

## How did Our Customers Rate Our Service?

A recent telephone survey of our customers revealed that the overall standards we are providing in Quality, Speed of Response, Staff Helpfulness and Good Value are of the highest level.

### The Results:

	<u>Actual</u>	<u>TSA Target</u>		
Sample for Installation:	54.0%	5%		
Sample for Monitoring:	7.75%	5%		
<b><u>Service Quality:</u></b>			<b><u>Speed of Response:</u></b>	
Installation	98.7%		Installation	92.5%
Monitoring	100%		Monitoring	100%
<b><u>Helpfulness of Staff:</u></b>			<b><u>Good Value:</u></b>	
Installation	99.1%		Installation	100%
Monitoring	100%		Monitoring	98.4%
<b>Overall:</b>				
Installation Satisfaction Level:	99.5%	90%		
Monitoring Satisfaction Level:	100%	90%		

### Testimonials:

*"Family live away and they are glad I have the alarm"*

*"Professionalism and warmth"*

*"to us you are our 1st emergency service"*

*"Personalised services and fit for our needs perfectly"*

*"Gives me peace of mind"*

*"Courteous and informative... treated Dad with the utmost respect and consideration.... very impressed with the calibre of your employees"*

*"Extremely happy with the service, it saved my life and I feel very secure with the alarm in my house"*

### USEFUL CONTACT DETAILS:

- **Torbay Lifeline Alarm Service** **0300 456 4861**
- **Emergency Duty Service (out of hours)** **0300 456 4876**
- **Safely Home Carers Helpline** **0300 456 4959**
- **E-mail Address:** [enquiries.torbaylifeline@nhs.net](mailto:enquiries.torbaylifeline@nhs.net)

Monitoring and Response Centre  
St Edmunds CSCC  
Victoria Park Road  
Torquay TQ1 3QH

Our Website Address: [WWW.TORBAYLIFELINE.CO.UK](http://WWW.TORBAYLIFELINE.CO.UK)



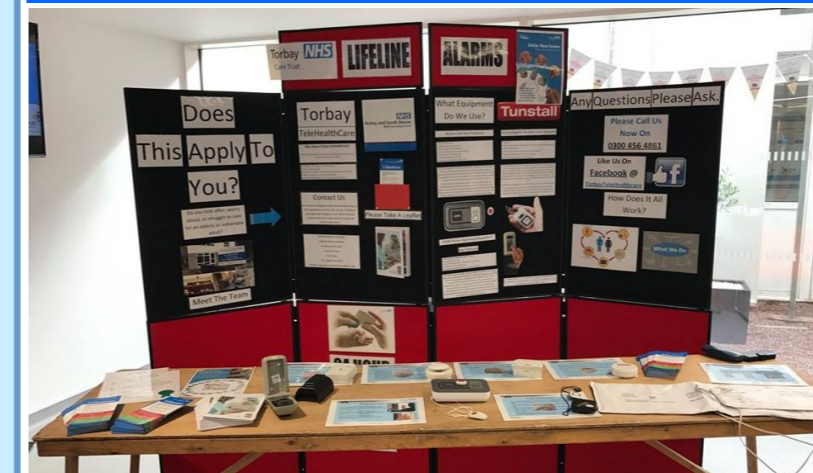
Torbay and South Devon **NHS**  
NHS Foundation Trust

## TeleHealthCare Monitoring Service Annual Report 2018

Welcome to the Torbay and South Devon NHS Foundation Trust, Community Alarm Service Annual Report 2018. We have accomplished a lot in 2017 and we would like to share our news with our most important people, you, **"Our Customers"**.

### Our Mission Statement

To ensure that through the provision of cost effective TeleHealthCare, people are able to maintain their independence whilst at the same time being kept as safe and well as possible.



Over the latter part of this year, our service has actively attempted to visit our local community in an effort to share our knowledge with the public wherever possible.

We have attended carer's meetings, GP surgery meetings and also coffee mornings to demonstrate our equipment and services to groups of individuals in attendance.

We have also spent numerous days within our hospital sites, including Torbay and the community hospitals, to promote this intelligent and invaluable equipment to anyone that is interested within these items.

Alongside this, we have been able to obtain a presentation slot internally on the Trust's Induction Event for new starters into the Trust, this has enabled us to provide valuable information on TeleCare equipment which can then be used in their daily roles for the Trust and public benefit.

**If you are aware of an event that you feel a presentation or demonstration may be valuable or appropriate, please do let us know and we will make every attempt to attend and support this.**

**Torbay and South Devon NHS Foundation Trust** have recognised that Technology Enabled Care Services (TECS) have the potential to transform the way people engage in and control their own healthcare, empowering them to manage it in a way that is right for them.

With this in light the Trust are actively working to develop an innovative model to transform how Technology Enabled Care Services (TECS) are accessed and delivered. Therefore, the Trust has committed to investing in such technology as central to delivery of social care and the promotion thereof.

## New and Exciting Leaflet, with additional equipment info.

We have listened to our Client's and also gained feedback from perspective Client's to identify what you require to enable you to review the equipment and make your own informed decision on what you need to provide you with the reassurance and equipment in your home to support your independence; therefore please see our new, improved and informative leaflet.....



## Torbay TeleHealthCare Case Studies



Our alarm equipment is configured and used in ways to support the individual needs of our Clients. Most recently, a Client's daughter identified the need for her mum to be prompted/reminded to have her lunch.

An existing client's wife contacted us, they were concerned for their husband as she was worried about fire in the home when she was not in to assist her husband. Following discussion, the reason was identified due to the husband's poor hearing and inability to respond to such an alarm on his own.

Our service suggested a smoke alarm that could be provided and linked to the community alarm, meaning that on activation our 24/7 control centre would be notified and able to support/assist and also attempt verbal communication with the client as well as inform his wife, responders and if necessary the emergency services.

On reflection the client's family was left very satisfied with the available and provided service, giving the wife peace of mind.

This requirement was essential in keeping her mum at home and also preventing her from losing more weight, which ultimately effected her strength, mobility, cognitive memory, etc.

In order to provide this, we utilised the 'reminder' function of the alarm device and personalized this with a specific reminder, recorded with the daughter's voice to remind her mum to eat her lunch.

We were able to support this Client in their own home independently for many years, enabling her to actually re-gain some lost weight and become more independent.—**We could tailor to YOUR NEEDS TOO.**

**“Always a friendly voice when I activate by ‘button’, there for me with all my individual details at hand to assist/advise in getting any support I might need”.**

## Service Quality Achievements TeleCare Services Association Performance

<u>For the Period 01/01/17 - 31/12/17:</u>	<u>Actual</u>	<u>TSA Target</u>
Number of Calls Handled	95,958	
Total number of clients with service	1,849	
<b><u>Average response times for answering calls:</u></b>		
Calls answered within 1 minute	98.0%	97.5%
Calls answered within 3 minutes	99.8%	99%
<b><u>Urgent Installations Completed:</u></b>		
Achievement—by 3rd Working Day	100%	90%
Achievement—by 6th Working Day	100%	100%
<b><u>Non Urgent Installations Completed:</u></b>		
Achievement—by 16th Working Day	100%	90%
Achievement— by 21st Working Day	100%	100%
<b><u>Critical Repairs Completed:</u></b>		
Achievement—within 48 Hours	100%	90%
Achievement—within 96 Hours	100%	100%
<b><u>Non Critical Repairs Completed:</u></b>		
Achievement—by 11th Working Day	100%	90%
Achievement—by 16th Working Day	100%	100%

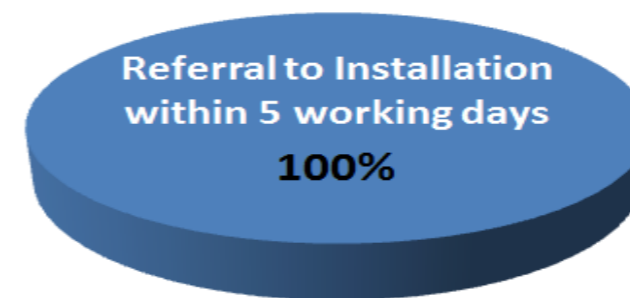
## Would You Like to Get Involved?, Help us to Improve our Service, simply contact us to give us your Feedback.....

As a customer, this would provide you with the opportunity to have your say. We strongly promote customer involvement and value your input to further improve the quality of our services. If you are interested, please contact the Control Centre on:

**0300 456 4861**

**or alternatively email at [enquiries.torbaylifeline@nhs.net](mailto:enquiries.torbaylifeline@nhs.net)**

**Visit us @ [www.torbaylifeline.co.uk](http://www.torbaylifeline.co.uk)**



**When you Need an Installation:** We are pleased to confirm that over the passed year we have installed 100% of all Alarms requests within 5 Working Days.

**When you Need a Critical Repair:** We replace or repair 100% of faulty equipment within 48 hours.

