



This year we've taken over
249,160
Telecare calls!

TELECARE CARDIFF

Annual Report 2021 - 2022

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.

Ms W wanted to pass on her thanks to Telecare Cardiff and that the service has been **wonderful** for her mum. The member of staff makes **'a real difference to people'** and that this is **'the sort of care that comes from your soul'**.

Mr S would like to thank the team for their help after receiving assistance following a fall. **'The wardens that attended did their jobs incredibly well, it really is a super service'**.

Did you know our youngest customer joined us at 5 years old and our oldest customer is 102!



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



WHAT WE DO

As of the 1st April 2022 the cost for Telecare Cardiff will increase for it's two levels of service; Contact Only has increased from £2.54 per week to £2.62 and Mobile Response from £5.26 to £5.42

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 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.

"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" - Mrs H

ACHIEVEMENTS

- Telecare Mobile Wardens attended **3662** fallers, resulting in cost avoidance for the Welsh Ambulance Service, a total of over **£700,000** for the year.
- Telecare Cardiff is piloting its Mobile Response service to **381** customers in areas adjacent to Cardiff boundary, in collaboration with The Vale of Glamorgan Council.
- Retained International Standards Organisation (ISO) / Telecare Standards Association (TSA) Accreditation. The TSA auditor commented: *'They demonstrated they are a skilled, united, enthusiastic and committed group of people who genuinely care for their customers'*



MEALS
ON
WHEELS

PRYD
AR
GLUD

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.



HOW HAVE WE PERFORMED?

April 2021 - March 2022

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



HOW DID OUR CUSTOMERS VIEW OUR SERVICE?

We had 283 responses to our Customer Satisfaction Survey with some amazing feedback showing just how important these services are to our customers.

Service Area	Our Target	Service Quality	Speed of Response	Staff Helpful
Installation	90%	100 %	100 %	100 %
Monitoring	90%	98 %	99 %	100 %
Mobile Response	90%	95 %	95 %	97 %

OUR PERFORMANCE IN KEY AREAS:

Performance Indicator	Our Target	We Achieved
Mobile Warden Call Outs	95% to respond in 45 minutes	96 %
Urgent Installation	90% to be installed within 2 days	90 %
Non-urgent Installation	90% to be installed within 15 days	92 %
Critical Repairs	95% to be completed within 2 days	94 %
Non-critical Repairs	95% to be completed within 10 days	88 %

Telecare call handling

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

93%

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

98%

WHAT OUR CUSTOMERS SAY ABOUT MEALS ON WHEELS



95% of our customers agree that the service has helped them to remain independent at home.

97% of our customers agree that they feel that their life is easier.



93% Of our customers agree they feel better nourished.

94% of our customers agree that their family has greater peace of mind.



86% of our customers agree that they feel healthier.

LOOKING TO THE FUTURE

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

- We are liaising with more technology providers to be able to offer more multi function equipment.
- We will continue to ensure the safety of our customers and staff following the lifting of COVID-19 restrictions.
- A Telecare Cardiff Digital Strategy has been developed and the team are providing ongoing support to customers through the digital to analogue transition.

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.

- **What happens if I press the pendant accidentally or raise a false alarm?** Please do not alarm yourself if you accidentally activate your pendant. You will hear the Operator ask “are you okay”, please confirm that you are, and that you simply pressed the pendant in error. Please do not worry if you raise a false alarm, the monitoring centre is always happy to hear from you. The raising of the alarm acts as a useful test of your home unit.
- **What do I do if am changing my Phone/TV broadband package with another provider?** Please contact us immediately if you are planning on changing their phone, TV or Broadband provider. If you are looking to change it is likely to be upgraded to a digital voice package. To ensure you are connected to our service in the usual manner we will visit the property and install a GSM/Digital lifeline unit for you.



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
or visit: www.telecarecardiff.co.uk