

ANNUAL REPORT 2023-24

Helping to keep you
independent at home



 **Telecare**
Cardiff
Response and Warden Service

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



WELCOME

Telecare Cardiff offers support to over 5,500 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.

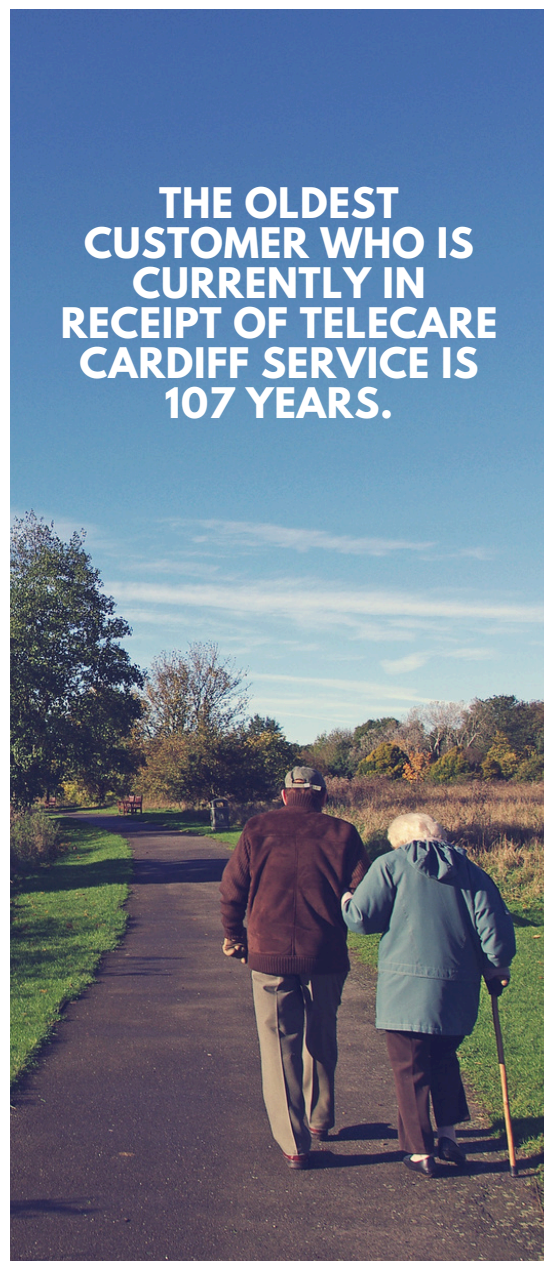
This year our service has continued to grow and evolve, with more than 1,000 new customers signing up to our service. At Telecare Cardiff, we focus on implementing measures to enhance customer satisfaction and drive positive outcomes for the wider community. Throughout this annual report, you will see the impact we have on the lives of our customers.

Scan our QR code with the camera on your phone and it will take you straight to our website where you will find further information about our service and applying to be a Telecare Cardiff customer.



This year we
have taken
245,563
Telecare
calls!

**THE OLDEST
CUSTOMER WHO IS
CURRENTLY IN
RECEIPT OF TELECARE
CARDIFF SERVICE IS
107 YEARS.**



OUR ACHIEVEMENTS

Telecare Cardiff have undeniably achieved great things in 2023-24, we have navigated through challenges posed by the removal of analogue lines, become forerunners for falls data within the sector and continued to digitally transform our Mobile Responder service. Read on to learn more about our achievements...

Telecare Cardiff embarked on a transformation journey to digitally migrate our customers in line with planned telephony switch off dates. Our service transformation reflects a holistic approach driven by external pressures, stakeholder engagement, and a commitment to learning and improvement. As we continue to navigate the digital transition, we remain dedicated to delivering unparalleled care and support to our customers and the wider community. 66% of Virgin Media customers have already been provided with a digital solution and Telecare Cardiff are liaising with other telephony providers to ensure the best results for customers.

The launch of our Focus on Falls reports this year has highlighted the scale of our Mobile Response service and the needs of our customers. We are incredibly proud of the positive outcomes that we have achieved for our customers, truly understanding our falls data means we can establish preventative measures and build the right pathways to ensure our customers have the best possible quality of life. This report is shared with stakeholders, including Cardiff and Vale Regional Partnership Boards, Life Science Hub, and Public Health Wales.

With growing pressures on the NHS and the Welsh Ambulance Service (WAST), services such as Telecare Cardiff are vital to relieve pressure, assist with cost avoidances and act as a preventative service to delay further intervention. Telecare Cardiff attended 4,121 confirmed fallers in 2023/24, with only 392 being escalated to an Ambulance.

Cost avoidance to the Welsh Ambulance service for 2023/24 was £869,667.42.

CASE STUDY

The challenge

Mr S who has Parkinson's has been a Telecare Cardiff customer for almost 3 years. In recent months we noticed a significant amount of requests for our Mobile Responders to assist on a daily basis. On occasions Mr S wanted assistance to put on his coat, transfer from his wheelchair and help getting back into his armchair.

The Mobile Responders engaged with Mr S during their visits and fed back that Mr S was endangering himself when sliding off his armchair, he was positioning himself in such a way that it was making it more difficult for him to breath and his breathing becoming laboured.

What we did

Telecare Cardiff's repeat fallers report identifies risk factors for de-registration due to death. Through this we we able to quickly identify the patterns in our repeat fallers. We noticed that in the months of October and November Mr S had fallen a total of 64 times, 32 times in each month.

This was a significant amount of times for a single client to request the need of the service, and serious concerns for his welfare were raised.

Through open and honest cross-departmental conversations, we identified that the customer was in receipt of a social care package. We created a new pathway to assist in escalating these type of concerns to ensure that everyone supporting Mr S was aware of his growing needs.



Results

The case for Mr S was escalated and Telecare Cardiff voiced our concerns to a senior level within the pathway. The quality of our data enabled us to provide evidence of the time, frequency and location of the falls, which all evidenced a clear need for additional support.

It was established that Mr S would benefit from having a carer overnight to support his needs as this was a period of time we would see a high volume of calls outs.

In the month of December, the number of falls Mr S had reduced by 10 as a result of reassessing and increasing his package of care.

This has meant that as the needs of Mr S were changing, his package of care was able to be changed to ensure he receives the support required.

OUR NUMBERS



We serve over

5,500

customers in Cardiff



We received over

137,500

critical calls a year

Mobile Responders attended **4,121** confirmed falls

Our No Response calls are our highest priority call. Many of these result in a welfare check by a Mobile Responder. Over

3,500

no response calls were received this year.



On average we take

23 minutes

to arrive on site.

£869,667.42

Cost avoidance to the Welsh Ambulance service for 2023/24.



Only **392** customers who fell required escalation to an ambulance

We received over

10,113

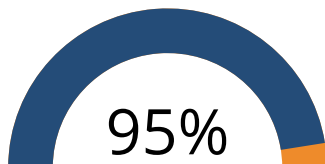
Mobile Responder call out requests this year.



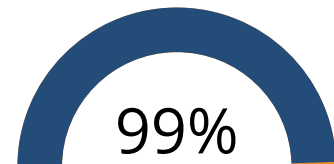
1,825

of falls were attributed to balance problems.

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



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



02920 537080

PERFORMANCE

Customer satisfaction is imperative and people are at the heart of what we do. Our operators contact our customers on their birthday each year, and send them a satisfaction survey. We received 500 responses with some amazing feedback.

Service Area	Our Target	Service Quality	Speed of Response	Staff Helpfulness
Monitoring	90%	99%	98%	99%
Mobile Response	90%	98%	98%	98%

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

Performance Indicator	Our Target	We Achieved
Mobile Responder Call Outs	95% to respond in 45 minutes	82%
Urgent Installations	90% installed within 2 days	63%
Non-Urgent Installations	90% installed within 15 days	87%
Critical Repairs	95% completed within 2 days	60%
Non-Critical Repairs	95% completed within 20 days	80%

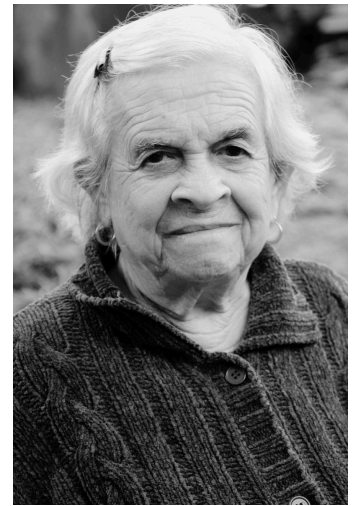


OUR SERVICE USERS

We always welcome feedback from our customers whether it is positive or negative. Below are comments received from YOU.



'My mum had to use Telecare Cardiff service for the first time yesterday a when she had a fall. She has asked me to pass on her thanks for how quickly you responded and how nice the person was who came to help her.'



'A special thanks for your prompt help and professionalism today when Dad fell at the top of the stairs and Mum fell at the bottom. What a wonderful service. Thank you!'

'We have had to have your help a few times lately. We have been helped by two members of staff who were both very kind and understanding, worked in a professional manner, and used equipment effectively. I just wanted to say thank you for an excellent job! We all agree that your service is incredible value and a great reassurance.'

'Without exception, everyone that I have spoken to has been helpful, kind and very empathetic to the difficult situations that those in need of your help find themselves in.'



'Please pass my sincere thanks to the guys in your service, they provide a fantastic service!'

'Upon discharge my mother was despondent and wanted to go into a care home, however with the support of your services, I feel that my mother's mental health will continue to improve and you cannot put a price on that so thank you again.'



OUR FUTURE

Telecare Cardiff have big plans to continue to develop the service, our workforce, and the outcomes for our customers.

A challenge we face is the increasing costs of digital equipment, however Telecare Cardiff have successfully secured Shared Prosperity Funding from Welsh Government. This funding will be used to reduce the cost of the service for our customers and enable greater accessibility.

Extensive work has taken place to procure a new platform solution which is critical in supporting our digital journey. Telecare Cardiff have awarded the contract to Enovation and work will now start to migrate our service. A project of this scale will require input of all staff, and we are excited to start this transfer.

Workforce development will play a critical role in 2024-25. 95% of staff have attended Falls Awareness Training hosted by the Cardiff and Vale Local Public Health Team. Positive feedback was received from all those who attended and it reignited a passion for supporting those at risk of falling. This year staff will receive Dementia Training provided by the NHS and Cardiff Councils Connect 5 Mental Health Awareness Training.

Expanding our Mobile Responder service is another focus in 2024-25. Telecare Cardiff will be exploring other ways that we can support those in the community. If a service that you provide could benefit from dedicated mobile response, please contact us.

Wedi ei ariannu gan
Llywodraeth y DU  Funded by
UK Government

POWERED BY
**LEVELLING
UP**

CONTACT US

Do you know someone who could benefit from Telecare Cardiff?

We are carefully committed to providing excellent, value for money services for the residents of Cardiff. Simply choose the level of service that best suits you and give us a call on 029 2053 7080 to discuss equipment packages.

Our friendly team can help you decide what products will work best for you and can discuss any questions you may have.

CONTACT ONLY

For an amazing £3.60 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 £6.43 per week. You can have the 24 hour support of both the contact team and our first aid trained Mobile Responders.

Scan our QR code with the camera on your phone and it will take you straight to our website where you will find further information about our service and applying to be a Telecare Cardiff customer.



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OUR PACKAGES

Telecare Cardiff have introduced equipment packages to ensure that we are meeting all of our customer's needs and allowing them to choose the option that is right for them. Here is a selection of available packages:

BASIC PACKAGE



The basic package consists of a Digital Unit, Pendant, Wrist Strap and Lanyard. This enables customers to call for help should they find themselves in difficulty.

FALLS PACKAGE 1



The Falls Package 1 consists of a Digital Unit and Falls Detector. An alert will be raised when either the customer presses the button on their fall detector or unit or if a fall is detected.

DEMENTIA PACKAGE



The basic package consists of a Digital Unit, Falls Detector, Smoke Detector and Carbon Monoxide Detector. An alert will be raised by either pressing the button or by one of the sensors.

HOME SAFETY



The Falls Package 1 consists of a Digital Unit, Pendant, and a Bogus Caller Button. This enables customers to call for help should they find themselves in difficulty.



MEALS ON WHEELS

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.

How to start having Meals on Wheels?

If you have family, friends or neighbours who would benefit from the service please call us on 029 2053 7080.

A number of customers are already enjoying the benefits of meals delivered to their home. Tell a friend and help them remain happy, healthy and independent at home.

*Criteria and location applies



MEALS
ON
WHEELS

PRYD
AR
GLUD

 02920 537080



For more information on our products and services please
contact Telecare Cardiff on:

Telephone: 02920 537080

Email: telecare@cardiff.gov.uk

Website: www.telecarecardiff.co.uk