

Annual Report 2016
Vitaline Service

Foreword

Vitaline operates providing a wide range of support services to Vulnerable Adults over the age of 18 years old. We are part of a multi-disciplinary team with other professionals from across both Health & Social care sectors in order to deliver high quality care.

Vitaline is accountable to elected members and the service has won accreditation with Telehealth – Tele-Care Standards Association. Our staff team members are all employed by Blackpool Council and are subject to Blackpool's Councils Code of Conduct.

The team operates a responsive, comprehensive 24 hours service, 7 days a week, 365 days a year. We provide a wide range of services that are tailored for each individual who wishes to remain living independently and safely in their own homes through various Telecare and Telehealth technologies, including Pendants, House Sensors and other equipment as well as providing a response service for individuals which is aimed to improve the health and wellbeing of our users.

Vitaline has continued to deliver another successful year service to all its customers throughout 2016. At this present time we are delivering its services to over five thousand clients.

We also provide a Lifting Service for clients who have fallen but are uninjured and a Falls Referral service that is designed to prevent further falls by referring people to other community based support services. In addition we are the Council's twenty-four seven emergency response centre.

2016 saw us retain our accreditation with the Telecare Services Association (TSA), the national trade body. TSA inspections are stringent and cover every aspect of the service. To achieve and retain accreditation we have to satisfy the inspectors that we meet all required standards.

We regularly invite customers to comment on our services by sending out service **Evaluation**- questionnaires. (See Appendix 1 for results for the year 1st January 2016 to 31st December 2016)

Amid a backdrop of national economic uncertainty, Vitaline has continued to perform, grow and to deliver an excellent service. We intend to continue to do so throughout 2017 and beyond.

Janice Howarth
Manager

Key Statistics – 01/01/2016 – 31/12/2016

During 2016, in addition to 255,706 routine monitoring calls Vitaline handled 31492 that required an emergency response.

Our aim is to at least achieve and ideally exceed the emergency response standards set by the Telecare Services Association which are;

- *To answer 97.5% of calls within 1 minute*
- *To answer 99% of calls within 3 minutes*
- *To produce an exception report for any calls taking over 3 minutes to answer.*
- *To provide a mobile response in an emergency within 45 minutes.*

Our results for 2016 are as follows;

99.45% of emergency response calls were answered within one minute –with an impressive 97.54% being answered within 30 seconds. 99.95% of all calls were answered within 3 minutes. The remaining 0.05% were equipment test calls.

Vitaline average mobile response time during 2016 was 18.42 minutes, well within our service target of 20 minutes for a mobile response.

Equipment Installation

Our aim is to at least meet and where possible exceed the Telecare Services Targets for equipment installation which are;

- 9 out of 10 urgent installations completed within 2 working days. 10 out of 10 within 5 days.
- 9 out of 10 non urgent installations completed within 15 working days. 10 out of 10 within 20 days.

Urgent Installations

After discounting exceptions where delays were caused by issues outside of Vitaline's control (e.g. No telephone line, delayed release from residential care or hospital) 100% of urgent installations took place within 2 days of referral with some being done the same day and many the next day.

Non Urgent Installations

After discounting exceptions where delays were caused by issues outside of Vitaline's control (e.g. No telephone line, delayed release from residential care or hospital) 97.52% of non-urgent installations took place within 15 days of referral 100% within the 20 day TSA requirement.

Critical/Non Critical Repairs

Vitaline adopts a faulty equipment exchange policy so irrespective of the fault being critical or non critical faulty equipment is replaced within hours of it being reported.

SERVICES

With the aim of supporting independent living, Vitaline provides a wide range of individually designed assistive-technology packages coupled with a personal mobile response to emergency calls. Equipment ranges from basic pendant alarms through to the very latest wireless controlled environmental sensors that can detect a potential problem without the need of client input e.g. movement sensors that will 'know' if there has been no movement in a property – a possible indication of a fall.

Telecare may be provided free, subject to a social care assessment to those who meet set criteria, it is also available privately. All our charges are fully inclusive with no hidden extras and regardless of how many times the service is used.

Among the benefits, Vitaline's Telecare can provide:

- Early detection of emergencies and a fast response to them
- Early detection of lifestyle changes that may indicate deterioration in health
- The opportunity to address problems at an early stage before they become acute
- A sense of security and peace of mind for the individual and their families
- Receive a personal response from our mobile wardens to any issues or concerns

These benefits can prevent, or delay admission to hospital or residential care and support Blackpool Council to make the most effective use of available resources.

Complaints and Commendations

The Service takes all complaints very seriously and makes every effort to ensure that they are dealt with as quickly as possible, and definitely within the timescales laid down in the Corporate Policy.

It is well known that service users do not always like to complain about any issues of service provision. However, the Vitaline Service is grateful for all feedback regarding its service provision as this greatly assists the development of higher service standards.

The service as had five complaints this year four were up held and one is ongoing, lessons have been learned and amendments made to procedures where necessary, staff retraining has taken place where appropriate.

Examples of customers assisted Clients during 2016- 2017

Case Studies

Mrs A is a 69 year old lady living alone in her own property. Reason for referral includes stroke, poor mobility, prone to falls and alcohol dependant. Enhanced telecare has been installed consisting of three smoke alarms, bed sensor, CO detector and pendant. During quarter 3 Vitaline have answered 436 generated computer calls with a high majority for "Assistance Required". Reason for calls were for carer required, too hot, covers fallen off bed, tangled up in bedding, help to reach inhalers and wanting to know the times. Call volume is relatively high suggesting that Mrs A requires reassurance and the need to summon help in an emergency. Mrs A has not required any medical attention or the need of any emergency services. Without telecare installed it is highly likely that Mrs A would require 24 hour care and would not be able to stay within her own home.

Mr D is a 70 year old gentleman living independently in his own home with the use of telecare equipment consisting of fall pendant and bed sensor. Mr D is an unstable diabetic, epileptic with an alcohol misuse history and receives daily calls from Vitaline for medication reminder. Mr D has no next of kin and relies on Vitaline for any emergency, advice or reassurance. Vitaline received 125 incoming calls. On one of these occasions the operator received no response from a generated pendant call at 00.05hrs. A mobile responder was dispatched to ascertain Mr D's welfare where on arrival Mr D was collapsed and unresponsive on the floor. Emergency services were called who established dangerous low sugar levels and Mr D was taken to hospital. Without the Vitaline service it is highly likely that Mr D could have died after been left all night.

Mr B is an 80 year old gentleman who lives alone in his own home with no known living relatives. Has a history of depression, COPD and poor mobility. Mr B is a smoker who sleeps poorly in his armchair and has approximately 14 units of alcohol per week. Mr B has anxiety about his breathing and uses a nebuliser daily. He receives care visits twice daily and an evening welfare call from Vitaline to reassure and remind him to use the nebuliser. To reduce fire risk smoke alarms have been installed in the property. During this quarter Vitaline have completed 91 welfare calls and received 19 calls for assistance along with 5 smoke alarm calls. There has only been 1 occasion where the paramedics have been called. Without Vitaline in situ it would be highly likely that Mr B may have used emergency services numerous times. Without the reassurance calls it may be likely that his long term depression may have been exacerbated further, leading to the possibility of not being safe to live independently both physically and mentally.

Mrs A is 78 years old now living alone after her husband passed away earlier this year. Her only next of kin lives out of town and is 86 years of age and is unable to assist Mrs A with any support. The original referral was for silver level but after the death of her husband was reassessed and raised to a gold level. Vitaline contact Mrs A twice a day, seven days week providing her with emotional support as well assessing her welfare. Mrs A has a history of falls, diabetes, angina, arthritis

and a sensory impairment. Without the support from Vitaline Mrs A may have accessed other services for extra support.

TELEHEALTH

Vitaline, in partnership with NHS Blackpool, provides a Telehealth service that, in one patient's case, provides treatment that has never before been delivered outside a hospital setting.

Telehealth is delivered in other parts of the country but by combining its benefits with Vitaline's 24 hour-a-day monitoring and emergency response operation a whole new service is created. Vitaline works closely with community based nursing services to deliver this service which is basically the measurement of vital signs by the patients themselves through the use of home based technology that sends the information to Vitaline who, in turn, alert medical professionals if anything untoward is indicated.

Telehealth is a monitoring and not an emergency response service however Vitaline has added value to it by providing, at no cost to the patient, a Silver Telecare element, thus ensuring that all patients, in addition to Telehealth, have access to emergency response 24/7.

FALLS REFERRAL PATHWAY AND LIFTING SERVICE

In partnership with NHS Blackpool and Lancashire Ambulance Service, Vitaline has established an advice, signposting and referral service for people who have suffered a fall. The aim of this is to reduce the risk of further falls. It also provides a Lifting Service for people who have fallen but who are uninjured.

During 2016 Vitaline successfully completed 1787 lifts thus freeing the ambulance service to attend to more urgent calls.

SERVICE DEVELOPMENT TARGETS 2016

- To increase private sales.

- To ensure that 100% of all Vitaline staff are trained and competent to carry out the Lifting Service.

- To work in collaboration with all other allied professionals and stakeholders of the service

- To extend the My Clinic service

- To extend the Falls Service

FUTURE SERVICE DIRECTION 2017

Vitaline will continue to maintain and build effective working relationships with all its allied professionals and stakeholders.

We are looking to develop the My Clinic services across Blackpool.

We will be moving to new premises within the next few months

We will be spending more on advertising the service across Blackpool

We will be looking to market and promote the service to increase our business by extending the service out of the boundary.

ACHIEVEMENTS

2016 saw the successful implementation of the new software system.

We have purchased new lifting equipment – The Razier Chair is more cost effective and safe for the individual who uses it, it is also more cost effective as it only requires one person to undertake the lift.

We have redesigned some elements of the service and developed five new shift leader roles within the service.

Started a new Basic Diamond package

Implemented a new couple packages

We have exceeded North West Ambulance targets for the lifting service by attending to 1787 lifts in 2016

Passed TSA accreditation in the following;

- Referral could add which sections
- Service users profiling
- Telecare Plan
- Service Tailoring
- Installation
- Monitoring
- Response
- Re-Evaluation

Telehealth at Arnold Medical centre – this has allowed the patients to go into their GP surgery at any time and check their blood pressure, heart rate, height and weight, without having to see a member of the medical team.

These readings are then sent through to a senior nurse who looks at them. If she identifies any areas of concern she will then contact the patient to discuss further treatment or arrange a GP appointment

Customer Satisfaction

Customers are provided with the opportunity to give feedback on individual aspects of the service, specifically;

- Service Quality
- Speed of Response
- Staff Helpful
- Good Value

For each survey customers are invited to respond by indicating;

- 1) Strongly Agree
- 2) Agree
- 3) Not Sure
- 4) Disagree
- 5) Strongly Disagree

Vitaline is committed to providing the best possible service to customers and we are always interested in hearing their views. To this end the service surveyed 43.90% of all customers during 2016.

Customer Involvement. *Vitaline is committed to involving customers in shaping the service To this end we regularly invite customers to share their views on how they would like to see the service develop/improve.*

Results and level of satisfaction

Survey Name	Target	Service Quality	Speed of Response	Staff Helpful	Good Value
Installation	90%	97.50%	99.00%	99.50%	96.50%
Monitoring	90%	95.25%	99.75%	100.00%	98.75%
Response	90%	96.00%	94.00%	93.50%	98.75%

[Samples from Generic Survey](#)

“I had a few falls and felt very vulnerable. I am more confident now.”

“My husband is disabled and we wouldn’t be without here in ten minutes. When we needed help early in the morning they were here in ten minutes. We cannot praise them enough. Thank you for a very good service”

“I had several falls around the home and Vitaline gives us peace of mind if my wife is out.”

“A great idea / service which I know I can rely upon in an emergency.”

“After a couple of bad scares, i.e. taking very poorly and needing hospital and ambulance, I feel now reassured with Vitaline.”

“My GP referred me for Vitaline and I have felt much more at ease in my home because of it.”

“Having Vitaline gives me more confidence since my husband passed away to live at home. Knowing help is only a call away day or night. Thank you.”

“I have more confidence and independence. Thank you.”

“It has given me peace of mind”

“A part, from the obvious benefits for me, It is one less worry for the family i.e. they can go out for the evening or day and know that if I fall I can contact someone without having to struggle to the phone”

“The difference the service has made to my life is that I am able to live in my own home and the knowledge that should I be in any difficulty there is professionals, kind and caring, people to help and assist me. Thank you”

“After many falls due to Parkinson’s Disease just knowing there is someone there to help gives confidence and assistance to me – 24 hours a day. Thanks for the help and assistance already given to me.”

“I live on my own. Before I had Vitaline I was scared if I fell and could not get to the phone but now I have Vitaline and the pendant I feel safer. I just press the button if I need to and help will come. My family need not worry too much about me.”

“Anyone who lives on their own should have the service. I have felt much safer with the wristband on. Peace of mind”

“It is much nicer to feel safe when alone.”

[Samples from Families and Friends](#)

“On behalf of my parents, I thank you for the excellent service. They are not able to fill the form in themselves but they are very happy with everything.”

“ Our Aunt (aged 99) was becoming frailer, needing carers 3 times a day. As we lived 25 miles away, we were concerned if an incident occurred and we would not know. It reassured our Aunt having the system and was also a welcome back up for us. My aunt used the system 5/6 times I think. She and a neighbour who was sometimes present had nothing but praise for the service. The ‘medics’ who attended my aunt on more than one occasion helped her wash and get dressed ready for bed. I spoke to people at Vitaline to find out what had happened and they were always so helpful; and patient, putting the customer first. I think you provide a wonderful service and have every respect for all you do. Well done everyone! “

“No negative feedback to provide.”

“Thank you to all involved. My family and I feel better knowing help is at hand if needed.”

“I am filling this out for my Dad as he has arthritis. Thank you for all you have done for him.”

“I don’t know where I would be without it. It is a lot less worry for my daughter.”

“I feel comfortable when my wife has to go out shopping and I know if anything happens, I can push that button and Vitaline staff will come in a very short time to help me.”

“When I go out shopping, I have full confidence that Vitaline will be at hand if needed for my wife.”

“Thanks for caring and making my wife feel secure.”

“Peace of mind and confidence.”

[Samples from Installation Survey](#)

“ It was offered from rapid response after a fall in my garden, causing a fractured humerus. It will give myself and family peace of mind when I am alone. / The lady who installed Vitaline was extremely kind and thoughtful.”

“ I was visited while in hospital and was explained to, how I could have help when I return home. / I had never heard about most of the gadgets nowadays designed to keep you safe. Since I have had my pendant, I have had peace of mind and feel safe in my home. Thank you Vitaline. Keep up the good work.”

“ Recommended by Age Concern / Really pleased and feel safer living on my own. Also when the family is away.”

“ Heard about it from neighbour and thought it would give me peace of mind knowing I can summon help if I have a problem / The whole procedure was conducted in a very professional manner. Can’t think of anything that would improve the system, so far so good. Keep up the good work.”

“ Because my husband has been very, very ill and it gives me peace of mind.“

“It was a visit by my OT after having a few falls. I was referred by my Doctor to the O.T. No doubt I feel safer already. The connection was installed and tested immediately. What better service can you get. / I must recommend your service. I did not know the service was available. It’s made a person who had become vulnerable feel very content. Chloe who introduced the system to me

explained everything and how it worked. With the system and response service, I will always feel thankful.”.

“As I became less steady on my feet, I knew I had to do something. On a scheduled visit to my Doctor. It was suggested I took advantage of your scheme, amongst others. It will make me feel less vulnerable.”

“I have received a very good service so far. Is value for money. I hope this will continue in future. Thank you all very much.”

“Because I know that there is someone there always in case I fall or have a turn.”

“I am 82 years of age and live on my own and my family advise me about the Vitaline service.”

“ The nurse from GP practice came to the falls assessment for my mum and arranged everything for my mum.”

“ Family wanted me to have it”

”I had a stroke and this is good in case I need help”

“ It is good to know someone is always there.”

“ The nurse at my GP surgery referred me”

“ Social Worker told me about this and arranged everything.”

” I can relax more when my wife is out shopping. It makes my time alone enjoyable again”

“Because of falling”

“ I had a fall in my garden last summer and it was quite some time before I was found. It Is reassuring to know this will not happen again.”

“The lady installer displayed total professionalism with no time wasting and no mess left.”

“The Social Worker advised me to have the pendant installed and I was glad to do so.”

“I wanted the Vitaline as my friend has one and I thought the time had come for me to have one also. I would not have known about the service had she not told me she had it for years.”

“I am really happy with the service. I find it excellent.”

“Your service is excellent and I am happy to know I can call you any time.”

“I wouldn’t have the confidence to go upstairs without it.”

“I was advised by the Falls Prevention Team to have the service.”

“The Doctor and Falls Team sorted.”

[Samples from Falls Service](#)

"I fell in the hallway before I had my pendant and I was there for a long time before I was found by my neighbour. This is not a worry anymore."

"I had a fall before the Vitaline and was on the floor for hours. That won't happen again now I have my pendant."

"I want to thank the lady who came to pick me up when I fell. Excellent service. No complaints."

"The mobile wardens who came out during the night when I fell are kind and make me feel safe."

"I am finding it more difficult to get myself back into my chair after having a fall. The Vitaline means I can call for help and they will get me back up and on my way. Very grateful."

"The men who came to help me were very kind and I was comfortable for them to be in my home."

"As ones ages it can only be expected that more falls happen. The lifeline means help is never far away."

"I could not be without my Vitaline now that I have health issues."

"Because my mobility is limited and I fall easily."

"Having had several falls and braking my femur Social Services advised that I have this service."

[Samples from Emergency Response Service](#)

"I have the security and peace of mind to live an independent life."

"The Vitaline has made a huge difference to my life. I feel safe and sound. It is so good that there are people like you who spend their time helping people like myself. Thank you. A few months ago my door would not open in the lounge. The lock had broken. I pressed my button and was so thankful when you phoned my daughter who came and so I was able to open the door. I am 93."

" Gives me peace of mind just knowing they are at the end of a phone-call. So please with them all."

"If my wife goes out it gives her peace of mind to know I can get help if I need it."

" Since getting the "red button," I have not had need to use it but we have a friend who has used hers more than once and feel confident of the same good service if the need arise."

" I have peace of mind that I did not have before."

"Much more confident walking about the house knowing I can summon help if required."

" Security for me and my husband"

" I have confidence now that help is at hand."

" My daughter wanted me to have the service so she felt she had some support to look after me. You phone her if I fall and if she cannot come then you will come and pick me up. It makes a big difference."

"I can live more independently and I can get help when required."

“ Peace of mind.”

“ I feel safe and secure.”

“Confidence when alone.”

“I am 79 and a bit unsteady nowadays. I feel better with me pendant so that I can press my button and get help if needed.”

“ Security.”

“ Peace of mind and feel safe and secure.”

“Reassurance for my family so that they do not need to worry about me”

“ Security and peace of mind.”

“ I am much happier and feel independent”

“Such an excellent service. I wouldn't be without it.”

“It gives me peace of mind. Very grateful.”

“I no longer fear that I am alone in case of an emergency.”

“It's reassuring to know help is close by.”

“Vitaline is a vital service for old people living alone.”

“Good Staff.”

“The service is top class. No comments.”

Summary and Conclusion

From all feedback during this period no concerns were raised and so it is concluded that with negative comments at nil Vitaline continues to provide an excellent service that is highly valued by customers.

For more information about Vitaline, please contact 01253 477678 email Vitaline@blackpool.gov.uk.