



# Annual Report 2021

## 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 2021 maintaining "Business as Usual" throughout the pandemic

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.

2021 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.

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 2022 and beyond.

Gwen Robinson  
Assistive Technology Lead

## Key Statistics 2019

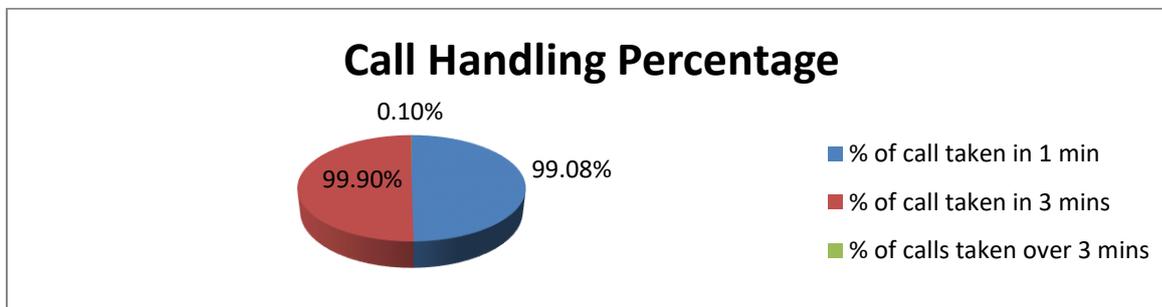


During 2021, in addition to 285,538 routine monitoring calls Vitaline handled 30578 that required an emergency response and or a further action

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 2021 exceed all targets as identified in the chart below



## Mobile Response

98.62% of all mobile response visits achieved arrival times within 45 minutes and 99.81% 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) 99.03% of non-urgent installations took place within 15 days of referral 100% within the 20<sup>th</sup> day TSA requirement.

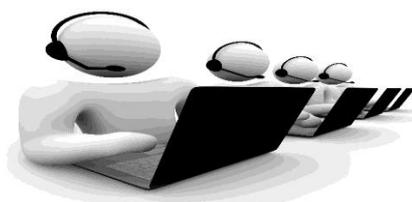
## Critical/Non Critical Repairs

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



## Success Story Case Study

### The Situation

Mrs A is a 93 year old lady living independently within her own home. Her health is moderately good with age related problems such as arthritis and is deemed as a recurrent faller. Her daughter does live locally but is disabled and is unable to offer the support Mrs A requires. Following a referral to Vitaline specialised equipment was installed to monitor for falls.

On Vitaline receiving an automatic bed absent call where the operator was unable to ascertain any response the Vitaline responder was dispatched. On arrival the responder found Mrs A on the floor with a suspected stroke. The ambulance service arrived and started treatment within 30 minutes of the initial automatic call.

Mrs A was taken to hospital and relatives informed. However taking her 93 years into consideration the equipment may have saved her life as carers were not due to attend till the next day.

### The Outcome

Mrs A returned home following treatment

Mrs A and family confident that Vitaline would continue to respond in an emergency situation

Reduction in anxiety

Risk reduced resulting in the continuation of independent living

### Customer Quote

“Having a history of falls it made sense to join with Vitaline. During the past year I have had to call on their services (far too much for my liking) to assist me back to the vertical. The pendant gives me confidence to move around knowing help is only minutes away should anything happen. The service I have received has been both excellent and professional in every aspect. The staff and equipment are great. I consider the service value for money and would not be without it”

### 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 2021 Vitaline successfully completed 2353 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.



## 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 effect working relationships all its allied professionals and stakeholders.
- To purchase a Hybrid vehicle this financial year as part of our rolling programme
- To continue to work with partners to evolve Vitaine's lifting service within a care home environment
- To pursue the opportunity to work in partnership with FCMS (Fylde Coast Medical Services) who support the Virtual Ward from a clinical oversight and technology perspective through a "tele health long term condition monitoring pilot"
- To keep abreast of technology innovations across the telecare sector



## ACHIEVEMENTS

- Passed TSA accreditation audited by TEC (Telecare Enabled Care) Quality following the new QSF (Quality Standards Framework). This allows Vitaline to demonstrate safety and quality across the service.
- Received a thorough corporate internal audit
- Have developed and now providing a "Breathlessness" scheme where Vitaline customers known to have respiratory difficulties are being contacted to offer referrals into other services such as "Cosy Homes" to help reduce the impacts on health of living in cold and energy inefficient houses.
- Vitaline has become a member of the Lancashire and South Cumbria Strategic Telecare Lead Meetings where as a group we are working together for the TEC industry and have already secured Creative Ideas Funding to pilot ARMED and IoT (Internet of Things) passive devices. This will be evaluated as a group once the pilot is up and running.
- Vitaline are continuing with the Smart Hub replacement programme with a target to replace all analogue equipment with a digital version prior to 2025
- Full service delivered throughout the pandemic
- Continued the pilot with NWS (North West Ambulance Service) in receiving both category 3 and 4 calls through a pager system.
- Successfully trialled the "Sound Boost" device which provides a sound extension to the unit.

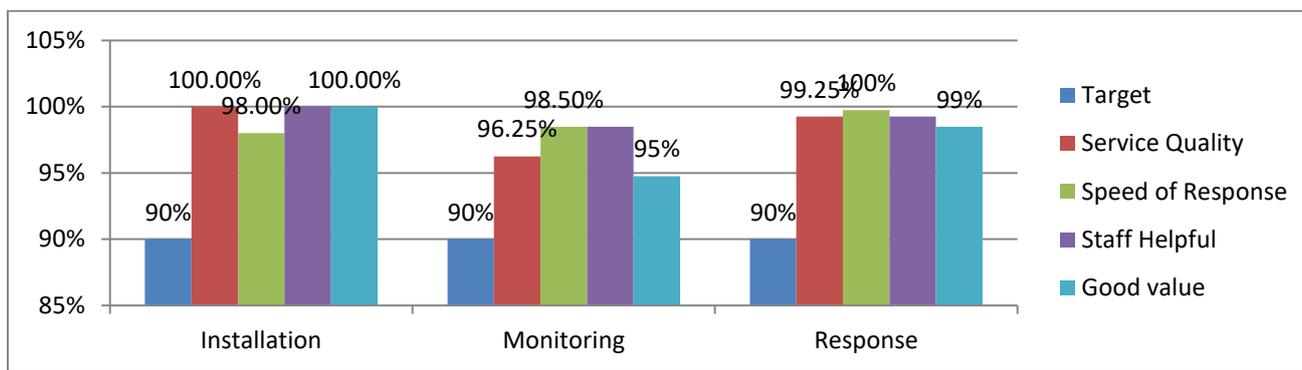


Customers are provided with the opportunity to give feedback on individual aspects of the service.

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 20.08% of all customers during 2021.

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

Vitaline has completely enhanced my quality of life. I don't feel as worried about falling as I know there is someone there and I don't feel alone. I cannot praise this service enough, it means so much to me. The staff on the phone are so lovely and kind as are the people who come to help you. Thank you.



### Sample from Families and Friends

My mum is 92 years of age and lives independently, without Vitaline she would not be able to stay in her own home. It is of great comfort to her and her family that she has Vitaline at the touch of a button. She has in the past had to press the red button and Vitaline's response has been a lifeline for her.



### Sample from Installation Survey

I was with my mum when Vitaline came and installed the system. We found him very courteous and professional and explained the system in great detail. I went home from my mum's house with a weight lifted off my mind. Thank you Vitaline team.



### Samples from Falls Service

I have various health issues and in an emergency such as a fall I couldn't get myself up, I feel safer now knowing that help is at hand via my Vitaline. I truly wouldn't be without it as it gives me reassurance in the event of any problems or emergency.

## Sample from Emergency Response Service

I now have a great feeling of safety especially having experienced the rapid response when ever needed. Thank you and god bless for all your devoted work. A friend on the line, that's Vitaline!



## Negative Feedback

On having a fall I called for Vitaline. One person came but I had to wait on the floor for someone else to arrive to help with the equipment. Two staff should have come in the first instance.

## 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 1832 uninjured fallers this has saved over £341,185 based on a call out price of £145. Moving forward into the up and coming year this service is expected to expand especially in the care home setting and other non-Vitaline customers.

Vitaline have introduced new initiatives this year such as the breathlessness scheme with some new and exciting developments to look forward to

Vitaline will continue working hard to replace all analogue equipment supplied out in the community with new digital equipment called Smart Hubs. Telephone exchanges will be switching over to digital using a scheduled rolling programme which may be before the 2025 deadline. **\*Vitaline will continue to monitor telephone exchanges for any digital switch however it is important that Vitaline are informed if any of our customers 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 0.18% response times outside of the expected goal being on 9 occasions out of 4483 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. In addition we are introducing some permanent contingency staffing hours to ensure we provide a smooth running service.

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