



Annual Report 2023

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 aimed to improve the health and wellbeing of our users.

Vitaline has continued to deliver another successful years' service to all its customers during 2023 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.

2023 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 2024 and beyond.

Andrew Gaulton
Assistive Technology Lead



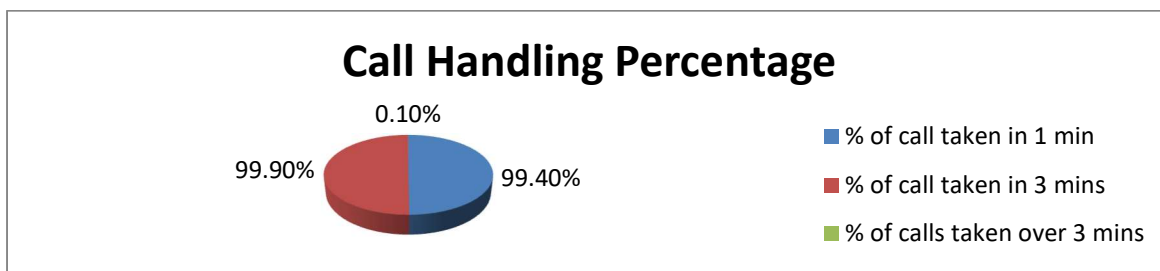
Key Statistics 2023

During 2023, in addition to 204,870 routine monitoring calls Vitaline handled 32,221 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 2023 exceed all targets as identified in the chart below



Mobile Response

95.9% of all mobile response visits achieved arrival times within 45 minutes and 98.82% 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. 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.

After discounting exceptions where delays were caused by issues outside of Vitaline's control (e.g. delayed release from residential care or hospital) 98.8% of non-urgent installations took place within 15 days of referral, 100% within the 20th day TSA requirement.

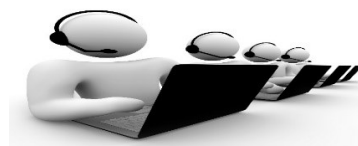
Critical/Non Critical Repairs

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



Success Story Case Study

The Situation

Mr A is a 72 year old gentleman living independently in his own home and considered to be at risk of falling, with a history of falls, poor mobility, Parkinson's disease and fibromyalgia

The Solution

To enable Mr A to continue independent living, Vitaline installed a community alarm along with a number of peripherals consisting of a falls detector, smoke and heat alarms.

The Outcome

During a 3 month period Vitaline successfully lifted Mr A 28 times, utilising Vitaline's lifting service.

The use of Vitaline has resulted in Mr A not having to call the ambulance on the 28 occasions where he had fallen. Without the Vitaline service there may have been occasions where Mr A would have been left on the floor for long periods of time, with the possibility of medical intervention being required and the probability of conveyance to hospital.

Customer Quote

On every successful lift, Vitaline's support team contact the customer to establish their welfare following the fall. On these occasions Mr A has thanked staff and 'could not possibly live safely without the Vitaline service'

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 2023 Vitaline attended 2847 suspected falls and successfully completed 2192 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 2023

- 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 effect 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 trial technology with an integrated GPS (Global Positioning System) function and establish the possible benefits for customers.
- To trial a mobile responder app which will streamline job allocations whilst providing response times within the electronic reporting system.
- 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 as part of the North West ICB (Integrated Care Board)
- Have replaced all lifting equipment with the most up to date model, inclusive of a gold maintenance contract to ensure equipment is serviced and fit for purpose.
- 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 75% of all community alarm units installed out in the community with a digital alternative, providing resilience in readiness for the analogue to digital shift.

- Continue links with Blackpool, Wyre and Fylde College and continue to provide training opportunities for employees, with multiple Vitaline staff undertaking apprenticeships to develop their skills and knowledge
- To continue 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).
- To continue working 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.
- Have been part of the authorities internal audit to establish the readiness of the digital communication systems.
- Vitaline are now on the Tell us Once Service in partnership with DWP (Department of Works and Pensions) and receive regular notifications.
- Manager interviewed for the North West Tonight programme, conveying the important work Vitaline delivers.
- Delivered a falls presentation to Blackpool Care Forum, which includes private domiciliary and residential services

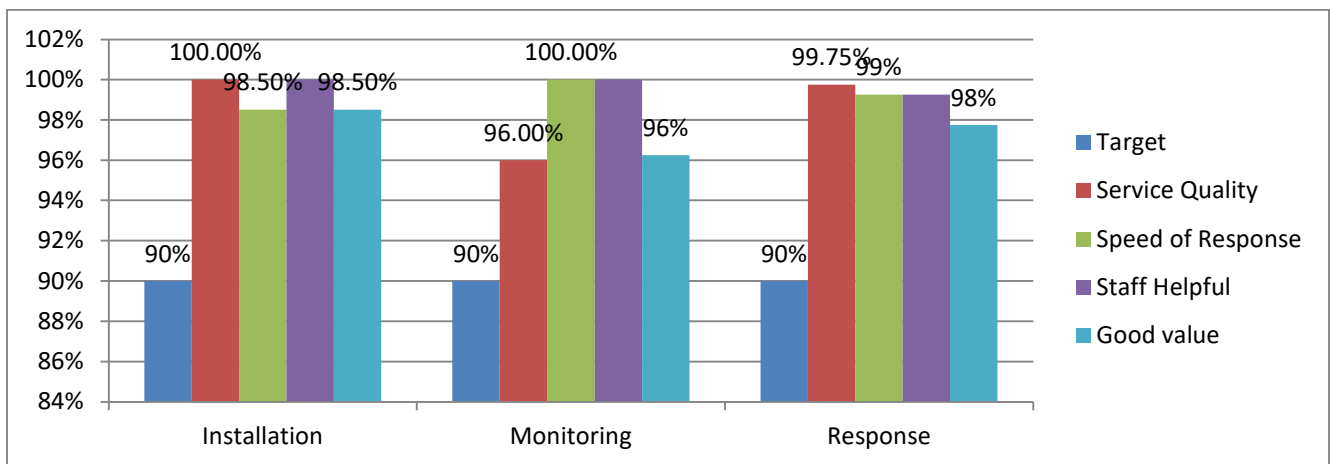


Customers are provided with the opportunity to give feedback on individual aspects of the service.

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 54.7% of all customers during 2023, who have a dispersed alarm installed.

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



I have regular falls plus cardiac problems. I need a quick and easy way to summon help - a little button on my wrist offers that solution. I can go around the house in confidence. Vitaline are a great team and easy to deal with, thank you.



Sample from Families and Friends

Vitaline allows me to stay in my own house which means so much to me and my son, who lives away, but he feels the security I have because of having a Vitaline button I can press. Thank you so much.



Samples from Falls Service

After calling Vitaline out several times when my husband had fallen, he got prompt and efficient help. It also gave me confidence as his carer, so that I knew I was not on my own to deal with the falls. It has eased both my husband and my mind to know help is at hand when needed. Thank you.

Sample from Emergency Response Service

Vitaline saved my life. They all deserve a gold medal. Your rapid response saved my life; I had sepsis and I spent 2 months in hospital afterwards. I cannot praise Vitaline enough.



Negative Feedback

Daughter concerned that responders did not attend her mum following a fall, as no visiting slip left at the property.

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 2192 uninjured fallers, NWAS has saved over £317,000 based on a call out price of £145. Total visits for suspected falls totalled 2847, where if an ambulance had been called the overall total of savings of £412,815.

Vitaline have continued to develop partnerships throughout Blackpool including ICB's (Integrated Care Board), DWP (Department of Work and Pensions), Strata, NWAS, Blackpool Carer Forum plus many more.

Vitaline have exchanged 75% 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 may make the switch sooner.

Vitaline are working with seniors across the Council and equipment suppliers to facilitate a digital call handling platform in readiness for the analogue switch off, which is anticipated to happen in 2024



***It is important that Vitaline are informed of any customers who move to a digital service, as the current analogue equipment may not work. You will then be provided with 'like for like' equipment that is ready for the digital future.**

Vitaline have evaluated all performance across the service through TSA targets and found a small percentage of calls, 0.10% accepted by the Operator after the exception of 3 minutes. Following investigation the reason was caused through scheme faults and or high volumes of calls, where it is checked that all critical calls are prioritised over non-critical calls such as staff logging off or Day Centre door entry. 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.