

Annual Report 2015

Foreword

Vitaline, a department of Blackpool Council, has continued to deliver a successful year of service to clients throughout 2015. 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

2015 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 2015 to 31st December 2015)

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 2016 and beyond.

Margaret Seddon
Manager

Key Statistics 01/01/2015 to 31/12/2015

During 2015, in addition to 230,852 routine monitoring calls Vitaline handled 26740 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 2015 are as follows;

99.46 % of emergency response calls were answered within one minute -with an impressive 97.74% being answered within 30 seconds. 99.94% of all calls were answered within 3 minutes. The remaining 0.06% were equipment test calls.

Vitaline's average mobile response time during 2015 was 16.39 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% 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 1 complaint and numerous commendations. The complaint was responded to within 5 days and investigated; it was not upheld because the situation that led to it was as a result of circumstances beyond Vitaline's control.

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;

Examples of assisted Clients during 2015

Case Studies

Mrs A is a 83 year old lady living alone in her own home. She was referred via the Community Mental Health Team for environmental sensors. On 28/07/2015 at 19.56 hours Vitaline received a smoke alarm call where Mrs A reported the house was full of smoke. Emergency services were requested and mobile responder dispatched. Mrs A had left some papers on top of the cooker accidentally knocking on the hob without realising. On arrival the fire crew removed smoke from the property with minimum damage occurring. The environmental sensors may have saved Mrs A's life as she receives no commissioned care. This incident indicates that Mrs A is able to stay living in her own home with the use of telecare. Without this technology it would be highly likely that Mrs A may require rehousing either in residential care or with family.

Mrs M is a 72 year old lady living alone who suffers with Dementia and Parkinson's. On receipt of a referral from CMHT, concerns were raised with Mrs M using kitchen appliances. Telecare environmental sensors installed August 2014 consisting of a unit, pendant, 2 x smoke detectors, 1 extreme temperature and 1 x co detector. On the 19 September Mrs M's smoke detector activated through to Control Centre where the operator took the decision to dispatch a mobile responder along with the fire Brigade; to find Mrs Marsh had left a pan on the stove. The property was full of smoke which the fire brigade had to draw out using specialised equipment. Mrs M was then able to remain in her property due to the fast response from both Vitaline and fire service. Without the use of telecare sensors it would be likely that Mrs M would not be able to live safely in her own home leading to possible long term care.

Mrs P is a 86 years old lady living independently within her own home. She has no family support living in the area and suffers with osteoarthritis. She has been assessed with the risk of being a multiple faller with poor mobility. Bed sensors and chair sensors were installed in August 2014 to monitor for falls. Vitaline received a call from the chair sensor at 19:30hrs on the 3rd September; where contact could not be got with the client. Mobile responder dispatched where on arrival found Mrs P on the floor with a head injury along with other abrasions. Ambulance was contacted and Mrs was taken to hospital. The telecare equipment probably saved her life as no carer was due in till the next day. Mrs P has since returned to her property and continues to live independently in her own home with the risk of falling being monitored 24/7

Mrs H A gas sensor alert came to the Monitoring Centre. When contacted the client was spoken to she said there was no smell of gas and every gas appliance was turned off.

The staff on duty were not satisfied so as a matter of urgency a responder sent out to check that all was well. The responder could smell gas from outside the front door so immediately gained access and found that one of the gas rings on the cooker was fully turned on but not lit and that in the front room a gas fire was fully lit

The client, who was asleep in bed, was awoken and assisted outside to get some fresh air and to allow the gas levels to reduce. Mrs H son and Transco were informed and attended.

The combination of gas escaping from the cooker in the kitchen and the lit gas fire in the lounge could have had tragic consequences had it not been for the successful operation of the technology and the prompt actions of the Vitaline Team.

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 2015 Vitaline successfully completed 1810 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 extend the My Clinic service
- To extend the Falls Service

FUTURE SERVICE DIRECTION 2016

Vitaline will continue to develop My Clinic services with a view to extending it across Blackpool.

ACHIEVEMENTS

2015 saw the successful introduction of a monitoring and response service for Blackpool Coastal Housing Emergency Housing Units

Vitaline have introduced a private GSM service through roaming SIM cards thus enabling clients with no landline telephone to receive a service at a significantly reduced risk.

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 2015

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%	92.90%	92.00%	93.00%	93.00%
Monitoring	90%	96.75%	95.50%	98.50%	94.25%
Response	90%	96.00%	93.00%	90.75%	93.25%

COMMENTS FROM CLIENTS AND FAMILIES

Samples from Generic Survey

"I am happier in my life and my home."

"It is much nicer to feel safe when alone."

"Vitaline is a vital service for old people living alone."

"Thank you Vitaline. Long may it continue."

"I am in and out of hospital due to immunity issues. This is a lifesaver for me quite literally."

"I live alone and the pendant gives me peace of mind."

"I am in my 80's and felt it was time I had a bit of extra support. The staff at Vitaline are very helpful and nothing is too much trouble."

"I have chronic asthma and the Vitaline is reassuring to have in case I have an attack when on my own."

"I have peace of mind knowing I have help if needed."

"I can continue to live independently."

"I am safer on own and my daughter can go away for a night with peace of mind that I can call for help if needed."

"I have had a couple of falls in the house and garden. My daughter is worried and feels better now I have the service."

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."

"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."

"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

"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."

"It is nice to know there is someone at the other end of the line when I need them."

"It give me peace of mind."

"I wouldn't have the confidence to go upstairs without it."

"At 91 years old. I find Vitaline a great comfort while living alone."

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

"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."

"I feel secure in the knowledge that someone is always at the end of the line."

"All the best to the wonderful staff who I talk to on a daily basis. Thanks to you all."

"It makes a vast difference."

"I feel confident and know how to use it in an emergency."

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.