



Annual Report 2014

Foreword

Vitaline, a department of Blackpool Council, has continued to deliver a successful year of service to clients throughout 2014. Its 24 / 7 service helps people to live independently and safely and is provided to in excess of 5000 clients.

Our core business is the provision of a monitoring and response service through the use of Telecare and Telehealth technology and personal response. 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 24/7 emergency response centre

2014 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 2014 to 31st December 2014)

Amid a backdrop of national economic uncertainty Vitaline has continued to perform, to grow and to deliver an excellent service. We intend to continue to do so throughout 2015 and beyond.

Margaret Seddon
Manager

Key Statistics 01/01/2014 to 31/12/2014

During 2014, in addition to 226,873 routine monitoring calls Vitaline handled 19,821 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 mins.*

Our results for 2014 are as follows;

99.01 % of emergency response calls were answered within one minute -with an impressive 96.2% being answered within 30 seconds. 99.79% of all calls were answered within 3 minutes. The remaining 0.21% were equipment test calls.

Vitaline's average mobile response time during 2014 was 15.75 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) 98.86% 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.

Complaints and Commendations

During the year Vitaline received 2 complaints and numerous commendations. Both complaints were responded to within 5 days and investigated, one was not upheld and the other was partially upheld, resulting in further staff training.

SERVICES

With the aim of supporting independent living Vitaline provides a 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 client

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.

Please contact us for further details and for information about all Vitaline services:

How Vitaline Assisted Two Clients in 2014:

Telecare Story-Mr B

Mr B is 88yrs old and suffers from dementia; as a result he was assessed as being at risk from environmental factors e.g. fire, flood, gas etc. For his protection Enhanced Telecare was commissioned for him by his social worker and in September 2010 smoke detectors, CO detectors, temperature extreme sensors and flood detectors were installed in his home.

On 19th March 2015 at 02.12 Vitaline received a call from the smoke detector that is fitted in his hallway. The mobile warden was despatched and a call made to the Fire Brigade as is the procedure for a continuously sounding smoke alarm; despite repeated attempts the operator was unable to get a response from Mr B.

At the house it was discovered that Mr B had put his razor in his microwave, turned it on and gone to bed. The Fire Brigade cleared his home of smoke, checked it throughout and checked Mr B for ill effects. All was well on this occasion but there is no doubt that the Telecare sensors and the prompt intervention from Vitaline staff prevented what could easily have been a tragic outcome.

Telecare Story-Mr D

Mr D is a 68 yrs. old diabetic who has a drinking problem; as a result his diabetes is uncontrolled and he is subject to hypoglycaemia. In February 2014, as a result of a medical referral, Vitaline installed bed sensors and environmental sensors into Mr D's home; he was also provided with a fall detector.

On 20th March 2015 at 00.04 Vitaline received a call from the bed sensor indicating that Mr D was not in bed. The operator was unable to gain a response from him and so a mobile responder was sent to his home where he found Mr D unconscious as a result of a hypoglycaemic attack. He had obviously been cooking and had left a chip pan on a lit hob, fortunately the mobile was able to turn it off before the pan caught fire.

Vitaline called the ambulance service and Mr D was treated by paramedics. Once again had it not been for Telecare sensors and the prompt intervention from Vitaline staff the outcome for Mr D could have been very different

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 2014 Vitaline successfully completed 1542 lifts thus freeing the ambulance service to attend to more urgent calls.

SERVICE DEVELOPMENT TARGETS 2015

- To increase private sales.
- To ensure that 100% of all Vitaline staff are trained and competent to carry out the Lifting Service.
- To ensure that 100% of all Vitaline staff have been assessed for and have satisfied all requirements for the awarding of the Care Certificate.

FUTURE SERVICE DIRECTION 2015

- To introduce monitoring and response service for Blackpool Coastal Housing Emergency Housing Units
- To introduce private GSM service through roaming SIM cards thus enabling clients with no landline telephone to receive a service at a significantly reduced risk.

ACHIEVEMENTS

Vitaline has introduced 2 multi user Telehealth systems into a local GP surgery and a privately run Day Care facility. The aim is to set up 2 closely monitored pilot services which, in the case of the GP surgery will allow designated patients to self monitor their long term condition and in the case of the Day Care facility will allow multiple patients to be monitored in a community setting. In both cases it is hoped that these systems will support early intervention into what could develop into serious medical conditions.

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 76.47% of all customers during 2014

Results and level of satisfaction

Survey Name	Target	Service Quality	Speed of Response	Staff Helpful	Good Value
Installation	90%	99.00%	96.75%	91.75%	97.25%
Monitoring	90%	92.50%	99.50%	100%	93.50%
Response	90%	97.25%	93.50%	98.75%	90.25%

COMMENTS FROM CLIENTS AND FAMILIES

Samples from Generic Survey

"When I have blackouts I can sometimes be on the floor for a long time before someone finds me. Now when I feel like I may fall I can press the pendant"

"I had a heart attack last year and am a bit nervous now on my own. Having the pendant helps"

"Thank you Blackpool Council for Vitaline. It is a real godsend to the housebound like me. May Vitaline be blessed for continuing their warm, cheerful, caring manner in times of need and emergency. Ever grateful"

"I don't feel that I have to have someone here all the time. A little thing that makes such a big difference"

"Where I lived before I had a pendant but no mobile service. What a good thing it is"

"I don't feel afraid when I'm on my own and at 83 this is a good feeling to have"

"Without the Vitaline service I would find it difficult to live at home"

"I think it gives you the security to face the day "

Samples from Families and Friends

"Dad finds it wonderful. Thank you"

"As a carer I am relieved to know that I have help when needed"

"We as a family are very grateful for your service and thanks for everything"

"This gives my parents peace of mind if they have to go out and leave me on my own"

"They are the best there is and this is how I heard of them"

Your service for my husband was excellent. I can't fault it in any way"

Samples from Installation Survey

"Lovely lady installed it for me. She can pop in anytime"

"The lady who installed the unit was wonderful"

"I am 93 and very happy with the service"

"Thank you from a very happy customer"

"The installer was so kind and took his time to explain everything. I don't always remember things and he gave me a number to ring if I had any questions"

"Polite and respectful people. Good to get to know them"

Samples from Falls Service

"I was picked up very quickly. I didn't have to lie on the floor for long. Thank you so much"

"Super service which I am thankful to have"

I am 86 yrs. Old and disabled. Vitaline gives me confidence and I am able to live a normal life.

"It is important for disabled people like me who fall a lot to know they can call for help"

"Have been frightened of falling and this has transformed my life. Thank you"

"I have falls and sometimes get stuck on the floor. If I need help I know Vitaline will help"

Samples from Emergency Response Service

"I have had a quick arrival every time I need help. Can't ask for more."

"We would not be without the service. No other comment needed."

"I was feeling ill and pressed my alarm. The ladies were so helpful and I didn't feel like a nuisance. Thank you for all the help and a thank you to the two young ladies."

"The mobile warden was here in about 10 minutes and had my lights back on in no time. Brilliant service."

"Before having Vitaline I had a fall and was on the floor for 24 hours and could not get to my telephone. I now have Vitaline so this will not happen again."

"It has saved my life - not just with illness but with my depression."

"I feel happier than I have in a long time. It is nice to know I can have help when I need it."

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.