

Annual Report 2017
Vitaline Service

Foreword

Vitaline operates providing a wide range of support services to Vulnerable Adults over the age of 18 years old. We are part of a multi-disciplinary team with other professional from across both Health & Social care sectors in order to deliver high quality care.

Vitaline is accountable to elected members and the service has won accreditation with Telehealth – Tele-Care Standards Association. Our staff team members are all employed by Blackpool Council and are subject to Blackpool's Councils Code of Conduct.

The team operates a responsive, comprehensive 24 hours service, 7 day a week, 365 days a year. We provide a wide range of services that are tailored for each individual who wishes are to remain living independently and safely in their own homes through various Telecare and Telehealth technologies, including Pendants, House Sensors and other equipment as well as providing a response service for individuals which or aimed to improve the health and wellbeing of our users.

Vitaline has continued to deliver another successful year service to all its customers throughout 2017. At this present time we are delivering its services to over five thousand clients.

We also provide a Lifting Service for clients who have fallen but are uninjured and a Falls Referral service that is designed to prevent further falls by referring people to other community based support services. In addition we are the Council's twenty-four seven emergency response centre.

2017 saw us retain our accreditation with the Telecare Services Association (TSA), the national trade body. TSA inspections are stringent and cover every aspect of the service. To achieve and retain accreditation we have to satisfy the inspectors that we meet all required standards.

We regularly invite customers to comment on our services by sending out service **Evaluation-** questionnaires. (See Appendix 1 for results for the year 1st January 2017 to 31st December 2017)

Amid a backdrop of national economic uncertainty, Vitaline has continued to perform, grow and to deliver an excellent service. We intend to continue to do so throughout 2018 and beyond.

Janice Howarth
Manager

Key Statistics – 01/01/2017 – 31/12/2017

During 2017, in addition to 271,640 routine monitoring calls Vitaline handled 31492 that required an emergency response.

Our aim is to at least achieve and ideally exceed the emergency response standards set by the Telecare Services Association which are;

- *To answer 97.5% of calls within 1 minute*
- *To answer 99% of calls within 3 minutes*
- *To produce an exception report for any calls taking over 3 minutes to answer.*
- *To provide a mobile response in an emergency within 45 minutes.*

Our results for 2017 are as follows;

99.23% of emergency response calls were answered within one minute –with an impressive 97.06% being answered within 30 seconds. 99.89% of all calls were answered within 3 minutes. The remaining 0.11% were equipment test calls.

Vitaline average mobile response time during 2017 was 18.42 minutes, well within our service target of 20 minutes for a mobile response and TSA (Telecare Services Association) target of 45 minutes

Equipment Installation

Our aim is to at least meet and where possible exceed the Telecare Services Targets for equipment installation which are;

- 9 out of 10 urgent installations completed within 2 working days. 10 out of 10 within 5 days.
- 9 out of 10 non urgent installations completed within 15 working days. 10 out of 10 within 20 days.

Urgent Installations

After discounting exceptions where delays were caused by issues outside of Vitaline's control (e.g. No telephone line, delayed release from residential care or hospital) 100% of urgent installations took place within 2 days of referral with some being done the same day and many the next day.

Non Urgent Installations

After discounting exceptions where delays were caused by issues outside of Vitaline's control (e.g. No telephone line, delayed release from residential care or hospital) 95.43% of non-urgent installations took place within 15 days of referral 99.9% within the 20 day TSA requirement.

Critical/Non Critical Repairs

Vitaline adopts a faulty equipment exchange policy so irrespective of the fault being critical or non critical faulty equipment is replaced within hours of it being reported.

SERVICES

With the aim of supporting independent living, Vitaline provides a wide range of individually designed assistive-technology packages coupled with a personal mobile response to emergency calls. Equipment ranges from basic pendant alarms through to the very latest wireless controlled environmental sensors that can detect a potential problem without the need of client input e.g. movement sensors that will 'know' if there has been no movement in a property – a possible indication of a fall.

All our charges are fully inclusive with no hidden extras and regardless of how many times the service is used.

Among the benefits, Vitaline's Telecare can provide:

- Early detection of emergencies and a fast response to them
- Early detection of lifestyle changes that may indicate deterioration in health
- The opportunity to address problems at an early stage before they become acute
- A sense of security and peace of mind for the individual and their families
- Receive a personal response from our mobile wardens to any issues or concerns

These benefits can prevent, or delay admission to hospital or residential care and support Blackpool Council to make the most effective use of available resources.

Complaints and Commendations

The Service takes all complaints very seriously and makes every effort to ensure that they are dealt with as quickly as possible, and definitely within the timescales laid down in the Corporate Policy.

It is well known that service users do not always like to complain about any issues of service provision. However, the Vitaline Service is grateful for all feedback regarding its service provision as this greatly assists the development of higher service standards.

The service as had 12 complaints which were all responded to within TSA 5 day response target.

Examples of customers assisted Clients during 2017- 2018

Case Study 1

Miss B is a 25 year old girl living at home with mum. She has multiple health conditions including cerebral palsy, arthritis throughout body, multiple non-epileptic seizures, ADHD and depression.

Mum works Monday to Friday and is highly concerned at leaving her daughter alone where on previous occasions has arrived home to find Miss A at the bottom of the stairs.

Telecare assessor tailored a package of telecare peripherals to meet the needs of both mother and daughter. Vitaline installed two smoke detectors, two carbon monoxide detectors, GSM unit with world sim, extreme temperature sensor and a falls detector. . A couple of weeks later Vitaline received a fall detector call where the operator received no reply. The mobile responder was immediately dispatched arriving at the property within seven minutes to find Miss A upside down at

the bottom of the stairs. The responder kept her steady until an ambulance arrived. Mum was at work but made aware of the situation.

If Vitaline telecare had not been installed Miss A would have been left numerous hours prior to mum arriving home from work. Response and monitoring from Vitaline is essential for both mother and daughter to lead a normal life as possible enabling mum to work and Miss A having the knowledge that Vitaline will attend if required.

Case Study 2

Mrs T is a 66 year old lady living independently in her own home. She suffers from a history of falls, fibromyalgia, COPD and osteoarthritis. At 02.00 one morning Vitaline received a mainsfail call indicating there was no electricity feeding the community alarm.

As the operator couldn't gain any response a mobile responder was dispatched to the property where on arrival Mrs T was found on the floor in the dark with no electricity to the property. Mrs T had no known care agency to attend but does have a supportive daughter.

The automatic call may have prevented hospitalisation especially due to the time of the call. It is probable that Mrs T could have lain on the floor for a number of hours and possibly days, dependent on any family or friends visiting the property. In these circumstances Vitaline could have possibly have saved a life.

TELEHEALTH

Vitaline, in partnership with NHS Blackpool, provides a Telehealth service that, in one patient's case, provides treatment that has never before been delivered outside a hospital setting.

Telehealth is delivered in other parts of the country but by combining its benefits with Vitaline's 24 hour-a-day monitoring and emergency response operation a whole new service is created. Vitaline works closely with community based nursing services to deliver this service which is basically the measurement of vital signs by the patients themselves through the use of home based technology that sends the information to Vitaline who, in turn, alert medical professionals if anything untoward is indicated.

Telehealth is a monitoring and not an emergency response service however Vitaline has added value to it by providing, at no cost to the patient, a Silver Telecare element, thus ensuring that all patients, in addition to Telehealth, have access to emergency response 24/7.

FALLS REFERRAL PATHWAY AND LIFTING SERVICE

In partnership with NHS Blackpool and Lancashire Ambulance Service, Vitaline has established an advice, signposting and referral service for people who have suffered a fall. The aim of this is to reduce the risk of further falls. It also provides a Lifting Service for people who have fallen but who are uninjured.

During 2017 Vitaline successfully completed 1990 lifts thus freeing the ambulance service to attend to more urgent calls.

SERVICE DEVELOPMENT TARGETS 2017

- To increase private sales.
- To ensure that 100% of all Vitaline staff are trained and competent to carry out all duties inclusive of new disaster recovery process
- To introduce a mentor post within the operational side of the service.
- To work in collaboration with all other allied professionals and stakeholders of the service

FUTURE SERVICE DIRECTION 2018

- Vitaline will continue to maintain and build effect working relationships all its allied professionals and stakeholders.
- Installation of PNC8 software in readiness for digital network future
- To keep abreast of technology innovations across the telecare sector
- Using electronic equipment out in the field to reduce paper consumption
- Follow new governance on GDPR (General Data Protection Regulations) which will replace Data Protection Act in May 2018

ACHIEVEMENTS

- Extra member of staff on each shift
- Two extra installer positions
- The creation of a Coach/Mentor post to support staff and provide consistency across shift patterns.
- Three new vehicles
- Purchase of new Raizer and Mangor Lifting equipment
- Passed TSA accreditation
- Moved premises

Customer Satisfaction

Customers are provided with the opportunity to give feedback on individual aspects of the service.

Vitaline is committed to providing the best possible service to customers and we are always interested in hearing their views. To this end the service surveyed 59% of all customers during 2017.

Vitaline is committed to involving customers in shaping the service. To this end we regularly invite customers to share their views on how they would like to see the service develop/improve.

Results and level of satisfaction

Survey Name	Target	Service Quality	Speed of Response	Staff Helpful	Good Value
Installation	90%	94.5%	98.75%	98.25%	97.50%
Monitoring	90%	95.75%	98.5%	97.5%	96%
Response	90%	97.75%	97%	96.75%	97%

[Samples from Generic Survey](#)

Although I have not needed to use my Vitaline service but having this service helps me feel safe and secure in my house and provides me with independence as I can rely on the service if I need to.

To the whole team at Vitaline you all have my many thanks to you all because now I have 99% of my quality of life back. Knowing I have someone at the end of telephone for help and comfort. Once I get my courage to go outside again it will be wonderful. Thanks to all.

[Samples from Families and Friends](#)

I decided to have this service as it gives me peace of mind if my wife has gone out. It also gives my wife peace of mind knowing I can press the button if I'm not well or have a fall while she is out. It is very reassuring that there's always someone to help 24/7. I wouldn't like to be without this exceptional service.

My mother lives with us but we are not always there - work, holidays and away from the house got many reasons. Vitaline is essential for her when home alone in case of an emergency / My mother (81) has had occasions to fall at home. We have been in attendance but have also used Vitaline for advice. There is a great compassion to them when Vitaline attended the house to assure action has been carried out by medical services. This is a wonderful follow up act. Thank you.

[Samples from Installation Survey](#)

I have insulin treated diabetes and suffered a severe hypoglaecemic attack. Thought the service would give me peace of mind and help restore my confidence / The two ladies who installed the service were spot on in every way. They couldn't be faulted. Many thanks to the whole team.

I had a small stroke and the hospital (stroke unit) contacted my GP surgery and they contacted Vitaline immediately saying I had to have an alarm as an emergency. It was all dealt with very quickly and efficiently and I feel more secure for having it. The staff who came to see me from Vitaline were all very kind, friendly and put you at your ease. They also explained everything very clearly and answered any questions very helpfully. Thank you. It does make me feel more secure and my son is also glad I have it.

[Samples from Falls Service](#)

I had a fall before I had Vitaline and lay on the floor all night. Could have contacted Vitaline and received treatment sooner. Social services recommended them. Feel more confident about the house knowing I have it.

I live alone, disabled. Gives my family peace of mind. I fell a while ago and 2 people came and got me up. Feel so grateful, whoever thought of this is a genius. The team do check on us and the equipment. Thank you

[Samples from Emergency Response Service](#)

Vitaline has made a large difference to me. I know I can press for Vitaline and they respond very quick.

Recommended by so many people. Having fallen a few times, Vitaline so quick to respond I have utter confidence in them.

Negative Feedback

I have only needed to use the service twice. The first time I got no response and the second time it was very good. The first time was a few years ago when I fell in the garden. By the time Vitaline came I had already been helped by neighbours.

Summary and Conclusion

From all feedback during this period Vitaline continues to provide an excellent service that is highly valued by customers.

Vitaline evaluated through TSA responder targets that on occasions some customers experienced mobile responder delays.

This has been addressed with the addition of an extra person on every shift along with an extra mobile responder vehicle.

For more information about Vitaline, please contact 01253 477678 email Vitaline@blackpool.gov.uk.