

TELECARE SERVICE UPDATE

Committee name	Families, Health and Wellbeing Select Committee
Officer reporting	Jan Major – Head of Direct Care Provision, Provider Services & Commissioned Care
Papers with report	None.
Ward	All

HEADLINES

This report provides an update on the service and performance levels of the Telecareline and Out of Hours Service delivered by Hanover/Anchor Trust. The Council retains responsibility for the delivery of some front-facing Resident support functions, including home visits from first responders in the event of alarm alerts and responsibility for installation and maintenance of Telecareline equipment. This update report is generally provided annually but due to the Covid 19 Pandemic, an update was not provided to the committee in 2020.

RECOMMENDATIONS:

That the Families, Health and Wellbeing Select Committee note the update on the Telecare Service.

SUPPORTING INFORMATION

Update on Performance

The current number of Telecareline users is 6,812. New users have increased by an average of 61 per month between April 2020 to March 2021. The number of new Level 1 clients aged 65+ for this period is an average of 18 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 in the 2020/2021 is outlined below:

Month	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
TCL % of Alarm Calls answered within 60 seconds (Target Level is 97.5%)	98.95	98.88	98.68	98.59	98.27	98.60
% Over Target Level	1.45	1.38	1.18	1.09	0.77	1.10
Out of Hours % of calls answered within 60 seconds (Target Level is 90%)	92.96	94.97	94.30	93.84	88.09	90.91
% Over Target Level	2.96	4.97	4.30	3.84	-1.91	0.91

Month	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21
TCL % of Alarm Calls answered within 60 seconds (Target Level is 97.5%)	98.02	98.47	97.6	97.78	97.93	98.28
% Over Target Level	0.52	0.97	0.10	0.28	0.43	0.78
Out of Hours % of calls answered within 60 seconds (Target Level is 90%)	87.88	90.2	87.97	88.49	89.05	94.29
% Over Target Level	-2.12	0.2	-2.03	-1.51	-0.95	4.29

It should be noted that Out of Hours calls were not answered within the target levels for August, October, December 2020, January and February 2021. This target is included in the monthly dashboard reports provided by Anchor and is a requirement of the contract and was addressed directly with them. Anchor advised that Telecareline alarms have taken priority over other call types, as there is always the potential for a genuine life-threatening emergency from those calls. Due to the pandemic, Anchor have faced some of their own challenges with staff absence, staff turnover and increased call volumes. In order to address this, Anchor have offered increased amounts of overtime and have prioritised Hillingdon OOH call training with new starters over this period to increase the service level for these calls. Anchor are now back to full staffing capacity following recruitment and training over the last few months, as well as a reduction in staff absence overall. They are currently within the service levels for OOH's calls for March and April so the work they have put in around this seems to be having a positive effect and will continue to be closely monitored. Anchor are always extremely responsive and quick to address any issues and have also supplied regular business continuity plans and detailed risk assessments around staffing, including how they manage risk and the contingency plans they have in place.

The number of out of hours calls passed to LBH out of hours officers for each service has been maintained overall. These figures are higher than the quantity of calls the contractor was expecting based on the original specification, however Antisocial Behaviour Investigation Team (ASBIT), Social Services and Repairs remain the highest call volume areas as anticipated.

Further information and updates

There are currently 6,812 users of Telecareline, with 3,358 using the Mobile Responder Service at Tiers 2 & 4. The numbers continue to steadily rise and Telecareline remains a priority core preventative offer to residents to enable them to stay independent for longer.

The final year of the contract with Anchor for 2020/2021 was recently agreed at Cabinet Member level as part of the original 3+1-year contract. A variation clause has been added to this contract to include the removal of the Emergency Duty Team (EDT) calls for Adults and Children's social care, which is due to take place in August 2021. It was agreed that there would be no percentage increase in the cost of the contract to take into account the removal of these calls, as reports show that Anchor were taking more calls than stated in the original contract specification.

Initial meetings have taken place internally to discuss market testing for the expiration of the contract in December 2021 and explore relevant options.

Weekly meetings have been held with Anchor throughout the pandemic and additional reports run to ensure the welfare of residents including the identification of frequent callers to ascertain if

they needed any social care intervention, as well as those residents who had not tested their alarms regularly. Meetings were changed to 2 weekly in January 2021.

Contract review meetings continue to take place, with reviews of the script, additional reporting and random call sample monitoring to evidence contract monitoring.

Next steps

Performance will continue to be monitored for the remainder of the contract to ensure targets are met and audits of the service recorded.

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

The market testing for a new contract from December 2021 brings opportunities for us to review the Telecareline and Out of Hours call handling service as a whole and identify any key areas for improvement or ways to work smarter, especially in line with advances in technology. A review of how we support residents with technology to keep them independent for longer is about to commence to ensure that the gains made and lessons learned during the pandemic are retained and built on.

Digitisation of analogue phone lines is in place and is expected to be completed in the UK by 2025. We have reviewed our current equipment to ensure it is fit for purpose and have a rolling programme in place to replace outdated units.

BACKGROUND PAPERS

NIL.