



Annual Report 2018

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 professional 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 Telecare Services 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 day a week, 365 days a year. We provide a wide range of services that are tailored for each individual who wishes are 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 or aimed to improve the health and wellbeing of our users.

Vitaline has continued to deliver another successful year service to all its customers throughout 2018. 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.

2018 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.

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 2019 and beyond.

Gwen Robinson
Assistive Technology Lead



Key Statistics 2018

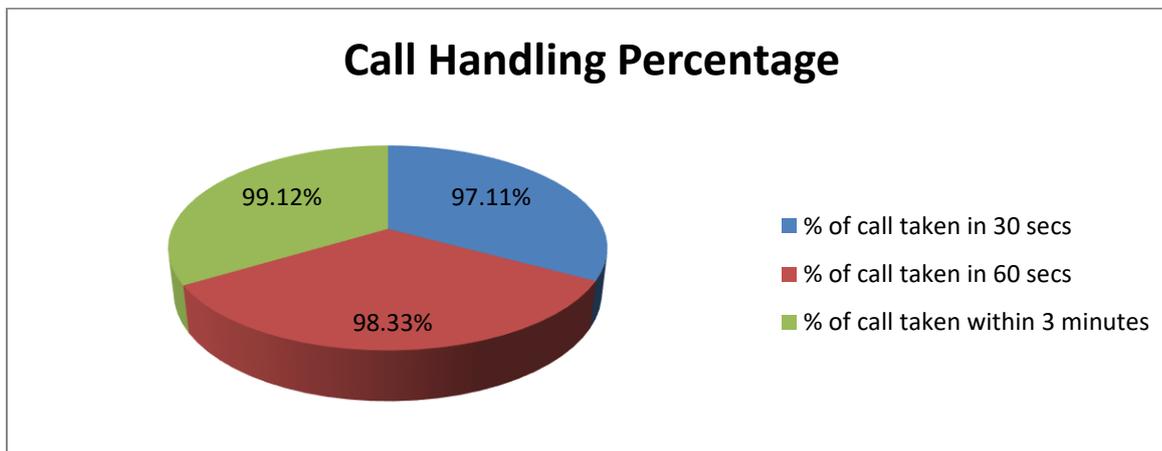


During 2018, in addition to 271,088 routine monitoring calls Vitaline handled 39335 that required an emergency response.

Our aim is to at least achieve and ideally exceed the call handling 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 2018 exceed all targets as identified in the chart below



Vitaline average mobile response time during 2018 was 17.57 minutes, well within our service target of 20 minutes for a mobile response and TSA (Telecare Services Association) target of 45 minutes.



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) 95.75% of non-urgent installations took place within 16 days of referral 100% within the 21 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.



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



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 had 11 complaints which were all responded to within TSA 5 day response target.



Success Stories

Case Study 1

Mr H is a 93 year old gentleman who lives alone suffering from macular degeneration, causing hallucinations giving him a tendency to wonder. There are no relatives living close by but Mr H does receive morning visits from a care agency. To reduce the risk of night time wondering, enhanced telecare was commissioned in May 2018 with the installation of virtual door contacts set to monitor between 22.00 and 07.00, sending calls automatically when the door is opened.

Vitaline operators received a door sensor with no response resulting in the dispatch of a mobile responder. On arrival the responder found Mr H outside his property refusing to re-enter the flat due to unpleasant hallucinations. He appeared clammy and confused so responder requested an ambulance. With Mr H's cognitive ability it's highly unlikely that Mr H would have pressed his pendant for assistance leaving him at risk to the outside weather. Vitaline equipment sought immediate help reducing any further medical problems.

Study 2

Mrs B is age 92 with a history of falls, a fear of falling, had a stroke and is hard of hearing. During September 2018 Vitaline received a mains fail call identifying no power was going to the pendant alarm. As there was no response from the generated computer call a mobile responder was dispatched.

The responder couldn't gain entry but looking through the window noticed some blooded tissue on the floor and the bottom half of Mrs B's leg. The Ambulance service and Fire Service were contacted. Entry was gained and after assessment Mrs B was taken to the hospital for treatment. Mrs B has no commissioned care so visitors to the property are dependent on family or friends. Without the Vitaline unit it's difficult to ascertain the length of time Mrs B could have been on the floor, however in reality this could have been days rather than hours possibly resulting in a lengthy stay in hospital.

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 2018 Vitaline successfully completed 1987 lifts thus freeing the ambulance service to attend to more urgent calls.



SERVICE DEVELOPMENT TARGETS 2019

- To increase private sales.
- To ensure that 100% of all Vitaline staff are trained and competent to carry out all duties inclusive of disaster recovery process
- To work in collaboration with all other allied professionals and stakeholders of the service

FUTURE SERVICE DIRECTION



- Vitaline will continue to maintain and build effect working relationships all its allied professionals and stakeholders.
- To introduce the digital Smart Hub (pendant alarm)
- To start working with internet protocols
- To keep abreast of technology innovations across the telecare sector
- Using electronic equipment out in the field to reduce paper consumption

ACHIEVEMENTS



- Upgraded call handling equipment to a digital ready system
- Invested in a new Telecare Technology Lead position.
- Trialled new telecare platforms
- Investing in further technology for installers working out in the community
- The implementation of a Coach/Mentor post to support staff and provide consistency across shift patterns.
- Have invested in an apprentice working in partnership with Blackpool and Fylde College
- Formed a successful customer focus group for consultation on service improvements
- Increased vehicles to four
- Passed TSA accreditation

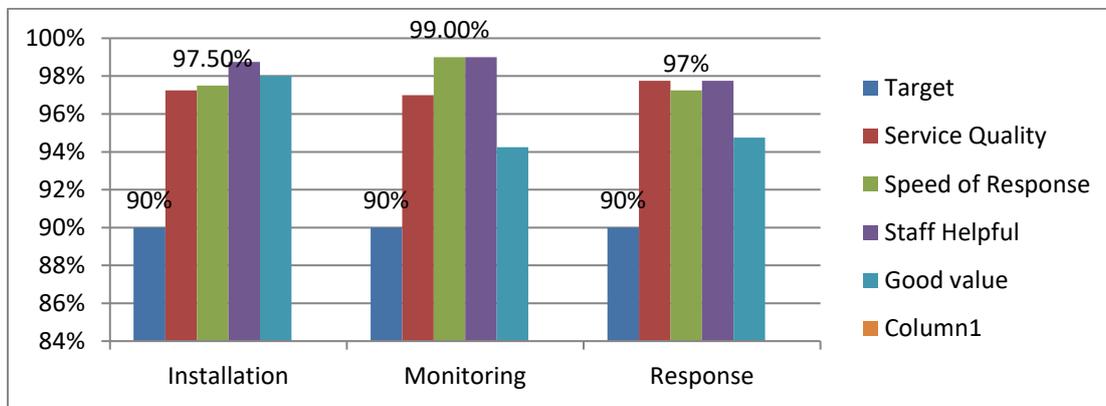


Customers are provided with the opportunity to give feedback on individual aspects of the service.

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 35.83% of all customers during 2018.

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



Sample from Generic Survey

The reassurance that is given to me to have Vitaline is excellent. Also as well as physically but mentally to know I have someone there to help me if needed is priceless. The difference to my life is excellent, the comfort and safety I feel inside just to know someone is always there for me if I fall and I am all alone with no one to help. Do not want to think about that ever happening to me. Thank you for always being there. I will always appreciate the service you provide.



Sample from Families and Friends

“It gives me peace of mind knowing help is there should you need it. I have filled in the form as my husband cannot do it himself because of his dementia. I would like to thank you all as you are also my lifeline. My mother lives with us but we are not always there - work, holidays and away from the house for many reasons. Vitaline is essential for her when home alone in case of an emergency. My mother (81) has had occasions to fall at home. We have been in attendance but have also used Vitaline for advice. There is a great compassion to them when Vitaline attended the house to assure action has been carried out by medical services. This is a wonderful follow up act. Thank you”



Samples from Installation Survey

“I was referred by Occupational Therapy, I now feel safer if a member of my family has to go out, I feel safe that I will be able to contact Vitaline if I fall”

“Had a fall in the night and I could not move. My son took me to A&E and the lady doctor advised me to have it with living on my own. Thank you”



Samples from Falls Service

“Because of falling and not being able to get up I am grateful for Vitaline coming to lift me up, having my keys, and coming when I was locked out. It also gives my family peace of mind. I fell a while ago and 2 people came and got me up. I feel so grateful whoever thought of this is a genius. The team do check on us and the equipment. Thank you to all”

“I had a fall before I had Vitaline and lay on the floor all night. Could have contacted Vitaline and received treatment sooner. Social services recommended them. Feel more confident moving about the house knowing I have it”

Samples from Emergency Response Service

“When you are on your own you feel safe you just press the button and someone is there to help. Excellent”

“As I'm wheelchair bound I am very unsteady on my feet and can only transfer with a Zimmer frame. I have had a couple of falls and Vitaline have attended almost immediately, so it gives me great peace of mind to know they are always there at the end of the phone if and when needed”



Negative Feedback

I had to press the buzzer a couple of weeks ago after feeling unwell and Vitaline took an hour to arrive.

Summary and Conclusion

From all feedback during this period Vitaline continues to provide an excellent service that is highly valued by customers.

Vitaline has proven to benefit other services such as North West Ambulance Service (NWAS), not only to free time to attend emergencies but financially. With Vitaline attending 1987 uninjured fallers this has saved over £400,000.

With the implementation of an upgraded call handling system Vitaline can move forward to identify digital equipment to enhance the safety, health and wellbeing of all Vitaline customers.

Vitaline evaluated through TSA responder targets that on occasions some customers experienced mobile responder delays. This calculates as 0.13% and after investigation the caused has been multiple calls where responders have been attending people who have fallen.

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