



# Annual Report 2019

## 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 Telecare Services 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 2019. 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.

2019 saw us retain our accreditation with the Telecare Services Association (TSA), the national trade body. TEC (Telecare Enabled Care) 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.

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 2020 and beyond.

Gwen Robinson  
Assistive Technology Lead

## Key Statistics 2019

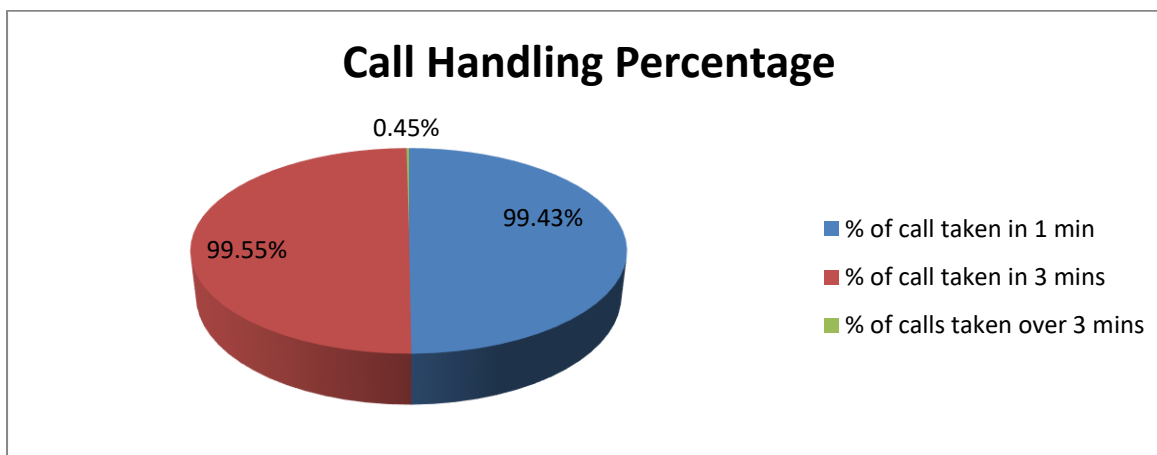


During 2019, in addition to 316,671 routine monitoring calls Vitaline handled 45820 that required an emergency response and or a further action

Our aim is to at least achieve and ideally exceed the call handling 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 2019 exceed all targets as identified in the chart below



Vitaline average mobile response time during 2019 was 17.51 minutes, well within the TSA (Telecare Services Association) target of 90% within 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) 97.08% of non-urgent installations took place within 16 days of referral 100% within the 21 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



## 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 had 8 complaints which were all responded to within TSA 5 day response target.



## Success Stories

### Case Study 1

Mrs B is a 96 year old lady living alone independently in her own home. Referral received identified that Mrs B has poor balance, diabetes, poor eyesight, and high blood pressure. Mrs B has no known carers with one granddaughter who lives in Blackpool. Mrs B is a limited user with only one call during the quarter. At 02.28hrs the Vitaline operator received a computer generated call and could not ascertain the welfare of the lady. A mobile responder was immediately dispatched where on arrival found Mrs B was found on the floor. As uninjured, responder successfully lifted using the specialised Raizer Chair equipment. Due to the time of the fall, 02.28hrs it would be likely that Mrs B would have been on the floor for a number of hours resulting in possible medical intervention.

### Study 2

Mrs A is a 96 year old lady who has been diagnosed with dementia with her only son living out of town. She attends Keats Day Care Centre; a specialist Dementia Centre. To reduce risk of wandering Vitaline installed a universal door sensor triggering alerts each time the door is opened. During quarter 2 Vitaline received 1841 door triggers, averaging out at 141 calls per week. These calls open up a two way speech allowing trained operators to reassure and request the door is closed. It is highly likely that without enhanced telecare it would become more difficult for Mrs A to remain at home in her own environment which could possibly lead to the need for residential care

## 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 2019 Vitaline successfully completed 1832 lifts thus freeing the ambulance service to attend to more urgent calls.

This service has advanced and is working collaboratively with partners to provide the transfer of patients between North West Ambulance Service Trust and the Integrated Home Response and Falls Lifting Service meaning Vitaline will receive direct communication from the ambulance service.



## SERVICE DEVELOPMENT TARGETS 2020

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



## FUTURE SERVICE DIRECTION

- Vitaline will continue to maintain and build effective working relationships with all its allied professionals and stakeholders.
- To look at purchasing an electric vehicle in the next financial year as part of our rolling programme
- Will be trialling Oysta equipment through our current equipment supplier with a view to design alternative services. This technology will provide cover anywhere with its two-way speech and GPS facility.
- To introduce the next generation of Raizer Chair lifting equipment.
- To implement project to move from analogue to digital equipment in readiness for analogue switch off
- To work with partners to provide lifting service into the care home environment
- To keep abreast of technology innovations across the telecare sector
- To work on upgrading current website

## ACHIEVEMENTS



- Passed TSA accreditation audited by TEC (Telecare Enabled Care) Quality following the new QSF (Quality Standards Framework). This allows Vitaline to demonstrate safety and quality across the service.
- Received
- Opened PNC8 call handling API (Application Programming Interface) to collate all data in one place
- Successfully used the Canary System to assist professionals with their care assessments
- Secured funding for the implementation of the digital Smart Hub
- Have 4 staff who are continuing their certifications with Blackpool and Fylde College
- Continue to engage with Customer Focus Group with three new members.
- Implemented Safety in Town Scheme which is about making our town centre feel safer for people with a Learning Disability and/or autism who may be feeling vulnerable, scared, anxious or confused whilst out and about. We are asking libraries, shops, cafes and other well-known places in town to display Safety in Town stickers in their window to let individuals in the town centre know that if they are feeling vulnerable or in need of help they can go into one of these places for support. If help is required Vitaline will receive the calls.

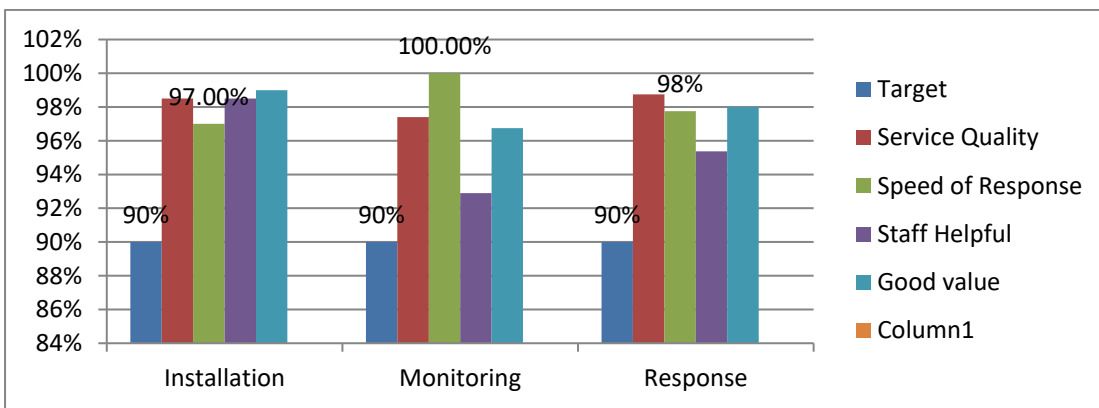


Customers are provided with the opportunity to give feedback on individual aspects of the service.

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 29.21% of all customers during 2019.

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



### Sample from Monitoring

"I no longer feel anxious and worried in case of an emergency as I know someone will be here or contact my daughter at the press of a button. It is the best service Blackpool has to offer and I am sure it has made a difference not only to my life but to thousands of others so thank you. I am truly grateful, the staff could not do enough for me and go above and beyond to ensure my safety. I could not thank the service and the people that make it" possible enough.



### Sample from Families and Friends

My mother has had a severe stroke and is immobile and has significant speech problems. She lives with me but is on her own most days as I work full time. This gives me peace of mind and Mum has used the service twice recently and it has been a godsend. She was helped very quickly and I was also alerted. Fabulous service enabling Mum to stay at home Thank you all.



### Sample from Installation Survey

"I had a small stroke 18 months ago and the hospital contacted my GP and asked him to contact Vitaline, soon after you came and fitted one for me explaining everything very clearly. Thank you very much it is definitely a security for me and for my son who lives away but sees me often and is in touch all the time. Thank you."



### Samples from Falls Service

"I heard about Vitaline from my friend who used you. When my husband became poorly we contacted Vitaline to register. I cannot thank you enough for the wonderful service I cannot be without you, knowing you are there. Thank you all. I would like to thank the people who answered my call when I needed help when my husband after his first fall, the lady was very kind and good at her job. The second fall was in the kitchen when he was making breakfast and lost his balance, the gentleman that came was very kind and my husband would have been alone as I had a hospital appointment. Everyone has been so caring and helpful, I cannot do without you!"

"I feel the service is excellent. When I fell on the bedroom floor the gent arrived very promptly, he gained access and had a good lifting device to get me on my feet. It is very comforting for me to know help is available and especially for my son and daughter-in-law. I am 91 in July and trying to be as independent as I can, to know you are always available is really good and appreciated"

### Sample from Emergency Response Service

Vitaline were recommended to me and as I am now 83 it is comforting (and always has been) to know that I have help at hand both night and day. On the two occasions when I really did need your help, your staff were with me in no time and were exceptional. Keep up the good work!



## Negative Feedback



- Too expensive
- Disappointed on length of time installation took

## Summary and Conclusion

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

Vitaline have proven to benefit other services such as North West Ambulance Service (NWAS), not only to free time to attend emergencies but financially. With Vitaline successfully lifting 1832 uninjured fallers this has saved over £265,000 based on a call out price of £145. Moving forward into the up and coming year this service is expected to expand especially in the care home setting and other non-Vitaline customers.

Vitaline will be working hard to replace all analogue equipment supplied out in the community with new digital equipment called Smart Hubs. This will benefit in speed, reliability, self-checking performance/functionality with the addition of both cellular and Ethernet functionality.

Vitaline have evaluated all performance across the service through TSA targets and found a small percentage of 0.26% response times outside of the expected goal being on 8 occasions out of 3025 emergency responder visits. After investigation the reason was caused through multiple emergency calls at the same time relying on a responder visit. We will continually monitor these targets to assess sufficient staffing levels.

For more information about Vitaline, please contact 01253 477678 email [Vitaline@blackpool.gov.uk](mailto:Vitaline@blackpool.gov.uk) .