

UPDATE REPORT ON TELECARE

Committee name	Social Care, Housing and Public Health Policy Overview Committee
Officer reporting	Sandra Taylor, Assistant Director Provider & Commissioned Care
Papers with report	None
Ward	All

HEADLINES

The purpose of this report is to provide an update on the service and performance levels of the TeleCareLine and Out of Hours Service since the transfer to an external contractor (Anchor Trust) in December 2017.

RECOMMENDATIONS:

That the Committee notes the update report on TeleCareLine.

SUPPORTING INFORMATION

Background of the TeleCareLine & Out of House Service transfer

The Council retains responsibility for the delivery of a number of front-facing Older People support functions, including site visits from first responders in the event of alarm alerts and responsibility for installation and maintenance of TeleCareLine equipment.

Update on Performance

The current number of TeleCareLine users is 5,302. New users have increased by an average of 69 per month between March to August 2018. The number of new Level 1 clients aged 65+ for this period is an average of 25 per month.

As per the service level agreement, the expectation is for the contractor to answer 97.5% of all TeleCareLine alarm calls within 60 seconds and 90% of all out of hours calls within 60 seconds.

The contractor's performance since the last report in February 2018 is outlined below:

	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18
% of Alarm Calls answered within 60 seconds	98.11	99.27	98.59	98.52	98.36	98.07
% Above Target Level	0.61	1.77	1.09	1.02	0.86	0.57
Out of hours % of calls answered within 60 seconds	95.14	97.14	96.36	95.35	93.97	94.91
% Above Target Level	5.14	7.14	6.36	5.35	3.97	4.31

Overall, this has been a good 6 months and service has remained consistent and above target each month. Call volumes can slightly increase or decrease from month to month however, the service levels remain above the Telecare Services Association (TSA) requirements.

Through robust contract monitoring we have identified resourcing and system issues with managing the social care out of hours duty team calls. There is a review of how this is currently provided underway and this will consider the way in which calls are handled. In addition to this work we will be assisting Anchor with improved 'script' for call responding for each service area to ensure that they are better equipped to deal with our residents queries in whatever area they arise.

Anchor Trust have recently identified that there may be some additional management information which can be extracted from the system in order to better understand if there are any periods with high or lower frequencies of calls or patterns, which might benefit the responder teams. This is currently being reviewed and will be discussed in more detail at the next contract meeting in December.

In May it was announced that Anchor Trust and Hanover Association were in talks about a potential merger. Anchor Trust has confirmed that a merger will have no impact on their ability to deliver their service under the contract.

The number of out of hours calls passed to LBH out of hours officers for each service has been

maintained overall. These figures are in line with the quantity of calls the contractor was expecting and Antisocial Behaviour Investigation Team (ASBIT), Social Services and Repairs remain the highest call volume areas as anticipated.

Further information and update

From 3rd May 2018, the TeleCareLine service became free for service users aged 75+ which was a reduction from the previous 80+ age limit, benefiting more residents. All communications have been updated to reflect this. However, though at an early stage, there does not appear to be any increase in the number of service users in receipt of the TeleCareLine service following on from this change.

There are currently 5,302 users of TeleCareLine, with 2,469 using the Mobile Responder Service at Tiers 1, 2 & 3. The numbers continue to steadily rise and TeleCareLine remains a priority core preventative offer to residents to enable them to stay independent for longer.

Grassy Meadow Court Extra Care Scheme consisting of 88 self contained flats is admitting its first cohort of residents on a staggered basis from October 2018. TeleCareLine equipment has been installed in each of the flats and alerts will be dealt with by the onsite staff provided by Care Watch. Any unanswered calls will bounce to Anchor Trust for action. Whilst there was an initial concern that this new scheme could cause a huge increase in calls to Anchor Care, the stats for similar Extra Care properties at Cottesmore and Triscott House have been analysed in detail and minimal impact is expected.

The development of TeleCareline for Children with Disabilities is now underway and work has been done with social workers within Children's Services to ensure that TeleCareLine is considered at all meetings, reviews and service authorisation. The technology available is very leading edge and includes GPS tracking and health monitoring. In particular, officers are looking at how sleep monitoring can assist parents who are caring for a young person with health conditions such as epilepsy or ADHD who have frequent broken sleep which affects the person and the carer.

Next steps

The following areas have been identified as opportunities for improvement going forward:

- A workshop to iron out issues with scripts for Out of Hours calls has been arranged for 9th October with Anchor Trust and relevant LBH staff.
- Adult Social Care continue to review internal processes and are investigating ways to streamline procedures to ensure residents receive the high quality of service expected.
- Regular contract review meetings continue to take place with the next meeting booked for December 2018.

Implications on related Council policies

A role of the Policy Overview Committees is to make recommendations on service changes and improvements to the Cabinet who are responsible for the Council's policy and direction.

How this report benefits Hillingdon residents

The Council's TeleCareLine service offers peace of mind and independence to thousands of residents who may have problems with memory loss, mobility, a disability or a chronic condition. The service is free to those aged 75 or older.

Financial Implications

None directly. This report is for noting.

Legal Implications

None.

BACKGROUND PAPERS

None.