



# TELECARE CARDIFF

## Annual Report 2019 - 2020

### Welcome to our Annual Report

Telecare gives customers the support, security and reassurance they need to enable them to live independently in their own homes. Our customers include council tenants, home owners and those who rent in the private sector. Telecare will mark its 30th Anniversary in June 2020!

*"I am now 90 years of age and having telecare makes me feel quite secure and able to continue living on my own."*

**- Mrs J, age 90.**

*"Over the last 2 years I have felt safer using Telecare Cardiff."*

**- Miss B, age 43**

*"I no longer wake up with an overwhelming feeling of doom, I live alone and feel a lot more secure knowing if anything untoward should happen you are only one press of the button away."*

**- Mr O, age 86.**



Mae'r ddogfen hon ar gael yn Gymraeg /This document is available in Welsh



## WHAT WE DO

As of the 1st April 2020 the cost for Telecare Cardiff increased for it's two levels of service; Contact Only has increased from £2.44 per week to £2.49 and Mobile Response from £5.06 to £5.16.

Our Telecare Alarm Service provides many couples, and those that live alone, with someone to call for help. Simplicity is at the heart of our 24-7 Telecare alarm service, allowing customers across Cardiff to remain confident and secure in the homes.

The Telecare team have numerous sensors to enable someone to live independently at home and help with a variety of conditions such as Dementia, Parkinson's, Epilepsy and so much more.

## HOW IT WORKS

Simply pressing the button on your pendant or response unit will connect you directly to our friendly team who will be able to talk through the loudspeaker of the unit and take immediate action, 24 hrs a day, 365 days a year. This could include contacting a family member, carer, emergency services or dispatching our unique first aid trained mobile wardens.

## ACHIEVEMENTS

- Telecare mobile wardens attended 3,600 fallers, resulting in cost avoidance for the Welsh Ambulance Service, a total of £675,000 for the year.
- Telecare and Meals on Wheels now have a new website which is full of useful information about our services.
- Integrated Care Funding from Welsh Government will enable Telecare to purchase assistive technology and provide **FREE** Telecare equipment to all potential new customers.



### Did you know that Telecare Cardiff also run the Meals on Wheels service?

This affordable service caters for people of ALL ages and you can order meals as a one-off, temporarily, or for often as you would like them.

Our service isn't just about delivering food, it provides social interaction and a caring welfare check.

If you meet of the following criteria you can receive the service:

- Difficulty preparing a meal safely
- Unable to shop for food
- Liable to self-neglect or would eat an inappropriate diet
- Have a mental or physical disability
- Needing support due to recovery from hospitalisation or illness, carer illness or holiday, or bereavement.



*"I was surprised at how easy to use and understand the equipment was. Installed by someone who put me at ease and explained everything clearly. I am very grateful."*

- Dr P



## HOW HAVE WE PERFORMED?

April 2019 - March 2020

Targets align with the high standards set by the TSA who monitor and inspect our performance annually.



## HOW DID OUR CUSTOMERS VIEW OUR SERVICE?

Customer Satisfaction from 1251 surveys completed in 19-20:

Service Area	Our Target	Service Quality	Speed of Response	Staff Helpful
Installation	90%	100 %	98 %	100 %
Monitoring	90%	100 %	99 %	100 %
Mobile Response	90%	94 %	88 %	89 %

**97%** considered Telecare Cardiff (including the installation, monitoring and response) to be 'value for money'

## OUR PERFORMANCE IN KEY AREAS:

Performance Indicator	Our Target	We Achieved
Mobile Warden Call Outs	<b>90%</b> to respond in 45 minutes	97 %
Urgent Installation	<b>90%</b> to be installed within 2 days	96 %
Non-urgent Installation	<b>90%</b> to be installed within 15 days	95 %
Critical Repairs	<b>95%</b> to be completed within 2 days	99 %
Non-critical Repairs	<b>95%</b> to be completed within 10 days	100 %

### Telecare call handling

Our target was to answer 97.5% of calls within 1 minute, we achieved:

**96.8%**

Our target was to answer 99% of calls within 3 minutes, we achieved:

**99.6%**



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## WHAT OUR CUSTOMERS SAY ABOUT MEALS ON WHEELS



97% Of our customers agree that the service has helped them to remain independent at home.

98% of our customers agree that they feel that their life is easier.



95% Of our customers agree they feel better nourished.

99% of our customers agree that their family has greater peace of mind.



92% of our customers agree that they feel healthier.

## INVOLVEMENT OF SERVICE USERS

We always welcome feedback from our customers whether it is positive or negative. Below are comments/suggestions received from **YOU** that we have taken forward.

- **If you lose your alarm button, is it replaced?**

We all can be forgetful sometimes and it can be easy to put something down and forget where it was. There is no cost for additional and/or lost pendants. Just give the team a call if you need one.

- **Why do I need to update my personal information?**

It is vital that we have the most up to date information on you to be sure to give you the best possible service. If you Next of Kin or medical information changes it is important we know. Without the correct information this could delay the Ambulance service being contacted or even letting loved ones know something has happened.

## LOOKING TO THE FUTURE

*We understand that our customers have changing needs and we want to develop our services to meet them.*

- *We are continuing to build strong relationships with health and social care professionals and will be merging with the Independent Living Service within the Council.*
- *We are liaising with more technology providers to be able to offer more multi function equipment.*
- *Telecare Cardiff will pilot a project with 100 selected customers (across Cardiff and the Vale) who are fitted with a polar loop. When flags are raised that indicate an adverse reading, contact will be made with the participant, or their family, to ensure the necessary steps are taken to prevent a fall from happening.*

**ARMED**  
ADVANCED RISK MODELLING FOR EARLY DETECTION



**CONTACT US** - If you have family, friends or neighbours who would benefit from the service or you would like us to attend an event or be a guest speaker, please call us on: **029 2053 7080**

email: [telecare@cardiff.gov.uk](mailto:telecare@cardiff.gov.uk)  
or visit: [www.telecarecardiff.co.uk](http://www.telecarecardiff.co.uk)