



## **Annual Report & Newsletter – 2009/10**

Welcome to our Annual Report & Newsletter for 2009/10. This is our way of letting all our valued customers know about our achievements over the past 12 months and how we are looking to improve our service over the next year.

We will also tell you how we have performed over the past year and give you the results of our customer survey.

### **WHAT'S BEEN HAPPENING?**

#### **We have moved!**

Care on Call have moved premises and are now based within the newly refurbished Humphrey Booth Resource Centre, Swinton, which is a centre of excellence for people with Dementia.

Our new address and telephone number is:

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

Tel no 0161 607 7133 – 24 hour line



Care on Call had the great honour of being shortlisted for 'Team of the Year' in the City Councils 'Sparkle Awards'. These awards are the City Councils way of recognising & rewarding staff for their achievements over the year. Staff attended the award ceremony at the The Lowry Centre in Salford but unfortunately lost out to the City Pride Schools Grounds Maintenance Team.

Care on Call retained accreditation to the Telecare Services Association for their monitoring service. The audit report showed the need to include the complaints policy in the customer agreement and to improve the recording and testing of the Business continuity plan and Disaster Recovery System. These improvements have now been met.

## 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.

874 forms were issued - 425 surveys returned. 49% return.

- 99% were happy with the service provided over the last twelve months
- 99% said your call was answered promptly
- 100% said the person answering the call was helpful
- 95% said you were happy with response time in getting to you
- 100% said the wardens who attended gave a professional and helpful response
- 100% said you were satisfied with the help you received
- 99% said that the alarm equipment and pendant is easy to use
- 100% said they thought Care on Call provides value for money
- 99% said Care on Call gave them peace of mind
- 95% said Care on Call made them feel more independent living at home
- 76% said the support they receive from Care on Call prevented them from going into residential/nursing care
- 66% said the support they received had prevented them going into hospital
- 93% said the support they received had helped reduce their fear of falling
- 96% said the support they receive had improved their quality of life
- 97% 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

## Customer comments

'I am writing to thank all the people involved in the quick response given when my mother had a fall. All the Care on Call staff gave excellent, professional help and reassurance to Mum.'

'I recommend the service to others as having the pendant is a comfort'

'my daughter thinks this is a marvellous service and should be provided to elderly person in Salford'

'As a main carer, I need to say how Care on Call gives me total peace of mind. I know that if mam falls they will attend as soon as possible and they will advise me as necessary. An excellent, best valued service, Recommended'

## Performance Figures

For the period 1<sup>st</sup> April 2009 – 31<sup>st</sup> March 2010

Number of calls received.....	78,437
Number of emergency call outs.....	5477
Average response times for answering calls.....	11 seconds
Calls answered within 60 seconds.....	99%
Calls answered within 3 minutes.....	100%
(TSA targets are 97.5% within 60 seconds)	
(TSA targets are 98% within 3 minutes)	
Total number of customers on the service.....	4175
Total number of times the Mangar lifting cushion has been used.....	371

## Compliments, comments, complaints

Care on Call received 1 formal complaint and 5 informal complaints. All complaints were fully investigated and responded to in line with Salfords 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](mailto: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.



- **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 ARE ABSENT FOR ANY REASON**
- **TELL US IF YOU WILL OUT ON YOUR VISIT DAY**
- **WEAR YOUR PENDANT AT ALL TIMES (BUT NOT IN BED)**
- **TEST YOUR ALARM EACH MONTH**
- **RECOMMEND OUR SERVICE**

## Training

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

First aid (refresher)	Domestic Violence awareness
Dementia awareness	Deafness awareness
Safeguarding Vulnerable Adults	Fire awareness

## Achievements

Care on Call has developed excellent partnership working with Community Health & Social Care in providing support to the Out of hours Duty social work team, the Telecare service and staff based at the Humphrey Booth Resource Centre.

Care on Call has contributed to the City Councils Safeguarding policy by ensuring that all wardens have received training in identifying and reporting incidents of abuse to older and vulnerable customers.

During the bad snow storms in January this year Care on Call successfully managed to ensure an emergency service was provided to all our customers. This could not have been achieved without the dedication of our team of wardens who in some cases braved the snow and walked into work. Although visits had to be suspended for a few days we telephoned all our vulnerable customers to check they had enough essential supplies.

## The Future

Care on Call is always striving to improve its service provision and this will continue in the coming year. We will be looking to improve our visiting service to ensure these are meaningful and productive.

## 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:

<b>LOCK</b>	<b>STOP</b>	<b>CHAIN</b>	<b>CHECK</b>
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.

All emergency calls to the control centre are recorded for monitoring and training purposes.

Tel: 0161 607 7133  
Email: [Careoncall@salford.gov.uk](mailto:Careoncall@salford.gov.uk)  
Web: [www.salford.gov.uk](http://www.salford.gov.uk)

