



Annual Report 2015
"Help at the touch of a button"

Introduction

Welcome to the 2015 annual report for Careline. This report is designed to keep our customers informed of how we are performing and what has happened at over the past year.

Our Careline service provides reassurance to over **27,500** people nationwide and is a real lifeline to people who need our help. We answer around **30,000** calls per month. The nature of calls can vary greatly from customers who have had a fall, to customers asking us to contact their family directly. We always aim to provide a fast response to calls and to help people as much as we can.

Our alarm installation and maintenance service plays a crucial role in our service offering, with our team installing alarms in customer's homes and demonstrating how they work. Our expert team explains how our equipment works and can answers any questions customers may have; we believe that providing an informative installation helps our new customers to feel confident when using the alarm service.

This report should provide you with a comprehensive overview of our service, but if you have any questions then please get in touch – we would love to hear from you. On behalf of me and the team, I would like to thank you for your continued subscription to the alarm service and rest assured we are here for your **24** hours-a-day, **365** days-a-year.

Best wishes,

Simon



Head of Wellbeing and Support
Independence Trust
Part of the Herefordshire Housing Group

Our performance in 2015

At Careline we pride ourselves in answering your calls quickly and responding to alarm installation & maintenance requests in a timely fashion. We are constantly monitoring how we are performing to make sure that we do not fall below the very high standards that we work to. Our targets are set by the [Telecare Services Association \(TSA\)](#) under their Code of Practice and we are audited on these annually.

Call volumes and answering times

Total Calls Handled for 2015: **325,000**

Calls answered within 60 seconds (target 97.5%): **99.4%**

Calls answered within 3 minute (target: 99.0%): **99.7%**



Business Continuity

In the unlikely event we have to either evacuate our premises or are unable to provide the services from our normal location, Herefordshire we utilise our TSA accredited disaster recovery partner, Taunton Deane to ensure a seamless, professional service is maintained to all our customers.

Installations & Maintenance Service

We carry out alarm installation and maintenance visits throughout the year, responding to customers who request an alarm and responding to any issues with equipment. It is essential that we respond to requests for alarm installations promptly to help people to remain independent in their own home, particularly important if customers are being discharged from hospital.



Our installers use mobile working to provide a quick response

Our installation team provides a maintenance response service to ensure that if any of our alarms develop a fault, they are fixed quickly. To aid this further we have employed a fault reporting tool that allows the team to pick up details via email, on mobile tablet devices. This ensures that our team can respond quickly to any maintenance calls and helps to reduce our carbon emissions by reducing unnecessary trips back to the office.

We are pleased to report that we have exceeded the TSA targets for installations and maintenance visits for 2015:

Percentage of urgent alarm installation referrals received and responded to within 2 working days (target 90%): **100%**

Percentage of non-urgent alarm installation referrals received and responded to within 15 working days (target 90%): **100%**

Percentage of critical alarm faults reported and responded to within 2 working days (target 90%): **100%**



Percentage of non-critical alarm faults reported and responded to within 2 working days (target 90%): **100%**

Operator call quality checks

We pride ourselves on delivering the highest standard for call handling, this includes the level of support and reassurance that we offer to our service users. All of our operatives are given intensive training to ensure that our customers' needs are met, and they are supported by our management team.

To ensure the quality of our call handling, we review 2 calls handled by each operator every month. Our Careline Team Leaders undertake the reviews by listening to the recordings of the calls (all calls made to and from the Monitoring Centre are recorded) on our voice recording software and determine whether they have been handled correctly and to our high standards.

During 2015 we completed **100%** of all operator call checks, which meets the standards set out by the TSA.



Careline Team Leaders support our operators to handle your calls

Line Utilisation

Our Monitoring Centre is equipped with call handling technology, specifically designed to allow us to handle the large volumes of calls we receive. We have installed multiple telephone lines to ensure that calls are routed to the centre correctly and with enough capacity. We monitor the amount of lines that are utilised by the call volumes we encounter and the TSA specifies that this must be below 50%. We are pleased to report that during 2015 our line utilisation was just **12.85%**.

Surveying our customers

To help us to improve and monitor the quality of our service we conduct an annual customer satisfaction survey. This takes place each winter and is carried out alongside our annual data check to verify customer details for the alarm service. The customer satisfaction survey contains questions regarding our service and asks for a rating in terms of [quality](#), [speed of response](#), [helpfulness of staff](#) and [value for money](#). The survey also includes an opportunity for our customers to provide feedback on our services and suggestions on how we can improve.

Summary of comments received

As my dad is very special to me, this service is efficient and gives me a great peace of mind

I'd be lost without you

I would just like to say how wonderful your operators are my leg broke last year and I was on the floor. It was a great relief to just be able to press my alarm everything happen so quickly.

Peace of mind because help is only a phone call away is immeasurable.

An excellent service would not be able to stay in own home without it

I have very little need to ask for help but am aware that help is available and am therefore content to pay the prices required for my families' peace of mind

I made test call last year on my birthday and was wished happy birthday by the operator. I thought that was a nice gesture and it made me feel special.

When I press my alarm for testing there is always a pleasant and reassuring voice. A wonderful service.

Thank you.

I don't think you can improve on this service. It serves everyone's needs and makes me feel safe in my own home.

Thank you.

2015 Survey Results

This year's survey was conducted on a sample of 1,528 service users, of which 849 replied, a response rate of 56%.

98.6% satisfied with the service, 93% are very satisfied

98.5% said we responded quickly to the call

99% thought it provides value for money

99.9% said operators are helpful

100% said operators are friendly

Responding to complaints

At Careline we pride ourselves on providing an excellent service that consistently meets and exceeds customers' expectations. However, we accept that there may be instances where our service falls below customers' expectations and they feel the need to complain. We have detailed policies and procedures relating to complaints handling and these involve the monitoring of performance regarding complaints response.

The standards required under the TSA for complaint response are:

100% of complaints responded to within 5 working days –

Our performance: 100%

100% of complaints replied to every 20 working days during investigation –

Our performance 100%

Achievements - 2015

Henffordd Gardens

Henffordd Gardens is an enhanced living scheme offering support to people over 50, with Dementia or a cognitive impairment. The scheme has 30 high quality apartments in the centre of Hereford that provide; accessible accommodation, the latest assistive technology, on-site concierge service, Wi-Fi and digital technology. The enhanced living scheme promotes independence and social inclusion, with a Café Bistro that is open to the wider community, communal areas where groups can be held or residents can just feel a part of the community. This scheme in 2015 won several nationally recognized awards including:

TSA Crystal Award 2014 for Technology Enabled 21st Century Care & Support

This award was given to us at the end of 2014, beginning of 2015. At the International Telecare & Telehealth Conference we were presented with the Crystal Award for Technology Enabled 21st Century Care & Support by Ms Esther Rantzen CBE.

Housing Innovation Awards 2015

In 2015, our Enhanced Living Scheme, Henffordd Gardens also received a Commendation from the Housing Innovation Awards for the Most Innovative Supported/Sheltered Housing Scheme.



Responder Services

At the beginning of 2015 we launched our Responder services and the feedback has been extremely positive.

Our alarm users may have family members, friends or neighbours who they trust to respond to emergency calls when they need help or just a little reassurance. Sometimes however, these individuals cannot help or occasionally the service user may not want to bother them.

The Mobile Responder Service offers alarm users and their families the peace of mind that in these instances our dedicated responders can help and will personally visit your home to ensure that you are safe and well. At present the service is only open to customers in Herefordshire but we are working with partner agencies to explore the possibility of extending the service to Shropshire.

"I have been very satisfied. The responder is very quick. It is a very good service."

"I want to thank you for the kind and considerate service I receive and how reassuring was the call for your responder service to my house recently. Thank you"

"Responder was very helpful and did arrive quite quickly, I am very happy with the service."

"As I am now living alone, & my nearest relatives are 115miles away, it is comforting to know that there is someone to contact in an emergency - there is also the fact that due to increasing health problems I don't feel alone. My friends are great but getting old (like me)."

"The responder who came out was lovely"

Next Steps

A fond farewell

This year we said a fond farewell to Dennis, our long serving Installer who you may have had the pleasure of meeting. Dennis has been with Herefordshire Careline for 13 years his knowledge and wisdom will be sadly missed, for many years Dennis has been the face of Herefordshire Careline. We wish Dennis and his wife a long and happy retirement. The cake was made by Tracey one of our Careline Operators and presented to Dennis on his last day, thank you Tracey.



With Dennis retiring we welcome 2 new members to our Installation Team; Richard and Simon. Our new colleagues complement our existing Installation Team of Jon and Richard providing installations & maintenance services across Herefordshire & Shropshire.

Installation & Maintenance Team



Installation & Maintenance
Team Leader
Jon Peplow



Telecare Installer
Richard Bailey



Telecare Installer
Richard Shakespeare



Telecare Installer
Simon Taylor

TSA Accreditation

As members of the TSA (Telecare Services Association) we adhere to the TSA code of practice and are audited on an annual basis. The accreditation for telecare control centres ensures that all services carried out are reliable and consistent for all our customers. We have held accreditation for monitoring since 2000 and installations since 2011. In 2015 with the launch of our Responder service, we successfully achieved the responder element of the accreditation.

Further Information – Contact us

Thank you for taking the time to read our annual report for 2015. If you would like any further information on the contents of this report or anything to do with Careline please contact us at:

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Email: community.services@hhl.org.uk

