

## UPDATE REPORT ON TELECARE LINE

<b>Committee name</b>	Social Care, Housing and Public Health Policy Overview Committee
<b>Officer reporting</b>	Sandra Taylor, Director of Provider Services and Commissioned Care
<b>Papers with report</b>	None.
<b>Ward</b>	All

### HEADLINES

The purpose of this report is to provide an update on the service and performance levels of the Telecare Line.

### RECOMMENDATIONS

**That the Committee notes the update report on Telecare Line.**

### SUPPORTING INFORMATION

#### **Background of the TeleCare Line & Out of House Service transfer**

This paper provides an update on the service and performance levels of the TeleCare Line and Out of Hours Service since the transfer to an external contractor (Anchor Trust) in December 2017. 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 TeleCare Line equipment.

#### **Update on Performance**

The current number of TeleCare Line users as at 31 October 2019 was 5,928. New users have increased by an average of 91 per month between November 2018 to October 2019, which is a 12% increase from the same period in the previous year. The number of new Level 1 clients aged 65+ for this period is an average of 32 per month, which is a 10% increase from the same period in the previous year.

As per the service level agreement, the expectation is for the contractor to answer 97.5% of all TeleCare Line alarm calls within 60 seconds and 90% of all out of hours calls within 60 seconds. The contractor's performance for the previous 6 months (April to September 2019) is outlined below:

	<b>Apr-19</b>	<b>May-19</b>	<b>Jun-19</b>	<b>Jul-19</b>	<b>Aug-19</b>	<b>Sep-19</b>
<b>% of Alarm Calls answered within 60 seconds</b>	99.10	99.04	98.76	98.85	98.71	98.88
<b>% Above Target Level</b>	1.60	1.547	1.26	1.35	1.21	1.38
<b>Out of hours % of calls answered within 60 seconds</b>	96.87	95.55	94.65	95.53	93.95	93.78
<b>% Above Target Level</b>	6.87	5.55	4.65	5.53	3.95	3.78

Performance has overall exceeded last years levels and remains consistent and above target each month. As in the previous year, call volumes can increase and decrease from month to month and there are seasonal variations, however the service levels remain above the Telecare Services Association (TSA) requirements.

Anchor Trust have provided additional management information from the system which has allowed us to drill down into calls made to and received by the night response officers. This has allowed us to review and tighten up on procedures relating to calls from sheltered housing properties, improving on service delivery and give target outputs for workers.

Anchor Trust and Hanover Association merged earlier in the year and are now known as Anchor Hanover (On Call). This has significantly increased their client base and as such they have recruited an additional 25 FTE staff, including a team leader. The introduction of new staff has had a minor impact on call handling with an increase in calls to mobile response in July and August, but this has returned to average levels in September and October.

The number of out of hours calls passed to LBH out of hours officers for each service has continued to be maintained overall. These figures remain in line with the quantity of calls the contractor was expecting and with Antisocial Behaviour Investigation Team (ASBIT), Social Services and Repairs remaining the highest call volume areas as in the previous year.

### **Further information and update**

There are currently 5,928 users of Telecare, with 2,818 using the Responder service and at Tiers 1, 2 & 3. This is an overall increase of 12.8% users from last year and an increase of 14% using

the Responder service. The numbers continue to steadily rise and Telecare remains a priority core preventative offer to residents to enable them to stay independent for longer.

Park View Court Extra Care Scheme consisting of 60 self contained flats is admitting its first cohort of residents on a staggered basis shortly. TeleCare Line equipment has been installed in each of the flats and alerts will be dealt with by the onsite staff provided by the in-house Reablement Team. Any unanswered calls will bounce to Anchor Trust for action. An increase in calls to Anchor is not anticipated based on previous analysis from our similar Extra Care properties at Cottesmore House, Triscott House and Grassy Meadow Court.

A project is currently underway to remove the old and outdated Telecare line equipment within the Over 55's bungalows and sheltered housing schemes. Residents are being offered the choice of individual dispersed units rather than outdated hardwired equipment. Vulnerable residents who are known to social care are being prioritised to ensure their safety. Residents without a phone line at their property will be supported to find suitable alternatives.

### **Ongoing opportunities**

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

Further training is being provided to Anchor staff to enable them to effectively triage out of hours calls to Housing Repairs to minimise unnecessary call outs, including those to properties which are not owned by the council.

Consideration is being given to an Interactive Voice Response (IVR) message for staff and residents calling the out of hours service. Reports show that a large percentage of calls to Anchor are not emergencies [non social care calls] and could be dealt with during office hours. A reduction in these types of calls would also free up advisors to respond to more urgent calls.

There is a project group tasked with ensuring that all equipment is digital ready for the upcoming switch off of analogue lines by 2025. This means that we need to understand the stock control of supplied equipment, ensure that it is digitally ready so that a whole scale change of 'fit' equipment is needed. The group included Council officers and representatives from our suppliers Tunstall, BT and any other service providers to ensure we are prepared for this change.

The promotion of telecare and the use of technology such as Alexa, Google hubs etc continues in the support of children with disabilities and their carers. The Telecare Development Manager will be piloting a number of projects in early 2020 using apps as well as other tech and an update of these can be provided in Spring 2020.

### **Implications on related Council policies**

The Council's TeleCare Line 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.

**How this report benefits Hillingdon residents**

None at this stage, pending any findings approved by Cabinet.

**Financial Implications**

None directly. This report is for noting.

**Legal Implications**

None at this stage.

**BACKGROUND PAPERS**

Nil.