

**NORTH LINCOLNSHIRE COUNCIL**

**CABINET**

**CARE CALL SERVICE ANNUAL REPORT**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1 To present the *Care Call* Service Annual Report 2019/20
- 1.2 To seek Cabinet approval to publish the Annual Report on the Council Website.

**2. BACKGROUND INFORMATION**

- 2.1 North Lincolnshire Council is committed to ensuring that people who live, work, and visit North Lincolnshire, enjoy good community wellbeing and prosperity, and are safeguarded when they are vulnerable.
- 2.2 The Council provides a dedicated Care Call Service to vulnerable people across North Lincolnshire. Currently the service supports around 4000 clients and receives and responds to 93,000 calls per year. The service is provided from the North Lincolnshire Council Security Control Centre and gives cover and support 24 hours per day, 365 days per year.
- 2.3 The provision of the Care Call Service, provides support, friendship and help to all our service users and provides “peace of mind” to families and carers. Care Call also provides an essential service maintaining independence, reducing stays in hospital and helps people stay safe in their own homes and out of care facilities.
- 2.4 Care Call is funded both through an internal contract with Adult Social Care but is also predominantly funded through private contracts with service users and their families who contribute to the service through our subscription service.
- 2.5 North Lincolnshire Council is an accredited provider of Care Call Services through its membership and registration with the Telecare Services Association (TSA). The TSA undertake a yearly accreditation process with the Council and approve the Council as an accredited provider of Care Call Services.

2.6 To provide an overview of the Care Call Service an Annual Report has been produced for 2019/20. The Annual Report provides information on the service as well as an update on our responses during the Covid 19 period. Key highlights are as follows:

- Call handling and feedback statistics have exceeded Telecare Services Association accreditation scheme standards for the third consecutive year
- Customer satisfaction feedback is overwhelmingly positive
- Care Call has continued to operate 24 hours a day throughout COVID-19 and there have been more welfare calls made to service users during the pandemic
- Installation Team have continued to work throughout COVID-19, including out of hours, to facilitate hospital discharges at short notice
- Maintained a working partnership with Humberside Fire and Rescue Service and continues to refer vulnerable people for a safe and well check which considers health and lifestyle as well as fire safety
- Works collaboratively with social care and health professionals as part of the rehabilitation and reablement scheme
- Staff representation on 'Telecare Champions' panel which brings together different agencies to promote and develop the use of telecare systems in the community

2.7 On receipt the Annual Report will be published on the Council Website and shared with relevant organisations and partners.

### **3. OPTIONS FOR CONSIDERATION**

3.1 Option 1: To receive the Care Call Annual Report and agree publication.

3.2 Option 2: To require revisions to the report prior to publication.

### **4. ANALYSIS OF OPTIONS**

4.1 Option 1 - This is the preferred option as publication of the report will provide, clients, families and carers and partners with an overview of the work of the Care Call Service and highlight the excellent work undertaken by the service in 2019/20

### **5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)**

5.1 There are no financial implications associated with this report

5.2 There are no other implications associated with this report.

6. **OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)**

6.1 The provision of the service ensures that vulnerable people in North Lincolnshire are supported and protected and is central to the delivery of the Council Plan ensuring people are Safe, Well, Connected and Prosperous.

7. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

7.1 Not required.

8. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

8.1 The Care Call Service undertakes yearly evaluation and consultation with services users and their families and carers, this is detailed in the Annual Report.

9. **RECOMMENDATIONS**

9.1 That Cabinet approves the Care Call Annual Report 2019/20

9.2 The Cabinet approves the Publication of the Report on the Council Website.

DIRECTOR OF CHILDREN AND COMMUNITY RESILIENCE

Church Square House  
SCUNTHORPE  
North Lincolnshire  
Post Code  
Author: Stuart Minto  
Date: 21 October 2020

**Background Papers used in the preparation of this report:**

- Care Call Annual Report 2019/20



# North Lincolnshire Council Care Call Service

2019/20

## Annual Report

### EXECUTIVE SUMMARY

North Lincolnshire Council is committed to supporting elderly, disabled and vulnerable people living in the region. The Care Call Service has operated from the Security Control Centre for almost 25 years, during which time there has been a lot of change and new developments to meet the ever changing needs of our service users.

Care Call works closely with other support services and agencies across North Lincolnshire, to provide telecare systems to safeguard vulnerable people and enable them to live independently within their local community. People need support at different times in their lives; some may need permanent solutions, while others may need temporary support to help them adjust after an injury or illness.

The Care Call Service has been a member of the Telecare Services Association (TSA) accreditation scheme since 2017. Our call handling and feedback statistics have exceeded TSA targets for the third consecutive year.

We contacted some of our service users over the Easter period this year and received very positive responses from our feedback cards.

This report will provide an overview of the Care Call Services' performance from April 2019—March 2020. It will also focus on how the service has adapted to continue fully supporting its users during the COVID-19 pandemic.

### CONTACT US

If you have any concerns or queries, you may contact us at any time by simply activating your pendant alarm, or by telephone or online:

01724 276444 (Control Centre – 24 hours)  
01724 849768 (Care Call Administration)

[carecallservice@northlincs.gov.uk](mailto:carecallservice@northlincs.gov.uk)  
[www.northlincs.gov.uk/carecall](http://www.northlincs.gov.uk/carecall)

**North  
Lincolnshire  
Council**  
[www.northlincs.gov.uk](http://www.northlincs.gov.uk)

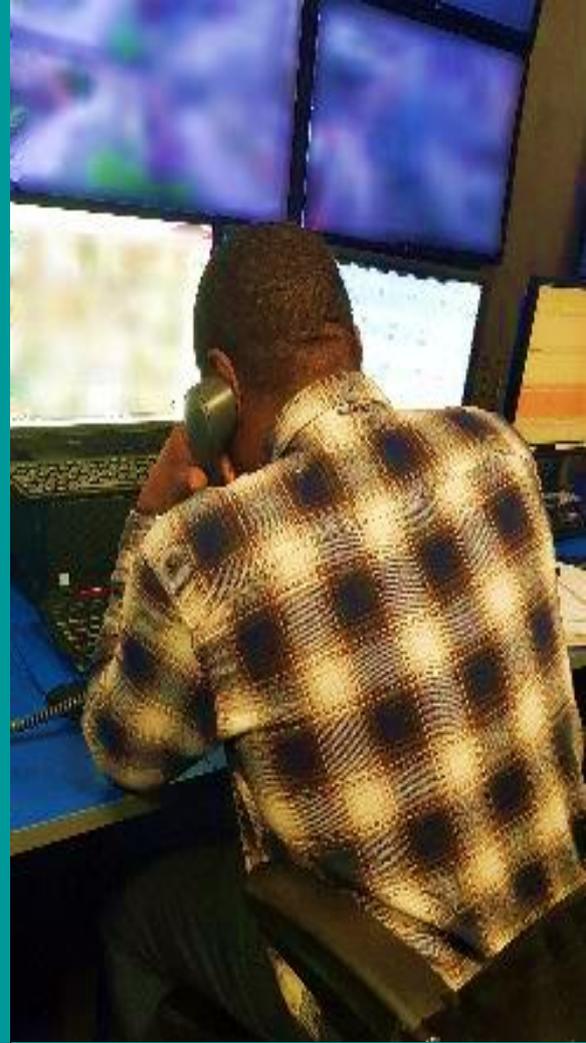


## THE CARE CALL SERVICE

North Lincolnshire Council's Care Call service provides and monitors telecare assistive technologies to enable elderly, disabled and vulnerable people to live healthy, independent lives. Telecare equipment sends an emergency call signal to the Control Centre when triggered. Operators are prepared and ready to deal with any situation, from simple accidental activations to life threatening emergencies.

### The Care Call service provides;

- Affordable safety alarms and devices which are simple to use.
- 24 hour accredited monitoring and assistance.
- Reassurance, welfare and reminder calls.
- Peace of mind – even if a service user is unable to speak to operators; someone will always be contacted.
- Greater independence in the home and community by providing remote support and reassurance that help is always available at the touch of a button.
- Friendly and experienced operators who are trained to deal with a wide range of issues and spot potential safeguarding needs.
- Flexible support packages which can be tailored to suit the needs of individual service users.



## SERVICE USER FEEDBACK

Many of our service users have complimented us on the services and responses they received this year. Care Call values all service user feedback as it helps us to identify new ways in which we can assist people.

If you have any feedback for us, you may contact us at any time by pressing your pendant alarm, or by using the contact details on page one of this report.

There were 49 compliments received from April 2019 - March 2020.

One official complaint was received from April 2019 - March 2020.

We distributed our yearly customer satisfaction survey earlier this year and the feedback was overwhelmingly positive. Last year, service users suggested that the service would benefit from better advertising. As a result of this; Care Call has advertised its' services on GP appointment cards over the past twelve months.

This year, some of our service users suggested that we try to contact people more often during the COVID-19 pandemic. We have made over 1,300 welfare calls to service users in the past two months and have noticed an increase in the number of people calling for reassurance during the pandemic.

There is more information about this and the other work we have been doing to support our service users on page four of this report.

## EASTER 2020: CUSTOMER SATISFACTION SURVEY

Care Call distributed 1,200 customer satisfaction cards to service users during Easter 2020. We asked:

1. Do you feel safe with the system installed?

**YES – 99.5%**

2. Do you feel confident that you know how to use the system?

**YES – 100%**

3. Do you think the service is good value?

**YES – 99.5%**

4. If you have had a problem, was it resolved quickly?

**YES – 99.1%**

5. Out of 10, how friendly have you found our staff to be?

**AVERAGE SCORE: 9.9/10**

6. Out of 10, how would you rate the quality of our service?

**AVERAGE SCORE: 9.8/10**

## CALL HANDLING AND MONITORING

From March 2019 – April 2020:

The Care Call service handled **93,283** calls (over 5,000 more than last year).

Our target for answering calls within one minute was 97.5%. We achieved **99.41%**.

Our target for answering calls within three minutes was 99%. We achieved **99.95%**.

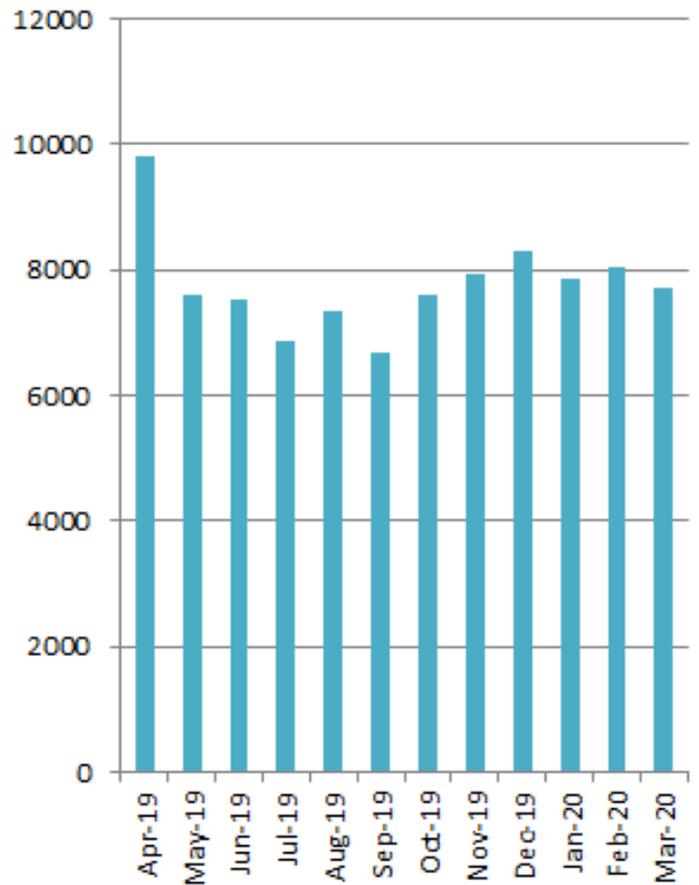
There were **1,677** requests for assistance from the NHS (NHS 111, Ambulance, District Nurses and Doctors).

Humberside Police were contacted **131** times, and Humberside Fire & Rescue **24** times, to assist service users.

**12,892** test calls were completed. It is very important for all service users to test their equipment on a weekly basis to ensure there are no faults or interruptions to the service.

There were only **25** exceptional calls throughout 2019/20. Exceptional calls are incoming calls which take over 180 seconds (3 minutes) to accept.

## MONTHLY CALL TOTALS



## EMERGENCY CALL HANDLING

Here is a recent example of our response to an emergency call in May 2020:

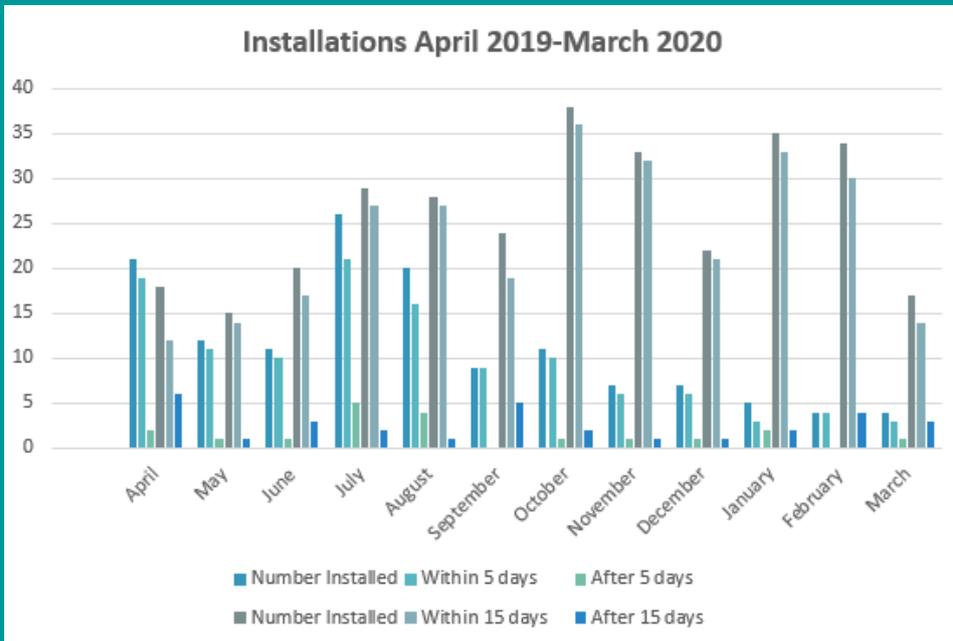
An automatic signal was received from a service users' smoke detector alongside a manual pendant alarm activation. Our records showed that the service user has some memory impairment. When we spoke to them it became apparent from their distress that there was a genuine fire at the property.

It transpired that the service user had incorrectly disposed of a cigarette. An operator encouraged the service user to leave the property whilst another operator contacted the emergency services.

The fire brigade arrived within a couple of minutes and were able to extinguish the fire before it caused any serious damage to the property. Carers from the council's Homefirst team attended, along with an ambulance to take the service user to hospital. Fortunately, they were unharmed following the incident, and were able to return home later that evening. Care Call liaised with the service users' social worker who has since devised a care plan to prevent reoccurrence.

## INSTALLATION AND MAINTENANCE

We aim to complete all demonstrations, installations and maintenance in a professional, timely manner. Our installers regularly undertake training to keep up to date with new technologies, and the ever changing needs of our service users. One member of staff has joined the 'Telecare Champions' panel. The panel meets regularly and is designed to bring different agencies together to promote and develop the use of telecare systems in the community. Our installation team have continued to work throughout the COVID-19 crisis, including during 'out of hours' periods to facilitate hospital discharges at short notice.



## INSTALLATION

From April 2019-March 2020 we received 457 referrals for new alarm systems. There were 149 urgent installations and 307 non-urgent installations.

TSA standards require that urgent referrals should receive a demonstration and installation within 5 working days, and non-urgent referrals within 15 working days.

We completed 86.13% of urgent installations and 82.35% of non-urgent installations within these periods.

## MAINTENANCE

We responded to 840 maintenance reports, of which 297 were classified as 'critical' faults (e.g. lost pendant or faulty unit) and 543 as non-critical (e.g. low battery).

TSA standards require that critical faults should be resolved within 48-96 working hours, and non-critical faults within 10-15 working days. 25 reports were resolved outside of these time frames. Reasons for late resolutions vary, quite often it is because a service user is away from home for a temporary period.

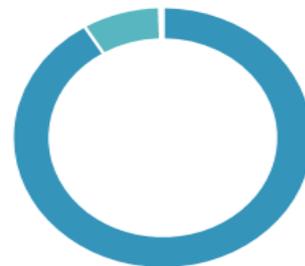
### Critical Faults:

91.24% resolved within 48 hours.  
8.4% resolved within 96 hours.

### Non Critical Faults:

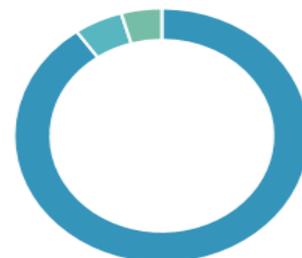
90.23% resolved within 10 working days.  
5.34% resolved within 15 working days.

### Critical Fault Report Response Times



■ Within 48 hours ■ Within 96 hours ■ Exceptions

### Non-Critical Fault Report Response Times



■ Within 10 working days ■ Within 15 working days ■ Exceptions

## COVID-19: OUR RESPONSE

'Care Call has continued to operate 24 hours a day, 365 days a year throughout the pandemic, protecting our most vulnerable resident and giving families' peace of mind during these unprecedented times. When people may be feeling isolated at this time, our Scunthorpe based monitoring centre offers a range of services to provide emergency help as well as contact and reassurance.'

- *Service Manager*

## SHIELDING AND HOME WORKING

Over the past few months, you may have received a telephone call from Mark, one of our Control Centre Supervisors. Although Mark has been shielding throughout the COVID-19 pandemic, he has continued to work alongside the Security Control Centre, providing vital reassurance and assistance to our service users.

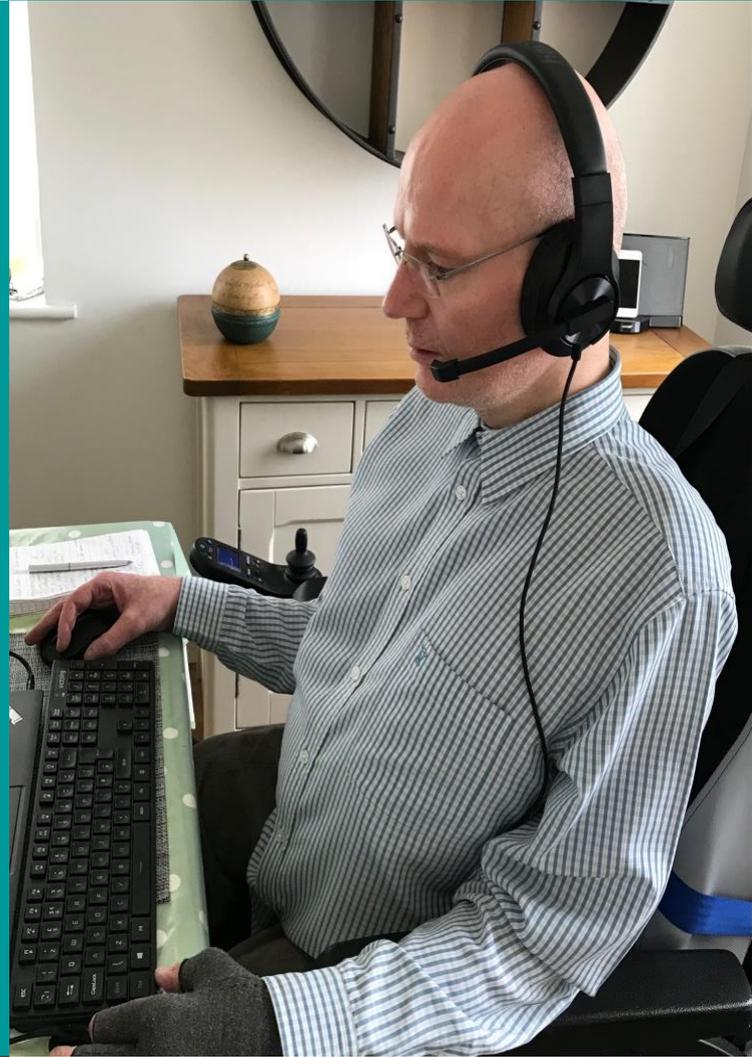
'I have been contacting service users who do not regularly test their pendant alarm system to enquire about their welfare and encourage them to test their equipment. Most have successfully tested, but on occasions where the equipment has not worked, our installation team have been notified and the faults have been rectified as soon as possible.

I have helped vulnerable people in obtaining emergency assistance during the pandemic by signposting them to others who can help with things such as shopping and collecting medication.

I am looking forward to coming back to work once it is safe for me to do so, but will continue working from home in the meantime.'

## IMPORTANT INFORMATION

If you have coronavirus symptoms, please make one of our operators aware at the earliest opportunity. Should you need assistance, it is important that we relay any coronavirus related information to responders to reduce the risk of transmission and infection. If you are concerned about coronavirus symptoms, contact the dedicated NHS coronavirus line by dialling 119. **If in doubt, activate your pendant alarm to seek guidance from one of our operators.**



## EMERGENCY PLANNING

Members of the Council's Safer Neighbourhoods team were deployed to support Control Centre staff and operations during the height of the pandemic.

Sandra and Elisha (pictured) trained in emergency call handling and reporting. Both ladies were on hand to assist in the event of high levels of demand for service during this critical period.

Both have expressed interest in continuing with their training in the Control Centre. This will better prepare us for any unexpected critical incidents that may occur in the future.



## WORKING PARTNERSHIP: HUMBERSIDE FIRE AND RESCUE SERVICE (HFRS)

The Care Call service has maintained a working partnership with HFRS since January 2019. The strategic objectives of the partnership are:

1. To prevent the loss of life and injuries from emergency incidents.
2. To reduce risk in communities.
3. To make the best use of HFRS and Care Call resources.

This year, Care Call has referred 167 vulnerable people to HFRS for a 'Safe and Well' check. 'Safe and Well' checks are free home safety checks provided by the fire service. The primary focus is fire safety, but the assessments also consider health and lifestyle choices. Advice is given on smoking cessation, social isolation, falls prevention, escape plans and winter warmth. If you feel that you, or someone you care for, would benefit from a 'Safe and Well' check, contact the Care Call service. Alternatively, you can contact HFRS directly using the details on the right.

Website: [www.humbersidefire.gov.uk](http://www.humbersidefire.gov.uk)

Email: [safeandwell@humbersidefire.gov.uk](mailto:safeandwell@humbersidefire.gov.uk)

Telephone: 01482 565333 (General Enquiries)

**ALWAYS DIAL 999 IN THE EVENT OF A LIFE THREATENING EMERGENCY**



## HOMEFIRST COMMUNITY SUPPORT

Care Call works closely with North Lincolnshire Council's Homefirst Community Support Team. Homefirst provides short term rehabilitation and reablement support to adults across North Lincolnshire. They work in partnership with other social care and health professionals to prevent avoidable hospital admissions, and to facilitate appropriate early discharge. Care Call provides telecare systems free of charge for up to six weeks for people who have recently been discharged from hospital under the rehabilitation and reablement scheme.

Homefirst responds to around 140 calls a month from the Care Call service to assist service users. Calls for assistance include personal care, minor medical issues and lifting uninjured people who have fallen. Their response can often negate the need for ambulance attendance, thus reducing pressure on the emergency services.

For more information about Homefirst, visit the North Lincolnshire Council website ([www.northlincs.gov.uk](http://www.northlincs.gov.uk)) or contact Adult Social Services on 01724 297979.

## REASSURANCE AND SAFEGUARDING

Safeguarding duties apply to anyone who:

1. Has needs for care and support (whether or not the local authority is meeting any of those needs).
2. Is experiencing, or is at risk of abuse or neglect.
3. Is unable to protect themselves from either the risk of, or the experience of abuse and neglect.

If a safeguarding, welfare concern or care need is identified during an alarm call, operators will discreetly ask questions to ascertain an understanding of what is happening.

Concerns are then raised with the relevant authority or agency on the same day.

If there is an immediate threat to life or risk of serious harm, the emergency services will be notified.

Operators can also assist service users who are feeling lonely, or those who have concerns which do not necessarily meet safeguarding criteria. If Care Call cannot resolve an issue directly, operators can recommend other agencies who can help. A list of contact details for various services can be found on page eight.

Some service users request regular reassurance calls from Care Call – this can be for any reason from medication reminders to welfare checks. We also offer short term reassurance call solutions which are ideal if a service user's primary carer is temporarily away.

## FUTURE DEVELOPMENT

Care Call endeavours to develop its services to meet the continually changing and diverse needs of its service users. Our administration team will receive training on Carefirst (a system used by Social Services) to improve communication and information sharing between the departments. Jontek provide our call handling platform and are scheduled to visit the Control Centre in August 2020 to update and upgrade our hardware and software. New technology is being trialled in some service users' homes so that we can offer our service users simpler and more effective methods of communication. Technologies include:

**Sound Boost:** Sound Boost devices are currently being used to increase the range and sound capabilities in service users' properties. This will benefit service users who have hearing problems, and those who live in larger properties.

**Sensors:** Our installers have introduced improved sensors to our telecare packages. This includes improved Alertit Companion epilepsy sensors and Vibby fall detectors.

## DEMONSTRATION/INSTALLATION

All of our no obligation demonstrations are free. Installers will demonstrate how the equipment works, collect information including relevant medical history, carer arrangements and details of responders. Service users are usually asked to provide details of at least two people who can respond to their pendant alarm in an emergency. Responders should ideally live within 45 minutes travelling distance to service users' properties.



## CARE CALL SERVICE: PACKAGES AND PRICING\*

### Home Based Lifeline Alarm

Installation - £30

Monitoring & Rental - £3.30 p/week

One-off lifetime payment - £799.00

### Home Based Lifeline & Mobile Service

Installation & Programming - £50.00

Monitoring & Rental - £7.00 p/week

### M-Call (Home Based)

Programming - £20.00

Monitoring - £1.25 p/week

### M-Call Plus (Anywhere in the UK)

Monitoring - £4.00 p/week

### M-Call SOS (Personal Mobile Unit)

Monitoring & Rental - £6.00 p/week

### Safety Package

Installation & Programming - £45.00

Monitoring & Rental - £5.50p/week

*includes home based alarm unit, 2 smoke detectors, and 1 carbon monoxide detector.*

### Security Package

Installation & Programming - £45.00

Monitoring & Rental - £6.70 p/week

*includes home based alarm unit, 2 door sensors and PIR sensors.*

### Care Package

Installation & Programming - £45.00

Monitoring & Rental - £6.60

*includes home based alarm unit, bed sensor, fall sensor and chair sensor.*

### Unit Prices (Per week)

Smoke Detector - £0.55

PIR Sensor - £0.60

Bed Sensor - £1.25

Fall Detector - £0.85

Carbon Monoxide Sensor - £1.10

Flood Detector - £0.90

Flashing Beacon - £0.85

Property Door Sensor - £1.40

Radio Epilepsy Sensor - £3.60

Chair Sensor - £1.20

Heat Detector - £0.70

Enuresis Sensor - £1.70

### Other Services

Supra C500 Keysafe - £99.00

Call Blocker - £45.00

*\*Prices exclude V.A.T.*

## USEFUL CONTACTS

### North Lincolnshire Council

01724 297000 – General Enquiries  
01724 849768 – Care Call Administration  
01724 276444 – Control Centre (24hrs)  
01724 297979 – Adult Social Services  
01724 296607 – Adult Information Service  
01724 298393 – Carers Support Services  
01724 244637 – Safer Neighbourhoods  
01724 297460 – Bus Passes  
01724 297418 – Shopmobility  
01724 297777 – Housing Advice Team

### Health and Social Care Support Services

0800 470 8090 – Silverline (Support lonely, elderly people)  
0808 808 0000 – Macmillan Support Line  
0300 330 3322 – British Heart Foundation  
0800 055 6112 – Age UK  
0808 800 4050 – Arthritis Care  
0808 808 1677 – Cruse Bereavement Services  
0300 123 3393 – Mind  
01724 848594 – Alzheimer's Society  
01652 650585 – Carer's Support Centre  
01724 271381 – Foresight  
01724 851203 – Stroke Association  
01724 840211 – TFN Talking Newspaper (For the blind)  
01724 808108 – Peggy's World (Dementia Support)  
01494 601400 – Epilepsy Society  
116 123 – Samaritans

### Domestic Violence Support Services

01724 278908 – The Amber Project  
0800 197 4787 – It's My Right  
0808 200 0247 – National Helpline  
0800 197 4787 – Blue Door

### Other Useful Numbers

01724 279900 – Ongo Homes  
01302 366666 – Doncaster Royal Infirmary  
01724 282282 – Scunthorpe General Hospital  
01482 875875 – Castle Hill Hospital  
01482 328541 – Hull Royal Infirmary  
01724 382000 – Great Oaks Hospital  
101 – Police (non-emergency and enquiries)  
111 – NHS 111 (non-life threatening ailments and illnesses)  
999 – Police, Ambulance, Fire Bridge (emergencies)  
0800 111 999 – Gas emergencies

*This report was published in July 2020*

