



# Annual Report 2022

## 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 Telecare Services Association our staff team members are all employed by Blackpool Council and are subject to Blackpool's Council's 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 aimed to improve the health and wellbeing of our users.

Vitaline has continued to deliver another successful year's service to all its customers during 2022 with new and exciting developments ahead

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.

2022 saw us retain our accreditation with the Telecare Services Association (TSA), the national trade body. TEC (Telecare Enabled Care) 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 within the QSF (Quality Standards Framework)

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 2023 and beyond.

Gwen Robinson  
Assistive Technology Lead



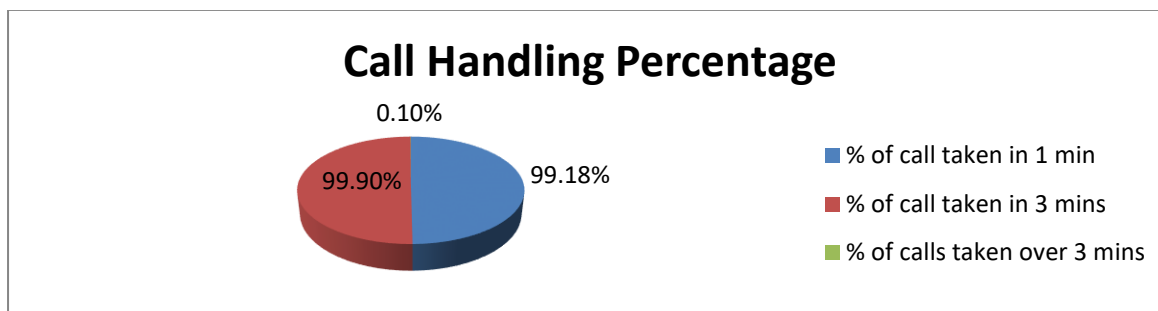
### Key Statistics 2022

During 2022, in addition to 258,921 routine monitoring calls Vitaline handled 43,991 that required an emergency response and or a further action.

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 2022 exceed all targets as identified in the chart below



### Mobile Response

98.19% of all mobile response visits achieved arrival times within 45 minutes and 99.98% of visits were accomplished within 60 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) 96.75% of non-urgent installations took place within 15 days of referral, 100% within the 20<sup>th</sup> day TSA requirement.

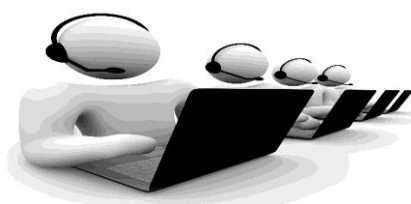
## Critical/Non Critical Repairs

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 Story Case Study

### The Situation

Mrs T is an 85-year-old lady who lives alone with a diagnosis of vascular dementia. There was evidence of self-neglect and issues in the house, which included faulty electrics. Mrs T's son and his family provided support but when Mrs T's son started working away, this proved to be problematic. Mrs T is a heavy smoker and combined with her diagnosis of vascular dementia, concerns were raised by professionals working with Mrs T for her safety

### The Solution

Following the identification of the risk environmental sensors were installed.

Along with the smoke detectors, a fall detector and door sensors were also installed as additional risks were identified for falls and night time wandering.

### The Outcome

Following on from the installation the Alarm Receiving Centre received an alert via Mrs T's hallway smoke detector. No communication gained over the call resulting in an immediate call to the Fire Service. Mrs T was taken to hospital with smoke inhalation and severe confusion.

The fire began in the lounge when Mrs T mistook the electric fire for a real fire and extinguished her cigarette out in it.

Without the installation of the telecare devices Mrs T may have suffered a fatality with substantial damage to property

### Customer Quote

Mrs T's son and family are extremely grateful that she is safe due to the activation of the environmental sensors. This incident highlighted the need for a rapid intervention for Mrs T due to her deteriorating vascular dementia.

## FALLS REFERRAL PATHWAY AND LIFTING SERVICE

In partnership with NHS Blackpool and North West Ambulance Service, Vitaline provides a falls lifting service for individuals who have fallen but are uninjured. Following a fall Vitaline will advise and signpost individuals who have suffered a fall with the objective to reduce further falls.

During 2022 Vitaline attended 2742 suspected falls and successfully completed 2201 lifts, thus freeing the ambulance service to attend to more urgent calls.

This service has advanced and is working collaboratively with partners to provide the transfer of patients between North West Ambulance Service Trust and the Integrated Home Response and Falls Lifting Service meaning Vitaline will receive direct communication from the ambulance service.

Vitaline's lifting service can now be utilised by all Blackpool Care Homes for individuals who have fallen but are not injured.



## SERVICE DEVELOPMENT TARGETS 2022

- 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
- To employ extra contracted staff for service contingency
- To continue with the implementation to move from analogue to digital equipment in readiness for analogue switch off. This will require complex work within Vitaline's infrastructure and software with additional support from Tunstall our equipment supplier.



## FUTURE SERVICE DIRECTION

- Vitaline will continue to maintain and build effective working relationships with all its allied professionals and stakeholders.
- To continue to work with partners to evolve Vitaline's lifting service. Vitaline are working in partnership with North West colleagues to assist in the design of a specialised platform (Strata) to link directly through to the ambulance service for uninjured falls.
- To work with a company called ARMED to trial 'fit bits' monitoring basic vital signs and movement thus providing an opportunity for early intervention.
- To identify technology with an integrated GPS (Global Positioning System) function and establish the possible benefits for customers.
- To switch from an analogue to a digital call handling platform
- To keep abreast of technology innovations across the telecare sector

## ACHIEVEMENTS

- Passed TSA accreditation audited by TEC (Telecare Enabled Care) Quality following the QSF (Quality Standards Framework). This allows Vitaline to demonstrate safety and quality across the service.
- Vitaline continues to work with the Lancashire and South Cumbria Strategic Telecare Leads Group where as a group all are working together for the TEC industry. Through this group Vitaline are running a pilot to introduce preventative technology for some of our customers, where early intervention may contribute to a reduction in hospital admissions.
- Have introduced the facility for all Blackpool Care Homes to utilise Vitaline's Lifting Service.
- Vitaline are continuing with the digital replacement programme with a target to replace all analogue equipment with a digital version prior to 2025. Vitaline have currently replaced 35% of all community alarm units installed out in the community with a digital alternative.
- Continue links with Blackpool, Wyre and Fylde College and continue to provide training opportunities for employees.
- Successfully trialled the "Large button call device" which has proved beneficial for customers who have dexterity problems
- The service has purchased 3 hybrid response vehicles that are more environmentally friendly, use less fuel and which are less dependent on fossil fuels.
- Continue to provide an out of hours monitoring service for Vitaline customers who have telehealth installed through FCMS (Fylde Coast Medical Services).
- Vitaline is working in partnership with NHS Rapid First, where Vitaline staff can take a number of vital signs and obtain clinical advice from a health care professional. This has been proven to reduce calls to NWS (North West Ambulance Service).
- In partnership with Blackpool's Social Care Academy Vitaline have installed a number of sensors in the designated training flat, where Vitaline provide awareness sessions to social care professionals triggering real live calls through to the control centre.

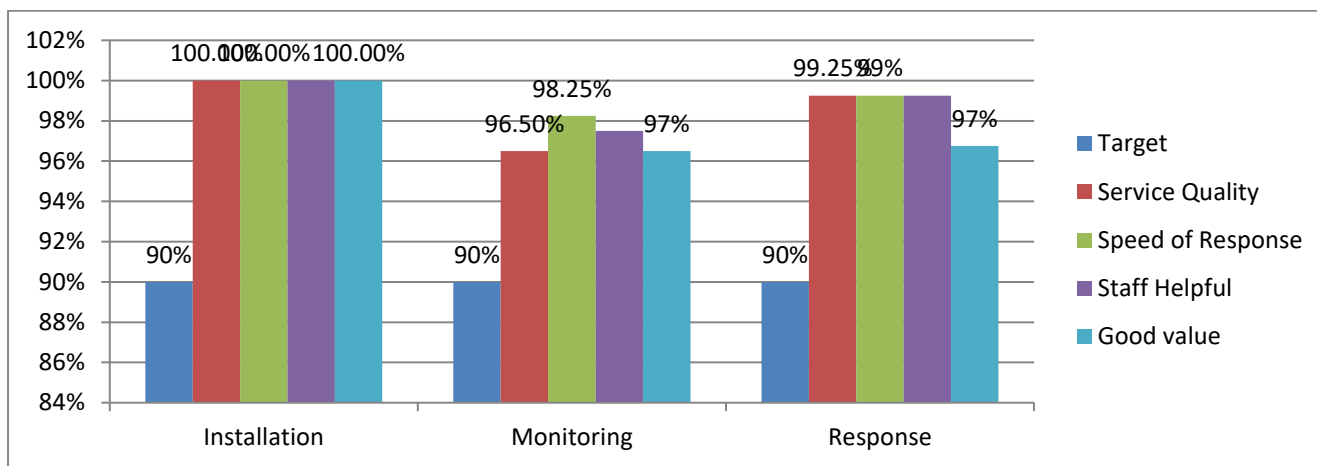


Customers are provided with the opportunity to give feedback on individual aspects of the service.

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 22.4% of all customers during 2022.

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 Monitoring

The service has most definitely made a difference to me. I would never not wear my pendant around my neck. I know you are so prompt at a call; you are wonderful and I could never do without you.



#### Sample from Families and Friends

Speaking on behalf of my brother, I would like to say that this service is excellent. My brother now has a wristband call button, which he always wears and he knows there is always help available. Speaking for myself, this has given me a new lease of life, as I can now go out to visit friends and go shopping, knowing that my brother is just at the end of the call button. Thank you.



#### Sample from Installation Survey

The young man who came to visit me was very helpful. He explained everything to me and made me laugh for the first time in 2 months, I am glad that I made the call to get Vitaline. I sincerely hope that I never need to press the 'red button' but comforting to know I can if I need to. Thank you



#### Samples from Falls Service

"I fell in the corner and couldn't get myself up. I am ever so grateful for you coming out. I don't know what I would have done. My son only visits once a week on a Sunday and he isn't too well himself. I tried for half an hour putting my feet up against the wall and leaning in to the draws but was unable to get up or shuffle anywhere, so I called you out. When the girl came she had me up in 5 minutes it was brilliant. I would have been on the floor for a few hours as my carer arrives at 10am but if I fell after that time without having



Vitaline, I would not have been helped until the carer arrived at 10am the following day! I have my wristwatch on at all times. It keeps me at ease knowing I have your reliable service.”

### Sample from Emergency Response Service

I can challenge myself to try and do things, knowing that if I fall, I can press the alarm that I am wearing. Every time I have needed Vitaline they have arrived quickly and my dogs have loved the responders. They always seem to have the right equipment to help. Excellent, Excellent service, thank you.



### Negative Feedback

If only it could be linked up to my mobile phone via GPS when I am out then it would be perfect because if I fall while I am out, I am snookered.

### Summary and Conclusion

From all feedback during this period Vitaline continues to provide an excellent service that is highly valued by our customers. Feedback has identified collectively the high calibre of staff employed within the service

Vitaline has once again proven to benefit other services such as North West Ambulance Service (NWAS), not only to free time to attend emergencies but financially. With Vitaline successfully lifting 2201 uninjured fallers, NWAS has saved over £319,000 based on a call out price of £145. With the facility now being provided to all Blackpool Care Homes its anticipated there may be potential growth in this area during 2023

With the introduction of hybrid vehicles Vitaline has saved on average £246.78 per month on fuel, equating to over a 31% saving.

Vitaline have introduced new initiatives this year such as preventative technology with some new and exciting developments to look forward to

Vitaline has exchanged 35% of analogue equipment and will continue working hard to replace all analogue equipment to a new digital alternative. Open Reach are still on target to switch all analogue lines off by 31/12/2025, however some suppliers will make the switch sooner.

**\*Vitaline will continue to monitor telephone exchanges for any digital switch, however it is important that Vitaline are informed if any of our customers who move to a digital service as the current analogue equipment may not work.**

Vitaline have evaluated all performance across the service through TSA targets and found a small percentage of 0.3% response times outside of the expected target for emergency responder visits. After investigation the reason was caused through multiple emergency calls at the same time relying on a responder visit. We will continually monitor these targets to assess sufficient staffing levels.

For more information about Vitaline, please contact 01253 477679 or alternatively email [vitaline@blackpool.gov.uk](mailto:vitaline@blackpool.gov.uk).