HARLOW TELECARE AND SUPPORTED HOUSING SERVICE
ANNUAL PERFORMANCE REPORT 2018

Harlow Council Telecare:
Promoting independence by providing high performing
customer focused services
Introduction to the Telecare Service

The telecare service provides responsive alarm call services known as ‘Careline’ and is used by older persons and vulnerable people to promote independence to live in their own homes. It is an integral part of Harlow Council’s Supported Housing service and supports the ambitions of the Council in ensuring people in Harlow live happy healthy and independent lives. The service includes 24 hours a day emergency alarm monitoring, plus regular contact with the Council’s Supported Housing Officers, when required by service users during working hours. (8.30am to 5.00pm Monday to Friday excluding bank holidays).

Outside of working hours, a mobile response service is provided by Harlow Council in partnership with Manorcourt Homecare Ltd. Staff are ‘on call’ and provide this service for tenants residing in Supported (Sheltered) Housing, as well as Careline alarm users living within Harlow.

Manorcourt Homecare Ltd operates from 5.00pm to 12 midnight, Monday to Friday and 8.30am to 12.00pm on a Saturday, Sunday and bank holidays.

The Careline service is provided to approximately 1500 service users. This includes more than 500 Council owned properties in Supported (Sheltered) Housing schemes and the remainder living within Harlow.

Mission statement

Harlow Council telecare service aims to:-

- Promote independence for people living in their home, by providing high quality, customer focused call support services.
- Provide reassurance to people living in their own home, 24 hours a day.
- Continue to develop the service, ensuring that it remains responsive to the needs of our service users.
- Encourage service users to participate in the future development of the service so that it continues to meet their needs.

Our objectives

Harlow telecare service is committed to providing a high performing quality service to our service users, their families and partners such as health professionals.

We will do this by:-

- Setting meaningful standards against which to monitor our performance.
- Continuing to reach and exceed the Telecare Services Association (TSA) Quality Standards Framework.
- Communicating with our service users in an open and clear manner.
• Tailoring our service to meet the changing needs of individual service users wherever possible.

• Regularly reviewing all policies, procedures and processes.

• Encouraging regular feedback from our service users, ensuring that suggestions for service improvement and any issues are given full consideration.

• Providing good value for money by using our resources efficiently and effectively.

Telecare performance in 2018

In 2018 the Supported Housing service has continued to work in partnership with Essex County Council. This resulted in the installation of 184 new alarm units between January and December 2018.

Harlow telecare service has attained the Telecare Services Association (TSA) accreditation for eight years running having successfully completed a full audit in February 2018. This means that the service is operating at a very high industry recognised standard.

Telecare (Careline) satisfaction survey results

The following feedback was received from those surveys completed and returned in the following categories:-

New Careline alarm users

199 surveys were sent between October 2017 and September 2018 of which 39.2% were completed and returned. Of those responding:-

• 97.5% were satisfied with the time taken to wait for an appointment for a Careline alarm to be installed.

• 97.3% said that the Supported Housing Officer that installed the equipment was helpful and friendly.

• 97.5% said they would recommend Careline to family or friends.

• 100% said they considered the installation service to be value for money.

Careline users that have activated their emergency alarm

76 surveys were sent between October 2017 and September 2018, of these 43.4% were completed and returned. Of those responding:-
• 91% were extremely satisfied or satisfied with the way Careline provided assistance.

• 75.8% felt the operator clearly explained what type of assistance they were arranging for them.

• 78.8% thought the Officer attending their home was friendly and re-assuring.

A housing survey will be sent out to a random selection of service users in September 2019.

**Telecare (Careline) performance indicators January to December 2018**

The Supported Housing team has a number of performance targets to ensure the quality of the telecare service provided remains consistently high. Telecare targets are set by the Telecare Services Association (TSA).

**Response times for Telecare (Careline) alarms**

• During 2018, our response centre received 58,590 incoming and outgoing calls from Careline alarms. This equates to 4,882 calls every month.

• Emergency call response times
  
  o On average, 96.4% of calls were answered by our response centre within 60 seconds.

  This is within 1.1% of the TSA target of 97.5% of calls to be answered within 60 seconds.

  o On average, 99.6% of calls were answered by our response centre within 3 minutes.

This is within the TSA target of 99% of calls to be answered within three minutes.

**Telecare (Careline) assessments and installations**

• 100% of the emergency alarm installations were completed within target for the sixth year running.

The TSA target for carrying out an assessment and installation of emergency (urgent) alarm equipment is for all to be completed within five days. An example of an urgent telecare installation would be when a person is discharged from hospital.

• 100% of the routine alarm installations were completed within target for the fourth year running.

The TSA target for carrying out an assessment and installation of routine (non-urgent) alarm equipment is for all to be completed within twenty days.
Re-evaluation of Telecare (Careline) alarms

The Supported Housing service aims to contact every service user within eight weeks of their initial alarm installation for re-evaluation and annually thereafter.

- In 2018 we contacted 100% of service users within 8 weeks of their alarm being installed.

This met the TSA target to undertake nine out of ten re-evaluation contacts within eight weeks and for all to be completed within ten weeks.

- On average we visited 92.3% of service users within twelve months of their last visit and 100% of service users within thirteen months.

This met the TSA target to undertake nine out of ten re-evaluation visits within twelve months and for all to be completed within thirteen months.

Repairing or replacing telecare (Careline) alarms

- 39 out of 42 emergency (critical) repairs or replacements of faulty alarm equipment were completed by our contractor Tunstall within 48 hours of being reported.

This is within the TSA target for nine out of ten critical faults to be completed within 48 hours. An example of an emergency repair would be a faulty smoke detector.

- 99.5% of routine (non-critical) repairs or replacements of faulty alarm equipment were completed by our contractor Tunstall Healthcare Ltd within ten working days of being reported.

This exceeds the TSA target for nine out of ten non-critical faults to be completed within ten working days. An example of a routine repair would be a faulty pull cord where other pull cords continue to work

Emergency Mobile Response Calls

Emergency out of hours calls

- Since January 2018 our out of hours mobile response service provider has received 509 out of hours calls of which 279 required a response visit. This is an average of 42 emergency out of hours calls per month.

Emergency calls within normal working hours

- Since April 2018 when we started collecting the data, 208 emergency calls were received of which 124 required a response visit. This is an average of 23 per month

Community Support visits

- In 2018 the Supported Housing team continued to support an average of five service users within their own home with telecare (Careline) alarms. This meant undertaking an average of 17 Community Support visits per month.
Complaints

- In 2018 there were 5 complaints against our call handling provider, 4 were upheld and 1 was not upheld, we have worked with our call handling provider to ensure that these complaints are not repeated.
- There have been no complaints via the corporate complaints portal during 2018.

Supported Housing performance in 2018

Harlow Council’s Supported Housing service continues to work closely with a number of key voluntary agencies to enhance the health and well-being of older people within Harlow, supporting Harlow Council’s ambitions to achieve health and wellbeing for all.

Work with voluntary agencies includes Rainbow Services, Age Concern (Harlow), Community Agents and Action for Family Carers. In addition service users living in the community continue to engage in activities for older people arranged by the service and held at the Leah Manning Day Centre.

In 2018, the Supported Housing service has continued to be involved in a number of key events that promote the well-being of older people in the community. These include the following:

- Six Safe and Social events were held at the Leah Manning Centre, the GPCA and the Cricket Club in April, October and November 2018. These consisted of information sessions on relevant topics of particular concern to older people with joint working with both Rainbow Services and the CCG. For example, fraud, scams, bogus calling and staying well in winter. These were followed by lunch and live entertainment. These events are proving extremely popular and more are planned for 2019.

- The Supported Housing service has continued to assist Rainbow Services in reducing loneliness and social isolation for both Supported Housing scheme tenants and dispersed telecare service users. Coffee mornings and afternoons are held in nine of the Supported Housing and re-designated scheme common rooms.

- In October 2018 Rainbow Services hosted a “Silver Sunday” event at the Great Pardon Community Association that was attended by 180 Harlow residents. Supported Housing staff promoted the event to assist in ensuring as many older people as possible were made aware of the event and had the opportunity to attend.

- In October 2018, a McMillan Coffee Morning was held at the Leah Manning Centre. This was attended by over 60 older people who participated in a quiz and raffle as well as being entertained by musicians. A total of £433 was raised.
• Christmas parties were held in all the Supported Housing schemes to encouraging service users to meet us for tea and mince pies.

Telecare and Supported Housing service goals for 2019

Harlow Telecare and Supported Housing service recognises the importance of partnership working to deliver joined up and relevant support services for older people in Harlow. We will therefore:-

• Work corporately with colleagues at Essex County Council and the National Health Service to deliver the objectives of the Council’s Health and Well-being strategy relating to older people.

• Implement the recommendations from the review of the Supported Housing service that was carried out in 2017. This will ensure the service continues to be fit for purpose and meets the needs of existing and future service users.

• Maintain a mobile response service between the hours of 8.30am to 12 midnight including weekends and bank holidays (working in partnership with a local service provider).

• Continue to market telecare services to Harlow residents, businesses, the National Health Service, Essex County Council and voluntary organisations.

• Work in partnership with Age Concern (Harlow), Rainbow Services, Community Agents and our colleagues at the Leah Manning Centre. This will be to promote services available for older people linked to the health and well-being of Harlow residents.

User feedback and Supported Housing and Telecare Standards Panel

We are very aware of the importance and value of user feedback in continuing to improve our service. Service users are given the opportunity to participate through our general surveys, or via the surveys carried out following the installation of alarm equipment or in response to an emergency call. (See survey results on pages 3 and 4 of this report).

The Supported Housing and Telecare Standards Panel meets every six weeks. The purpose of the panel is to promote and encourage two way communications between our service users and the Council and provide service users with opportunities to be involved in developing our services.

We are always looking for new members for our Standards Panel. If you would like to join our panel, please contact Chris Askill on 01279 446356 or e-mail her at the following address: chris.askill@harlow.gov.uk

If you have any general queries with regard to your telecare (Careline) alarm, please telephone 01279 446361 or e-mail: careline@harlow.gov.uk