Call Handling		
Indicator	Target	Our Performance
Calls answered within 1 minute	98.50%	98.62
Calls answered within 3 minutes	99%	99.87

Our performance cont...

Responding to a call where a Mobile Support Officer is required to attend		
Indicator	Target	Our Performance
Attending an address within 45 minutes of a call	90%	100%
Attending remaining addresses within 60 minutes	100%	100%

Complaint handling		
Indicator	Target	Our Performance
Number of complaints received		9
Acknowledgement of complaint sent to complainant within 5 working days	100%	100%
Response to complaint sent to complainant within 20 days	100%	100%

Service User satisfaction						
Indicator	Target	Service Quality	Speed of Response	Staff helpful	Good Value	Overall
Satisfaction with installation service	90%	100%	100%	100%	100%	100%
Satisfaction with monitoring service	90%	99.30%	99%	99.70%	99.30%	99.33%
Satisfaction with response service	90%	100%	100%	100%	100%	100%

Consumer involvement

To ensure we keep abreast of our Service Users' needs, both current and future, we meet with the Tendring District Council Tenants Panel and Sheltered Housing Panel on a bi-monthly basis. This gives us a formal setting for discussions that can range from technological advances and current performance statistics, to more personal observations such as the dress and demeanour of the Careline team. Such meetings are vital and give us an insight into the public perception of our brand and inform how we develop our service.

2014...another busy year

In last years Tendring Careline Annual Report, we set ourselves some challenging goals for 2014, and we are proud to say that we have either achieved them, or are well on the way to getting them done. Here are some of the highlights from the past year:

Service restructure – this took place during the first few months of the year and entailed us looking at the way we serviced our customers throughout the week. The result was a restructure of our rota system, in order to make our service more robust and efficient.

Platinum performance – at the yearly audit by the TSA we were delighted to be awarded a Platinum membership, which proves that we really strive hard to care for our Service Users.

New corporate customer – our networking and relationship building paid dividends when we were offered, and accepted, to monitor the Service Users of Provide CIC, overnight, weekends, and Bank Holidays. This has more than doubled the number of Service Users we monitor at these times and has allowed us to invest further in our staffing and technology.

Service Level Agreement signed with Essex Fire – again, networking led to an agreement with the Essex Fire Service whereby they will fit smoke detectors into our Service Users homes and offer fire safety advice. The agreement also included cross referral where it is deemed necessary.

TSA director – Mark Westall, Commercial Manager, was elected to the Board of the TSA by it's members. This shows the high regard in which Tendring Careline is held and will allow the service to be at the forefront of any developments.



What our Service Users say...

Thank you for helping my mother. By getting help so quickly you saved her life as she had fallen and had an open fracture on her leg - Mr R. Jaywick (April 2015)

I wanted to say how much I appreciated the kindness of the Operator we spoke to during the night and the Mobile who came yesterday and sorted things out. So reassuring. The service you provide is wonderful and we are so lucky to have you - Mrs M. Brightlingsea (July 2014)

I'm absolutely delighted to say that the button worked so efficiently when I fell on the concrete path in my garden, as well as those at Careline that actioned it on my behalf with kindness and concern - Mrs L. Holland-on-Sea (May 2014)

Thanks for the excellent service when my mother fell ill. The system works so well and staff showed care and concern - Mrs C. Shenfield (September 2014)

Thank you so much for the "life Line" you gave my uncle. Your service saved him more than once and gave us peace of mind - Ms P. Waterford (July 2014)

Please pass on our gratitude to the staff at Careline for the care given after my Mothers fall on Sunday. A Mobile Support Officer stayed with her until the ambulance crew arrived - Mrs A. Norwich (March 2014)

Your member of staff came to see me today and I thought she was fabulous. Very helpful and kind. Mr S. Walton-on-Naze (November 2014)

The staff are so helpful and pleasant and I feel safe with your support - Mrs W. St. Osyth (August 2014)

Listening – a key to service development

Our Service Users' welfare is the reason that Tendring Careline exists and, whilst we mostly get thank-yous and compliments, when we do get a complaint or other comment, they are taken very seriously. We actively seek out our Service Users so that we can engage with them in the following ways:

- **Birthday calls – every day we call those Service Users who are having a birthday and have a chat with them. Sometimes this is the only call they get that day.**
- **Visits to relevant groups – members of our team are tasked with identifying groups that might benefit from Careline and go and speak with them. They will often be talking to people who are already our Service Users, and they are our biggest advocates.**
- **Showroom – we will shortly open a Careline Showroom which will have an open door policy. We want to actively encourage our residents in for a chat.**
- **Attend Tenants Panel and Older Persons Forum – we attend these groups on a regular basis to update on service delivery developments and also to ask advice if we are considering implementing changes.**

Example

It was at an Older Persons Forum in one of our Sheltered Housing schemes where there was an item on the agenda relating to the fire alarm panel and what actions Careline would take in the case of a malfunction. As a result of this discussion with Service Users, Tendring Careline has now changed it's procedures so that a Mobile Support Officer will be called to site until the problem has been rectified. In this way we can be in control of any situation that arises and have first hand information. We can also give relevant support to our Service Users, relieving some of the stress that often arises when a fire alarm is sounding.

The future...another busy 12 months

Although there is still the need to look for efficiencies and cost savings in order to make the budgets balance, Tendring Careline will not let these drives get in the way of us offering our Service Users a professional and quality provision. But more than this - we are committed to finding the right technology for each individual need, by keeping abreast of innovation in both personal equipment and service delivery, so that our Service Users know they are getting the very best care.

Telecare continues to evolve and there is now a wider market, known as TECS (Technology Enhanced Care & Support), that includes Telehealth, Telemedicine, and other areas of well-being centred in the home. Tendring Careline will play a part in the development of these services in Essex with the aim of bringing any improvements to our Service Users in Tendring.

We are proud to be known as one of the best Telecare providers in the UK and we will strive to maintain this through the Telecare Services Association accreditation process.

Our key performance targets for the next year will be:

- *Call-Handling* 98.5% of calls answered within one minute
- *Installation* 90% of urgent installations carried out within 2 days
- *Installation* 100% of non-urgent installations carried out within 20 days
- *Repair* 90% of urgent repairs carried out within 2 days
- *Repair* 100% of non-urgent repairs carried out within 20 days
- *Response* 90% of calls requiring a response to be attended within 45 minutes

Our other key operational targets for the coming 12 months are:

- To develop a mobile work flow solution in order to make our service more agile and efficient.
- To open a Careline showroom in Clacton where Service Users can see equipment demonstrated in comfortable surroundings.
- To create a video training package to ensure all new staff have a consistent message and allow for refresher courses for the existing team.
- To create a scripting framework that ensures our team are consistent when dealing with situations and always ask the right questions to establish the needs of the Service User.

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All of the photographs in this publication were taken within
Tendring District.

