

## OneCall Information Sheet

OneCall, previously Care Call and Telecare Services and before that Warden Call is the assistive technology and response service for Stockton Borough Council.

OneCall are:

- Accredited through the Telecare Services Association (TSA) that audits yearly and compares service against best practice.
- Registered with the Care Quality Commission (CQC) to provide personal care with Shaun Taylor the registered Manager and Ann Workman the Nominated Officer for Stockton on Tees Borough Council.

The 2 main services offered to clients are:

**OneCall** - basic package lifeline unit and pendant. The lifeline plugs into a telephone connection or works with a sim card to raise an alert from the client's property.

OneCall is £3.92 per week. Funding is available if client is over 55 years old and on housing benefits. If the client is under 55, has a debilitating illness and is on housing benefit they would get the service free. The weekly cost includes equipment, call handling and emergency responses.



Lifeline Unit



Pendant

**OneCall Enhanced** – includes the lifeline unit as well as a range of sensors and alarms in a tailored packaged designed to promote independence and keep the client living independently and safely at home. Peripherals include, falls detectors, purposeful walking alerts, door sensors, epilepsy alerts, PIR's for inactivity monitoring, smoke, heat, CO2 alarms, medication prompts and carousel and a gas shut of system.

The weekly cost of the service is £12.66 per week. If client is active to social work this cost would become part of the clients social care package. Again the cost covers all equipment, calls handling, visits and response.



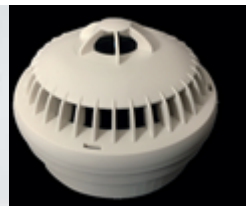
Falls Detector



Bed Sensor



Smoke Alarm



Heat Detector

Typical Falls Client equipment pack

If a client is self-referring into any of the above services and wanting to pay then the client would have to pay VAT for the service unless they have a chronic illness or long term disability that effects their everyday life. There is also an installation fee of £72 for all self-funding clients which can be spread over 3 months for self- paying clients.

### **Over 80's Key Stats for OneCall**

OneCall currently provides service to approximately 4998 dwellings throughout the Stockton on Tees Borough with 2425 of these properties housing clients who are 80 years or above.

75% of these clients have a basic package of a Lifeline unit and pendant installed whilst the other 25% have an Enhanced package to meet their needs and promote their independence.

Between 1st January 2019 and 30th June 2019 OneCall attended 1372 call outs to Over 80 clients in response to assistive technology alerts of which 1264 were classed as an urgent response.

667 of these urgent responses were for clients that had fallen. Only 37 of these clients needed a hospital admission with OneCall lifting and ensuring the well-being of the remaining clients.

OneCall also:

- Contacted the fire brigade and attended the properties of 3 clients for kitchen fires following smoke or temperature sensor activations.
- Attended and requested ambulance services for over 30 clients including:
  - 9 clients that were struggling with breathing difficulties
  - 7 clients that had chest pains
  - 5 clients that had injuries, 2 of which were head injuries
  - 4 clients that had mobility issues, unable to weight bare / move
  - 3 clients that were showing signs of a stroke. (2 confirmed strokes and a TIA)
- Found 3 separate clients through purposeful walking sensors that had left their property at a time deemed to be unsafe. All clients returned to their home address and family contacted.
- 42 call outs resulted in the service providing personal care for the clients
- 35 Clients that needed assistance with toileting needs outside of their general care package needs.
- Over 150 Anxiety / Assistance calls that do not fit in any of the above categories but include:
  - Clients just being anxious, wanting someone to talk to, a drink making etc..
  - Assisting clients to / from bed
  - Resetting electric switches
  - Gentleman locked in bathroom
  - Floods etc.

For any further information email [shaun.taylor@stockton.gov.uk](mailto:shaun.taylor@stockton.gov.uk) or OneCall can be contacted at [onecall@stockton.gov.uk](mailto:onecall@stockton.gov.uk) or via 01642 524000

**TeleAssist** – Pilot looking at replacing some 15 minute Care Company visits with assistive technology. With the idea being that instead of a client getting several visits a day from care companies basically to check they are ok, OneCall will install a range of equipment to monitor their safety within the home, things like adding an inactivity sensor in the kitchen to alert if the client isn't eating / drinking, activity sensors to ensure a client is getting to the toilet etc., a bed sensor to ensure the client has made it to bed to sleep, combined with a telephone call to check in with the client each day. These clients and their families also get the reassurance that if the client has an incident such as a fall or ill health they can press their button or a sensor will alert OneCall 24/7.

**Falls Prevention In a Care Home Setting** – OneCall have over 250 clients living within the care homes throughout the borough that receive a falls prevention package in their rooms. A bed / chair sensor is connected to a pager system for the staff of the home to receive an alert as soon as the client gets out of a bed or chair enabling them to prioritise a response to the client to assist them with any needs and reduce the risk of the client falling. It also means that any clients that have fallen are not left on the floor for any long period of time.

**Long Term Housing Related Support** – OneCall provide an out of hour's response service for 550 scheme properties within 23 housing schemes throughout the borough. These are schemes have a scheme manager (warden) onsite for 8 hours, Monday to Friday with OneCall in the most part taking all out of hour calls and responding to any incidents when they occur.

The chart below shows some of the keys stats around calls taken and responses attended.

OneCall Key Performance Indicators	Jun-19	May-19
<b>Calls Handling Total Calls</b>	12,082	12,023
Calls within 60 seconds	11,796	11,897
97.5% within a 60 seconds	97.63%	98.95%
<b>Calls Within 180 seconds</b>	12,057	12,011
99% within 180 seconds	99.79%	99.90%
Number Calls over 3 Mins	25	12
<b>Emergency Responder Alerts</b>	428	315
Within 30 Mins (local KPI)	415	312
Within 30 Mins (local KPI) Percentage	96.96%	99.05%
9 out of 10 responder alert visits within 45 mins	426	313
9 out of 10 responder alert visits within 45 mins Percentage	99.53%	99.37%
Within 60 Mins	428	314
100% responder visits within 60 mins	100%	100%
<b>None Urgent Responder Alerts</b>	47	49
Total Responses	475	364
<b>Total Number of Falls</b>	200	152
<b>Number Falls requiring Emergency Services</b>	28	22

