



You First Telecare
Stafford and Rural Homes Community
Telecare Alarm Service
Annual Report 2014-15

Introduction

This year the You First Telecare service have successfully retained our platinum status under the Telecare Services Association (TSA) Code of Practice for the second year in a row. This award recognises the very high standards we have retained in our provision of Telecare services to vulnerable customers.

Moving forward, in 2015-16, we will see an expansion upon the platinum status service we currently provide to Babergh and Mid Suffolk District Council to include maintenance of the Telecare services. We will also be completing a Service Review and plan to implement a change to the charges for customers from September 2015.

This year has seen You First Telecare build upon the successes of recent years. Within this report, you will see how we plan to strengthen our achievements by 2015-16 to be even more successful.

Our service and our customers

You First Telecare provides a valued installation, monitoring and emergency response service 24 hours a day, 365 days a year to people with a range of needs.

You First Telecare currently supports over 8,750 customers living across Staffordshire County, Babergh and Mid Suffolk.

Those 8,750 customers are supported by the service to retain their independence by enabling them to call for assistance using the simple alarm pendant. The pendant, along with the other equipment we offer, provides peace of mind for our customers and their families.

We also provide an enhanced Telecare service which includes extra assistive technology to fully enable independence for vulnerable people in their homes.

The Telecare Service forms part of the You First Telecare team at Stafford and Rural Homes (SARH). Within this team, we also enable customers to live independently by providing modern affordable homes with 24 hour support across Stafford Borough.

For more information about You First Telecare Service, visit our website

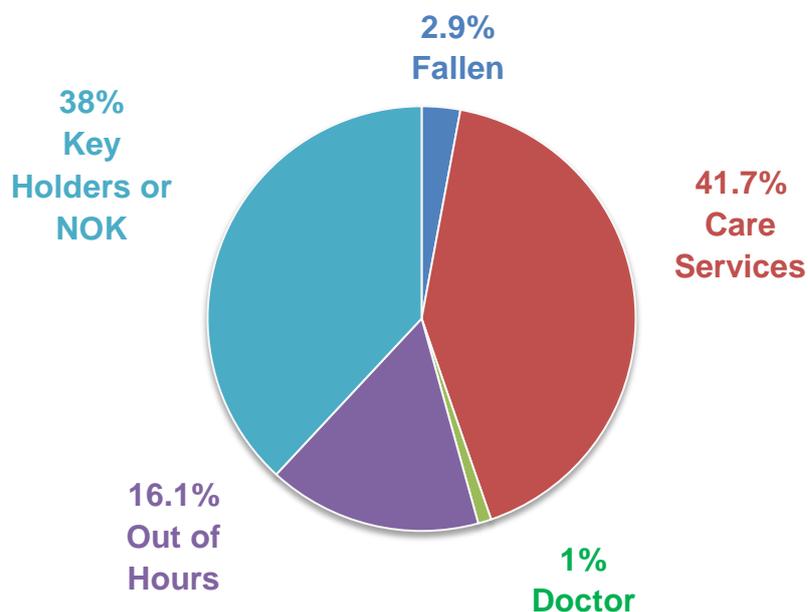
www.sarh.co.uk/telecare

Our monitoring service

In 2014-15 we received 131,875 calls, of these 111,914 were alarm calls (85%).

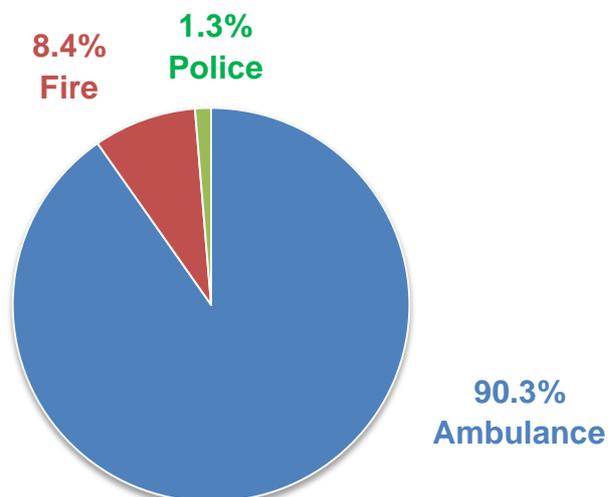
We keep a record of all the calls and actions we take. Last year we took the following actions as a result of the calls we received;

- 476 customers had fallen
- 6676 calls to Care Services
- 156 calls to the Doctor
- 2577 urgent and non urgent out of hours calls which include general repairs, gas repairs and contractors.
- 6118 calls to key holders or next of kin



In some cases, our customers required us to contact the emergency services. In 2014-15 we made;

- 3376 calls to the ambulance service
- 314 calls to the fire brigade
- 48 calls to the police



Our installation and maintenance service

Our Telecare Co-ordinators are fully trained to assess our customers' needs and identify which type of Telecare equipment they require to enable them to retain their independence.

Before installing equipment, the Co-ordinators will visit the customers to perform a demonstration of the equipment and provide an introduction to our service. This visit also enables the Co-ordinators to ensure we have all the required information we need to support our customers fully, including details about their health and emergency contacts.

For those vulnerable customers within Staffordshire who require installation of further independence enabling Telecare equipment alongside the simple pendant, our Co-ordinators also conduct follow up visits to ensure the equipment is suitable for the customers requirements. This is what we call Enhanced Telecare.

In 2014-15 we completed the following visits to our customers;

- 620 Demonstrations
- 439 Installations
- 85 Enhanced Telecare installations
- 85 Two-week follow up visits following installation of Enhanced Telecare
- 339 Eight-weekly maintenance checks
- 1512 Battery Checks

Support to Independent Living services

You First not only provide a monitoring and response service for customers within their own private homes, SARH general let customers and SARH alarm linked customers, but we also provide support to several Independent Living Schemes across Stafford Borough. This includes monitoring the alarm systems within the customers homes and a range of other sensors including door entry systems, fire panels and emergency exit doors.

Our achievements in 2014-15

Telecare Code of Practice

In October 2014 an independent auditor confirmed we had successfully retained our platinum accreditation to the Telecare Service Association (TSA) Code of Practice for the second year in a row.

Platinum accreditation recognises the attainment of the very high standards in the provision of Telecare Services by our staff.

Customer satisfaction

We measure customer satisfaction across the service areas in the following ways;

Last year we issued 591 surveys via post. We received 429 replies which is a response rate of 73%. We were really pleased that 99% of customers were wholly satisfied with the response service.

In 2015/16 we will be exploring how we gather customer feedback to see if we can improve upon the quality of the feedback we receive by introducing telephone survey's rather than postal ones.

Customer consultation

We encourage and invite our customers to provide feedback about our service to enable us to make effective improvements. If you would like to make a comment or suggestion please contact us and let us know on 0800 111 4554 or send an email to YFTelecare@sarh.co.uk

Comments and complaints

You First Telecare service take comments and complaints about its service very seriously.

In 2014-15 You First Telecare received 0 complaints. We record all of our phone calls, so when we receive a complaint we are able to check how the call was handled. Below are some comments we received about the service this year;

"How can you improve on perfection"

Mr + Mrs B, Meir Heath

"The service gives you peace of mind and your family peace of mind"

Mrs SB, Stafford

"I wouldn't be without the service. We are over the moon with the service"

Mrs BC, Stone

“I feel so safe when I’m wearing my pendant”

Mrs IL, Wolverhampton

“I was very glad you were there”

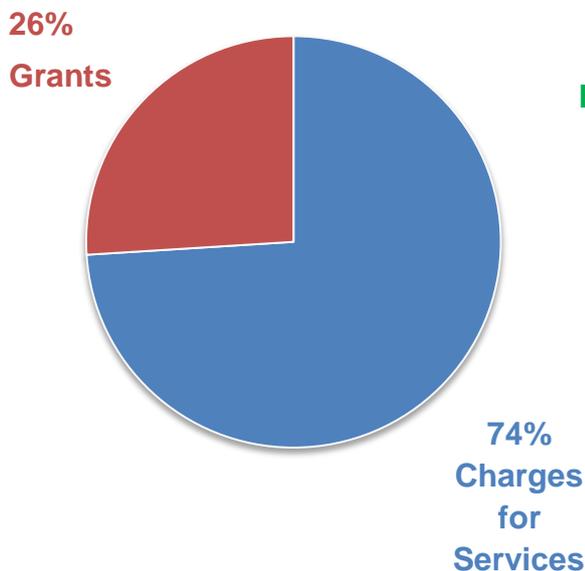
Miss MH, Penkridge

“I think the service is wonderful and I have recommended the service to other people”

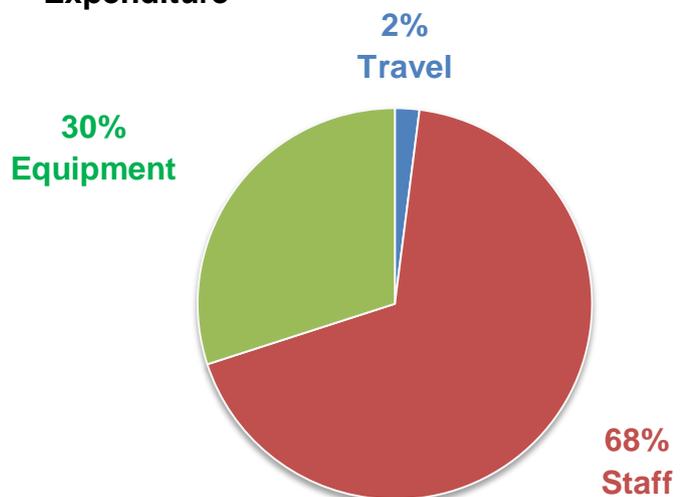
Mr + Mrs Prosser, Stafford

Financial Information

Income



Expenditure



Service Charges

This year, our service charges have stayed the same for our customers. However in 2015-16 we will be looking to carry out a service review with the hopes of reducing the service charges for our customers.

Currently our service charges for the different Telecare equipment we offer start from £4.99 for a basic Lifeline.

Unlike similar organisations You First Telecare Service do not charge for installation.

We also offer tailored welfare and reassurance calls from as little as £0.75 per call. This service charge is capped at £3.50 per week.

Achievements and priorities

Achievements 2014-2015	Priorities 2015-2016
<p>Retained TSA Platinum accreditation status</p> <p>Strong customer satisfaction</p> <p>Exceeded all performance indicators</p>	<p>Complete a full service review</p> <p>Maintain TSA Platinum Accreditation</p> <p>Growth of our business, enabling more people to access the support of our services and remain independent in their own home</p>

Our Targets

We monitor our performance monthly under Key Performance Indicators (KPIs). Which are set by the Telecare Services Association (TSA). Below is a summary of what we have achieved against our targets.

TSA Targets	Target	Achievement 2014-15
Life Critical Alarm calls answered within 60 seconds	98.5%	99.16%
Basic Telecare Installed within 2 working days	95%	100%
Basic Telecare Installed within 14 working days of first contact	80%	100%
Enhanced Telecare Installed within 7 working days from assessment	80%	100%
Enhanced Telecare follow up visit within 2 weeks of installation	100%	100%
Enhanced Telecare Maintenance Checks within 8 weeks	100%	100%
Completed battery checks	100%	93.5%

Contact You First Telecare

We value your feedback as it helps us to provide you with information that is relevant and to make changes to the service that are important to you. Please get in touch and let us know what you think in one of the following ways.

Write to us

Stafford and Rural Homes
The Rurals, 1 Parker Court,
Staffordshire Technology Park,
Beaconside, Stafford ST18 0WP

Call Us

Tel Stafford and Rural Homes Customer Service: 0800 111 4554

Tel You First Telecare: 0800 111 4334 24 hours.

All calls to the above numbers are recorded and can be replayed for training and quality purposes.

Email Us

YFTelecare@sarh.co.uk

Visit our Website

www.sarh.co.uk/telecare