

Annual Report 2022 -2023

Helping to keep you independent at home



This year
we have taken
256,899
Telecare
calls!

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



Caerdydd
Dementia
Gyfeillgar



Dementia
Friendly
Cardiff



Certified Organisation

WELCOME TO OUR ANNUAL REPORT

Telecare Cardiff offers support to over 5,000 customers across Cardiff, 365 days a year. 'Helping to keep you independent at home' is at the heart of everything we set out to achieve. Our skilled, passionate, and dedicated staff ensure they provide the best quality service, always ensuring the wellbeing of all our customers.

'I am 58 years old and have become immobile over a relatively short period of time and I am grateful for this service, it has meant a change in my mental health as it has given me reassurance.' - Ms F.



OUR ACHIEVEMENTS

Telecare Cardiff's Mobile Responders attended 4207 fallers across the city. This resulted in cost avoidance for the Welsh Ambulance Service, a total of **£1,036,761** for the year.

Telecare Cardiff retained International Standards Organisation (ISO) and Telecare Standards Association (TSA) Accreditations.

A record level of Telecare Cardiff referrals were received in January 2023. A total of **223** referrals were sent to Telecare Cardiff from various sources.

HOW DID OUR CUSTOMERS VIEW OUR SERVICE?

We had 407 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 %


HOW HAVE WE PERFORMED?

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

OUR PERFORMANCE IN KEY AREAS:	Performance Indicator	Our Target	We Achieved
	Mobile Warden Call Outs	95% to respond in 45 minutes	93 %
	Urgent Installation	90% to be installed within 2 days	81 %
	Non-urgent Installation	90% to be installed within 15 days	90 %
	Critical Repairs	95% to be completed within 2 days	87 %
	Non-critical Repairs	95% to be completed within 10 days	70 %


CALL HANDLING

Our target was to answer 97.5 % of calls within 1 minute. We achieved;



94.8%

Our target was to answer 99 % of calls within 3 minutes. We achieved;



99.24%

'I pressed my button and the lady I spoke to sorted everything out and was a delight. She was amazing! I has been so worried about needing to use it and now the stress is gone. The service I receive from Telecare Cardiff is fantastic.'
- Ms J



LOOKING TO THE FUTURE

- We understand that our customers have changing needs and we want to develop our services to meet them.
- We will continue to support our customers through the Analogue to Digital transition. We are now installing digital equipment by default and are making plans to proactively switchover our customers who have analogue lifelines. More information about the digital transition can be found within this report.
- We are in the process of upgrading the platform through which we receive our Alarm calls. Workshops have been held to ensure that staff at all levels have been engaged with the process and we are all looking forward to this progressing over the coming year.

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. We have introduced Sound Boosts to enhance speech audibility and clarity throughout a home when an alarm call is raised. This allows the customer to hear our operator in more locations, aiding us in arranging the right response.



MEALS
ON
WHEELS

PRYD
AR
GLUD



Did you know that the staff behind 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.

WHAT OUR CUSTOMERS SAY ABOUT MEALS ON WHEELS

100% of surveyed customers agree that the service has helped them to remain independent at home.

99% of surveyed customers agree they feel better nourished.

90% of surveyed customers agree that they feel less lonely.



02920 537080



DIGITALISATION

Telephone network providers across the UK are making changes to the analogue telephone system that we have all used for many years. It is gradually replaced with a modern digital system. This is called a digital upgrade and involves the removal of the traditional telephone landlines.

This digital shift has already started in some areas and will be completed by 2025. When you are upgraded by your network provider, your telephone will be connected to a digital device rather than directly into the telephone wall socket.

Why does this affect Telecare?

All calls such as social alarm calls will no longer be able to use analogue phone systems. For example, if you fall, you would either press your alarm button or rely on automated sensors in your home. The alarm is sent via the traditional telephone system, to our monitoring centre, where an operator will provide advice or get help.

We will need to upgrade the Telecare equipment that you have in your home so that you can continue to use the Telecare service. This equipment connects your alarm calls, via the Internet, to our monitoring centre. It will also have a SIM located in the unit which will ensure you are connected to the control centre should the internet connection be lost.

A CHANGE OF NAME FOR OUR MOBILE WARDENS!

The role of our Mobile Wardens has evolved over the years and as a service we felt it was time to update things. Our dedicated team of staff are now our **Mobile Responders!**

This name better encompasses the amazing work they do, for example responding to 94.7% of call outs within 45 minutes!



How will this affect you?

If you do not yet have digital telecare equipment in your property, we will contact you when we are ready to change your equipment. We will arrange a date for our Connection Officers to come to your property, remove the old equipment and install the digital enabled equipment.


What to do in the meantime?

If your Telephone provider upgrades your telephone service in your home, please contact us on 029 2053 7080 so we can arrange the free installation of digital enabled Telecare equipment.

They may have given you an adapter to keep your Telecare equipment connected however, these are not reliable and you will still need digital enabled Telecare equipment.

If you have any questions about when your telephone service will be upgraded, please contact your telephone provider directly.

If you have any questions and would like to talk to our friendly team, please call us on 029 2053 7080 or email us at telecare@cardiff.gov.uk



'I was even wished happy birthday on my 80th, I was very pleased - try beating that!' - Mr C .

This year we have installed **2173** pieces of equipment!

Do you know someone who could benefit from Telecare Cardiff?

We are carefully committed to providing excellent, low-cost services for the residents of Cardiff. Telecare Cardiff is one of the best value services of its kind in Wales and is reviewed annually. Simply choose the package that best suits you and give us a call.

CONTACT ONLY

For an amazing £2.70 a week you can sign up to have 24 hour support at the touch of a button. The team will then contact a relative, carer or emergency services for you.

MOBILE RESPONSE

Our most popular service is only £5.58 per week. You can have the 24 hour support of both the contact team and our first aid trained Mobile Responders.



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