

Annual Report 2014/15



We have been an accredited Telecare Services Association (TSA) member since 2006 and each year we continue to work to strict standards and targets set by the TSA. For the fourth year we have successfully achieved the highest accreditation for the service and achieved the Platinum standard.



As part of our continued accreditation, the TSA require that we publish our achievements annually. This report summarises these achievements over the last year and also offers us the opportunity to share our success with our customers.



**“Extremely good service.
No improvements needed.”**

TSA accreditation

Quality is one of the main priorities for everyone involved in the services we provide. We work to high standards and targets, many of which are set by the TSA. Each year an independent auditor visits us to ensure that we maintain these standards.

We are totally committed to helping people to stay in their own homes for as long as possible by offering independent living solutions and a 24/7 call answering service, which gives both customers and their families peace of mind.

In February 2015, we successfully retained the Platinum Member Status under the TSA's Code of Practice. To achieve this we had to attain the very highest standards in the provision of Telecare services. To become a Platinum Member, organisations must:

- Gain accreditation in every module of the Code of Practice for the services that they provide
- Be compliant with the European Technical Specification for the services they provide
- Answer 98.5% of calls within 60 seconds

Celebrating our success - 2014/15

- We dealt with over 290,286 calls, of which over 15,965 were classed as life critical calls
- We welcomed 1,124 new customers to our services
- We provided Telecare solutions for people with learning disabilities to support independent living in their own homes
- We assisted 421 customers back on their feet through our lifting service
- Our mobile responders attended over 1,000 call-outs from customers
- We successfully became Tunstall Telehealthcare UK's strategic delivery partner to implement Lancashire County Council's Telecare strategy



How are we performing?

Service standard	Total in 2014/15
Calls answered	290,286
Installations completed	1,124
Mobile responder visits	1,004
Equipment faults rectified	1,450

Service standard	Our target	Actual
Answering calls	80% calls answered within 30 seconds	96% 😊
	98.5% calls answered within one minute	99% 😊
	99% calls answered within three minutes	100% 😊
Mobile responder attending your home in an emergency	90% within 45 minutes	95% 😊
	100% within 60 minutes	100% 😊
Installation of alarm or Telecare services	90% of urgent installations within two working days	99% 😊
	100% of urgent installations within five working days	100% 😊
	90% non-urgent installations within 15 working days	96% 😊
	100% non-urgent installations within 20 working days	100% 😊
Restoring or replacing urgent equipment faults	90% within 48 hours	95% 😊
	100% within 96 hours	100% 😊
Non-urgent faults	90% within 10 days	92% 😊
	100% within 15 days	100% 😊
Re-evaluations	90% within 8 weeks	92% 😊
Initial	100% within 10 weeks	100% 😊
Annual	90% within 12 months	91% 😊
	100% within 13 months	100% 😊

Monitoring the quality of our calls

We monitor calls answered by our Control Centre operators every month in accordance with the TSA Code of Practice requirements. This helps us to improve the quality of the service that we provide and enables us to identify any additional training needs for staff to ensure that calls are handled appropriately and effectively.



“We have successfully expanded our assistive lifting service.”

Last year's aims and achievements

Below are the aims we set ourselves last year and an outline of what we have achieved in relation to these aims.

Maintain audited compliance to the TSA 2009 Code of Practice in call handling, installations and response

We were audited in February 2015 and successfully retained our Platinum Status Member accreditation.

Work with more Clinical Commissioning Groups (CCGs) by demonstrating the benefits of our services and the ways in which they help people maintain their independence

We have worked closely with Fylde and Wyre CCG since the introduction of the lifting service in 2013. As a result we have now developed a relationship with South Ribble CCG and engaged in the 'Better together at home project' as well as undertaking assistive lifts in care and residential homes.

Continue to achieve the service level targets set for 2014/15

We achieved all the service level targets for 2014/15.



“Very impressed with the ease it takes to arrange the service.”

Offer an assistive lifting service to our customers in South Ribble, Preston and Chorley

In February 2015 we successfully expanded the assistive lifting service in to the South Ribble, Preston and Chorley area and so far we have lifted 21 people.

The introduction of this service has drastically reduced waiting times for customers who have fallen and are uninjured. The average waiting time for the ambulance service was 122 minutes and our Progress Lifeline average response time was 28 minutes.

Contact all of our customers at least once a year to check that the service still meets their requirements

We check your details are correct either through an onsite visit or a phone call and also that the service is still suitable.

Continue to encourage customers to get involved with the service and help to identify any improvements to the service

We have invited some of our customers to share their experiences of the service and how it has helped them and also requested customer involvement/feedback in our Companion newsletter.

Customer satisfaction surveys

During 2014/15 we distributed 2,857 customer satisfaction surveys. In our surveys we asked for feedback on:

- Quality of service
- Speed of response
- Helpfulness of staff
- Value for money

We were delighted to receive 601 replies from customers who gave outstanding praise and feedback about the services we provide.

96% of customers said that staff are friendly and listened carefully.

“The whole process couldn’t have been easier. Mum has got used to her alarm and has used it already. People at the centre are very helpful. Response people reassuring and friendly.”



In the last year we have achieved:

	Quality of service	Speed of response	Helpfulness of staff	Value for money
Installation	100%	100%	100%	99%
Monitoring	100%	100%	94%	96%
Response	100%	100%	94%	96%

Complaints

Any complaints we receive are used as an opportunity to review how we can improve the services that we provide.

In 2014/15 we received five complaints about our services, all of which were resolved within the TSA target of five days.

“I was very impressed with the lifting team better than having to have the ambulance. Very many thanks and also the operator who talked me through a stressful situation.”

Future plans

- Retain TSA accreditation
- Continue to achieve the service level targets set for 2015/16
- Promote the Progress Lifeline service across Lancashire
- Contact all of our customers at least once a year to check that the service still meets their requirements
- Continue to encourage customers to get involved with the service and help to identify any improvements to the service

