



OneCall

Annual Report

1st January 2018 -
31st December 2018

What is OneCall?

OneCall can provide a variety of sensors placed around the home linked to a unit which is monitored 24 hours a day, 365 days a year by our staffed customer support centre, allowing swift action to be taken should an incident occur. A wide range of sensors are now available that manage risks within the home enabling people to live safely and independently for longer in their own home. The range of sensors provide greater reassurance and protection of users by managing a diverse range of risks.

OneCall is accredited to provide services through the Telecare Services Association and in December 2018 became registered through the Care Quality Commission to provide personal care to OneCall clients, following an incident in their home.



What services do we offer?

We offer a range of personally tailored technology including alarms, detectors and sensors to meet the needs of the individual to enable them to live independently, safely and securely.

These include;

- A pendant alarm - a small unobtrusive button that allows the user to raise an alarm call in an emergency, even if the home unit is out of reach or in another room.
- Bed/Chair sensors - a bed/chair occupancy sensor is a solution for the protection of people who get up from their beds during the night and fail to return after a specified period of time has elapsed. The sensor can also detect if clients have failed to go to bed at night or have not got up in the morning thus allowing carers to ascertain the cause.
- Property Exit Sensor - this provides an early warning by alerting the customer support centre when the user has left their home and not returned within a predetermined time period. This is ideal for people living with dementia and can be used in conjunction with our BUDDI system which enables clients to purposefully walk within a safe zone.
- Smoke alarms, heat & CO detectors
- Flood sensors
- Fall detectors
- Equipment to assist with sensory impairments

Other sensors are available depending on your needs. Please speak to a member of the team for a tailored personalised consultation.

Scope of the Annual Report

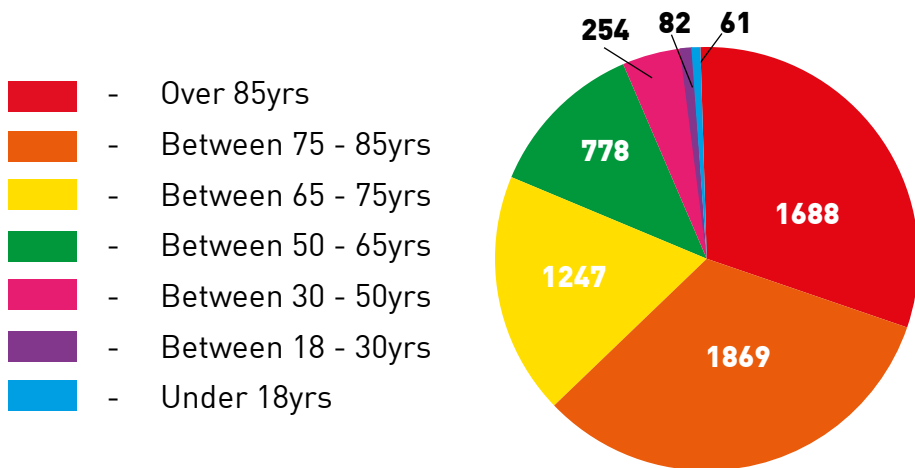
During the timescales of the report OneCall provided the following services.

- OneCall - lifeline unit together with a pendant.
- Enhanced OneCall – lifeline unit together with a range of sensors or alarms to meet the client’s needs, these could include fall detectors, bed sensors, smoke alarms etc.
- Care Home Project – providing falls equipment for care home clients.
- Out of hours monitoring and response for sheltered accommodations throughout the borough.

OneCall Demographic

As of the 31st December 2018 OneCall provided communal alarm’s for 5082 individual dwellings throughout the borough with 5979 individuals receiving the service.

The youngest client receiving the service is 7 years old. OneCall is also providing communal alarm services to 9 clients that are over one hundred years old. The age range for the service is shown in the diagram below.



Key Performance Indicators

OneCall is accredited through the Telecare Services Association (TSA) that has a set of best practice guidelines that communal alarm providers should follow. Below are what the TSA consider to be the key performance indicators.

Connecting to the control centre

OneCall receives on average eleven thousand and two hundred calls per month from equipment fitted into client's homes. The TSA state that best practice with regards to calls handling is that:

- 97.5% of calls be answered within 1 minute
- 99% of calls be answered within 3 minutes

The chart below shows the calls handling stats for OneCall

Calls Handling - Total Calls	124,592
Calls within 60 seconds	122,558
Accreditation Target 97.5% within a 60 seconds	98.37%
Calls Within 180 seconds	124,368
Accreditation Target 99% within 180 seconds	99.82%

Further to this OneCall actually answered 91.3% of these calls within 15 seconds 91.3% and 95.8% of all calls within 30 seconds.

Response

OneCall is one of the few Community Alarm providers that has a response service. OneCall responded to 4885 alerts of which 4315 came into the centre as Urgent, on average 12 urgent responses a day.








TSA states best practice is to respond to 9 out of 10 of urgent responses within 45 mins and all urgent responses within 60 minutes. As a service OneCall aims to achieve this 90% response within a local KPI of 30 minutes.

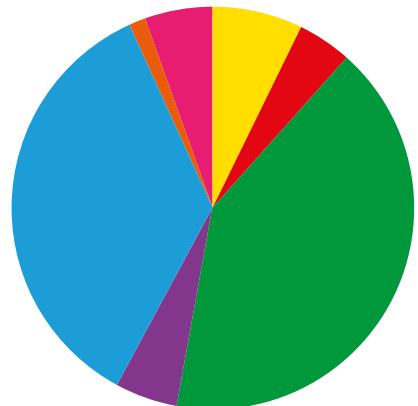
Key response timing stats are below:

Emergency Responder Alerts	4325
Within 30 Mins (local KPI)	4147
Within 30 Mins (local KPI) Percentage	96.1%
9 out of 10 responder alert visits within 45 mins	4275
9 out of 10 responder alert visits within 45 mins Percentage	99.1%
Within 60 Mins	4325
100% responder visits within 60 mins	100%

Response Cont.

OneCall respond to a client's property for numerous reasons and these are illustrated below.

-  - Anxiety Call - 266
-  - Assistance Required - 283
-  - Client Fallen - 1928
-  - Manual Trigger - 140
-  - Silent Response - 1374
-  - Smoke Alarms - 61
-  - Other - 253



Key facts from this information:

- Silent Response calls led to 154 clients needing assistance after a fall.
- Manual Trigger responses led to a further 78 clients needing assistance after a fall.
- 61 Smoke alarm responses led to the discovery of 5 fires in clients properties.

The Other section of responses includes:

- 33 Purposeful Walking responses when clients were away from their properties at a time deemed to be unsafe.
- 5 Gas Shut off activations.
- 65 mains failure responses.

Clients fallen, in total OneCall attended 1928 clients that needed assistance after a fall and with only 84 of these leading to a hospital admission.

Referrals and Installations

OneCall received a total of 1,499 referrals for service. All of the referrals were assessed within 2 working days and installation dates arranged.

From these referrals OneCall carried out a total of 1,369 installs.

These installs are defined as Urgent or None Urgent. 881 installs were classed as urgent and installed within 2 working days of the clients preferred date. The 488 remaining installs were classed as none urgent and all were installed within the recommended 15 working days from the clients preferred date.

In total OneCall installed over 4,000 pieces of assistive technology equipment.

Customer Satisfaction

OneCall carry out satisfaction surveys for 3 aspects of the service, response, installation and monitoring. The information received from the survey's showed:

94% of clients surveyed, who had a response from the OneCall service, were very satisfied with the service provided with the remaining 6% were satisfied with the service.

93% of clients surveyed, following an installation of OneCall equipment, were very happy with the way the equipment was demonstrated at the property with the remaining 7% happy with the demonstration.

100% of clients surveyed, following a call to the OneCall call centre via their equipment, thought the officers answering the calls were, helpful, courteous and professional.

Complaints, Comments and Commendations

During the period of this report, OneCall received

- 1 complaint
- 18 Commendations
- 0 Comments

Via the Local Authorities Complaints, Comments and Commendations policy.

Complaints

The complaint was centred on a response officer failing to attend an appointment on time, which was responded to within timescales.

Commendations

The 18 Commendations received by the OneCall service included:

- 12 Response commendations for officers following a visit to a client's property. 7 of these being a response to client who had fell
- 3 General commendations about the service as a whole.
- 3 commendation from partners, 2 from Social Work teams and 1 from a Ward Councillor.

Testimonials

Commendations

“Thanks for the wonderful service provided and the very dedicated staff who work hard to give reassurance and comfort, truly remarkable service that SBC and staff should be proud of, well done for making a difference and going above and beyond.”

“Thanks to OneCall for the wonderful service provided following a fall at the weekend.”

“Thank you to all the staff of OneCall for getting help to me so quickly, top marks to you all.”

Surveys

“I don’t know what I would do without the service?”

“I would feel less confident in my own home without this.”

“Amazing service, mum wouldn’t manage without call.”

“All staff are charming.”

Social Media

“Response was incredibly fast, with courteous, friendly, caring, good humoured staff – absolutely spot on.”

“An invaluable service, the best “bracelet” my mam has ever owned. We couldn’t cope without this service, all friendly, caring people, worth every penny.”

“This service is excellent, the staff were amazing to my mam for years enabling them to live in their own home.”

If you would like to know more about our services,
please contact the team on the details below or
simply press your pendant.

OneCall Services
The Security Centre
The Square
Stockton on Tees
TS18 1TE

01642 524000

onecall@stockton.gov.uk