



Annual Report & Newsletter – 2010/11

Welcome to the Care on Call Annual Report & Newsletter for 2010/11. We like to keep our customers informed of how we have performed over the past 12 months' and to share our achievements and plans for the future. It is also our way of letting you and our partners know what our valued customers think about the service following our customer survey.



The Care on Call team has 35 members of staff who ensure that the service is provided to over 4,000 customers 24 hours a day 7 days a week 365 days a year. Here are just a few members of the team.

If you would like to contact us regarding the service we provide here are our contact details:

Humphrey Booth Resource Centre
16-18, Worsley Road
Swinton
M27 5WW

Tel: 0161 607 7133
Email: Careoncall@salford.gov.uk
Web: www.salford.gov.uk

WHAT'S BEEN HAPPENING?

Requests for Telecare equipment are growing and since April 2011 we have dealt with over 200 referrals. This equipment goes the extra step in helping residents remain living independently in their own home, it also gives customers and their families peace of mind knowing that help is on hand even when customers are unable to press their pendant or raise the alarm.

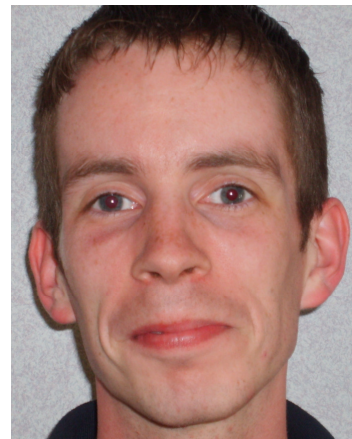
We have fitted 18 fall detectors, 33 bed exit sensors, 24 door contacts, 40 smoke detectors. We have also fitted other sensors such as epilepsy sensors, gas detectors and pill dispensers.

If you would like to be referred for Telecare equipment please ring 0161 909 6517 – you don't need to be an existing customer of Care on Call to have a referral.

Working in partnership with the Fire Service we have referred 103 customers for independent smoke alarms to be fitted over the past year.

Over the past 12 months Care on Call has increased its customer base by 100 which shows just how much this service enables older and vulnerable residents across the city to remain living at home.

In April 2011, ABCA Systems were appointed as our new contractor for the maintenance and responsive repairs for the alarms units. We now have our own dedicated engineer, Neil Prescott, who will be carrying out the yearly maintenance visits to our customers. Customers will receive a card in the post advising them of Neil's scheduled visit.



Neil Prescott

TRAINING

Over the past 12 months wardens have received training on the following:

- Dementia awareness
- Safeguarding Vulnerable Adults
- Fire awareness training
- Care First system training

LEAVERS AND STARTERS

Unfortunately this year has seen Joan Lunn, Pauline Morris, Anne Wilkinson, Viv Simpson and Sarah Cheape leave us and we thank them for all their hard work and commitment and wish them well for the future.

We welcome to the team Steve Pond our new assistant manager, Jayne Tilston and Susan Dobson mobile wardens on the night shift.

MISSION STATEMENT

'To provide a quality service that supports and enables individuals to have the freedom to live an independent life at home with help on hand'

CUSTOMER SURVEY RESULTS

Customer feedback is very important as we value your comments which can help us to shape the future of our service. Here are the results of our latest survey.

772 forms were issued - 412 surveys returned. 53% return.

- 99% were happy with the service provided over the last twelve months
- 99% said your call was answered promptly
- 99% said the person answering the call was helpful
- 98% said you were happy with response time in getting to you
- 99% said the wardens who attended gave a professional and helpful response
- 99% said you were satisfied with the help you received
- 99% said that the alarm equipment and pendant is easy to use
- 99% said they thought Care on Call provides value for money
- 99% said Care on Call gave them peace of mind
- 98% said Care on Call made them feel more independent living at home
- 80% said the support they receive from Care on Call prevented them from going into residential/nursing care
- 70% said the support they received had prevented them going into hospital
- 90% said the support they received had helped reduce their fear of falling
- 93% said the support they receive had improved their quality of life
- 99% said the support they receive gives their family peace of mind knowing that help is on hand 24/7.

*These figures are calculated on the number of customers who expressed an opinion

PERFORMANCE FIGURES

For the period 1st April 2010 – 31st March 2011

Number of calls received.....	78,887
Number of emergency call outs.....	4,783
Average response times for answering calls.....	18 seconds
Calls answered within 60 seconds.....	99%
(TSA targets are 98.5% within 60 seconds)	
Calls answered within 3 minutes.....	100%
(TSA targets are 99% within 3 minutes)	
Total number of customers on the service.....	4,276
Total number of times the Mangar lifting cushion has been used.....	424
Operator quality checks.....	100%
(TSA targets 6 calls per month full time operators, 3 call per month part-time operators)	
Complaints dealt with within 5 days.....	100%

COMPLIMENTS, COMMENTS, COMPLAINTS

Care on Call received 7 formal complaint and 5 informal complaints. All complaints were fully investigated and responded to in line with Salford Councils complaints policy. We do take complaints very seriously and use them to help improve our service. If you have a comment to make about our service good or bad please let us know, you can write to the address on the front of this report or email us as Careoncall@salford.gov.uk.

Throughout the year we receive lots of compliments from customers and family members thanking our staff for the help and support they have received throughout the year. We really **appreciate** your kind words.

Customer comments

‘Helps me feel more secure living on my own, has somebody to call when needed, security, don't feel so alone.’

‘It helps me to feel independent and safe knowing I only have to press my button. 24 hour service is a godsend, help was needed during the night.’

‘Having the door contacts alarm fitting and active between 9.00 p.m. and 7.00 a.m. gives my family peace of mind that someone can contact them if I get confused at night time due to Alzheimer's, it helps to stop me leaving the flat at night.’

‘They take an interest when they call and ask about me, they help when I need advice.’

‘I know you are there, when I am alone thank you so much’

‘I know someone is there and they have rapid response. I think Care on Call are guardian angels.’

‘I look forward to the visit, and knowing that your interested in me makes me feel good’

Stakeholder comments – social workers, carers, assessment officer, partners

‘I work with carers and Care on Call provides an invaluable service to them, especially those who do not live with the person they care for. They are aware that the person they care for can contact someone in an emergency and thus reduces carer stress.’

‘Helps people stay in their own home for longer, provides alternative to residential care, improves feelings of security and reduces isolation’

‘Care on Call is and will remain a valuable resource within the community. The alarm system along with the assistive technology alleviates anxiety within individuals and their family members. The response times in an emergency are good.’

ACHIEVEMENTS

In April 2011 Care on Call celebrated 25 years of supporting older and vulnerable residents in Salford to live at home independently. Here's to the next 25 years!!!

Care on Call achieved accreditation to the Telecare Services Association (TSA) Code of Practice 2009. The TSA is the representative body for the telecare and telehealth industry within the UK. The auditor advised that we should include any technical developments in this report also that our procedures should include notifying landlords and customers when there have been excessive false fire alarms call. These matters have now been addressed.

Care on Call continues to contribute to the City Council's Safeguarding policy and has made 13 referrals to the safeguarding team where concerns about customers have been raised by wardens. These referrals have been investigated and the appropriate action taken if needed.

Katie James, mobile warden, has successfully gained her NVQ Level 3 in Community and Social Care and we have another 5 wardens working towards completing it too. Congratulations to Katie and good luck to the other 5!

Salford Learning Difficulties Services are working alongside Care on Call to maintain the independence and security of residents living in shared housing. This will also provide a more efficient and effective way of working.

We have invested a Referral and Assessment module for our control centre monitoring system which will make recording and updating our referral process more efficient.

During the recent spells of civil unrest in Salford, Care on Call remained fully operational throughout and carried out all the scheduled visits reassuring customers and dealing with any emergencies that occurred. The wardens on duty maintained a calm and professional attitude throughout the disruption.

The Future

As you are aware through the media public sector services have to make major efficiency savings. Care on Call is not excluded from these savings and as a result we are looking at ways of providing an ongoing excellent service to customers but in a more efficient and cost effective way. If any changes to the service are needed, customers will be asked for their views and ideas as part of the consultation process.

We are currently working towards implementing a new computer accounting system which will enable us to create, manage and monitor accounts more effectively which will bring in more income for the service.

Be Careful of Bogus Callers – If in Doubt keep them OUT!

Most people who call at your home will be genuine. But sometimes, people turn up unannounced, with the intention of tricking their way into your home. They are known as ‘**distraction burglars**’ or ‘**bogus callers**’.

When someone calls at your door and offers to do repairs, ask for urgent help or if they look official always follow these steps:

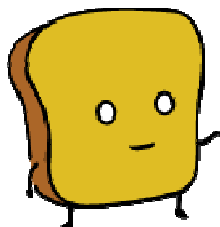
LOCK	STOP	CHAIN	CHECK
Keep your front and back doors locked, even when at home	Look through the spy hole or window to see who it is.	Put the door chain or bar on first and keep it on whilst you are talking to them.	Always ask for identification, if they don't have an appointment send them away.

TOASTY SALFORD

Loft and cavity wall insulation can help make your home as warm as toast. Its just like wrapping your home in a big woolly blanket and with the extra warmth created you can turn your heating down and save money on your bills. Salford has teamed up with the other local authorities in Greater Manchester and the Energy Saving Trust to launch the Get Me Toasty campaign.

You could be entitled to free or discounted home insulation (subject to survey).

For more details call the Energy Saving Trust freephone advice line on 0800 512 012 or go online at www.getmetoasty.com



TOASTY SALFORD

Find out if you're entitled to free or discounted home insulation.

www.getmetoasty.com



- TELL US ABOUT ANY CHANGES IN YOUR CIRCUMSTANCES SUCH AS:
 - CHANGE IN MEDICAL CONDITION
 - CHANGE OF TELEPHONE NUMBER OR ADDRESS OF NEXT OF KIN
- TELL US IF YOU GO AWAY ON HOLIDAY OR WILL BE ABSENT FOR ANY REASON
- TELL US IF YOU WILL OUT ON YOUR VISIT DAY
- WEAR YOUR PENDANT AT ALL TIMES (BUT NOT IN BED, KEEP IT ON THE BEDSIDE TABLE)
- TEST YOUR ALARM EACH MONTH
- RECOMMEND OUR SERVICE

PLEASE NOTE: ALL EMERGENCY CALLS TO THE CONTROL CENTRE ARE RECORDED FOR MONITORING AND TRAINING PURPOSES.