

LifeLine 2016/17 Annual Report



LifeLine has continued to deliver its lifesaving service, which is totally tailored to meet the individual needs of each one of our customers

We continue to work in close partnership with social and health professionals, with the additional support of Cross Keys Care, to both support and promote independent living.

At Cross Keys Homes we are passionate about working in partnership with other organisations to deliver more efficient services to even more people. We have been working with Peterborough City Council (PCC) since 2015 to deliver LifeLine services to support vulnerable people in Peterborough, enabling them to stay in their own homes.

The project continues to go from strength to strength and during 2016/17 we installed 395 LifeLines with PCC, bringing the grand total of installations through this partnership to 627. This means 627 additional customers are still able to live independently in their own homes. Plus 627 more families are benefiting from the re-assurance that their loved ones are being supported through this service.

Our partnership working with PCC also supports people leaving hospital with our provision of five reablement apartments at Kingfisher Court. These allow people to live in our supportive environment and receive all the help and care they require to adjust to life at home following a stay in hospital. This service is, of course, supported by the LifeLine service.

Our successful work with Peterborough City Council reinforces how Assistive Technology and Telecare, working in combination with traditional care, can have a huge impact on people's lives by providing emergency support while helping people to manage their wellbeing.

LifeLine is moving forward with the rapidly changing world of technology to ensure our customers benefit from this new technology to support people to live as independently as possible, for as long as possible.

Our Care Service has gone from strength to strength this year, expanding rapidly, both in terms of employees and customers. The service has been rewarded with us being named Housing with Care Provider of the Year in the national final of the Great British Care Awards, while Care Worker, George Carpenter, was named Care Newcomer of the Year in the regional finals of the same awards.

Our Care, LifeLine, Sheltered Housing and Extra Care Housing teams all work closely together to offer a seamless, integrated service to offer our customers the perfect level of support to suit their needs at any given time in their life. The service is also flexible enough to change as those needs change, and to offer customers the support, dignity and independence they desire and deserve.



Here's how we performed over the past year

Customer satisfaction:

We received 2,715 responses to the annual satisfaction survey. The results showed that:

99.81%

of customers are satisfied with the quality of the service they received from LifeLine

99.65%

of customers are satisfied with the speed of response to their calls.

99.73%

find our LifeLine team helpful.

99.46%

feel that their LifeLine represents good value for money.

"Thank you for saving my life by calling the ambulance when I had a seizure." Mr S

Repairs:

99.67%

would recommend LifeLine to someone else.

We received a total of five complaints about our service. We have used this feedback to further improve our services.

During the year we also received 136 compliments.

Thank you to all our customers who took the time to complete our surveys or contacted us with feedback. It's thanks to your feedback that we have been able to continue tailoring our LifeLine service to meet your needs.

100% of 128

critical repairs to LifeLine equipment are completed within 48 hours.

100% of 232

non-critical repairs to LifeLine equipment are completed within ten days.

Responder service:

Our responder service was on site in

100% of 113

calls within 60 minutes.

"You are all so lovely and very helpful." Mr G

Call volume and response times:

13,657

LifeLine connections are currently monitored by our Control Centre.

Our call response times over the year (April 2016 - March 2017) have exceeded our targets again.

97.91%

(target 97.5%) of calls were answered within 60 seconds.

99.75%

(target 99%) of calls were answered within 180 seconds.

A total of

415,881

calls came through the call centre in the year, an increase from 409,732 from the year before.

This equated to an average of

34,656

calls per month, a monthly increase of 512 from last year.

Installations:

100% of 441

non-urgent installations were completed within fifteen working days.

100% of 117

urgent installations were completed within two days.

During the year we called an ambulance to service users 5,876 times, the fire service 620 times and the police 335 times.

A day in the life of Amanda Taylor, LifeLine Adviser

When I was asked to write this piece for the annual report, I started to think about what a typical day in LifeLine is. The thing is, in this job there really is no such thing as a typical day! We never know what the next call is going to be – we can be wishing a service user a happy birthday one minute and calling an ambulance in a serious emergency the next.

I arrive a few minutes early before my shift starts so I can get logged onto the system and catch up with any issues that are ongoing. We will take an average of 650 calls between the team. Many of these will consist of more routine calls such as:-

- Updating our Sheltered Housing Scheme Managers on any calls that have come through from residents on their schemes overnight.
- Answering calls from people wanting to access our secure sheltered and extra care housing schemes. We always confirm the identity of a visitor before we open the door. Regular callers often have passwords set up which we check against the system.
- We also take lots of calls from service users, contacts and engineers, to update information, test equipment and report and fix faults.

However, every day we take calls that are far from routine. These are the calls that save lives, and these are the reason I do this job.

Calls like the one I received from Margaret, a 94 year old lady who has fallen in her kitchen. Because she pressed her button I was able to make contact and reassure her that help is on its way. I called the ambulance and her daughter. Fortunately Margaret was not badly injured and after a good check up and a cup of tea she was back on

her feet. The amazing thing about LifeLine is that Margaret was able to call for help even though she couldn't get off the floor.

Later in the day I took a call from 88 year old George. He said he had fallen but was uninjured, just feeling a little unwell. I reassured George that I would get help for him and called Norfolk Swift Response to attend. As a precaution they took George to hospital for a check up, and I later heard George was given the all clear and was back at home. I always love to know what has happened to the people whose calls I take, in this case it was great to hear that George was soon on the mend.

Sometimes we have some mystery calls that come through, and there is no-one answering. Such as in the case of Barbara and Jim. The call came in from Barbara's pendant but there was no response from either Barbara or her husband, Jim – either through their LifeLine or telephone. I left a message with their carer to check on them and followed up the message a few minutes later to ensure the carer was able to get there. They were and I was pleased to find out it was a false alarm and both Barbara and Jim were fine.

We get quite a few false alarms, when people press their pendant by mistake. We never get annoyed by

this – in fact quite the opposite! We would rather have false alarms than think people sitting there, needing help but unwilling to press their button. Plus it is a great chance for you to test your LifeLine and you will know your equipment is working perfectly!

Between calls I work through the emails coming in, adding, amending and making changes to service user's records and arranging appointments as and when required. Quieter times between calls, is used to catch up on programming new stock, recycling returned units and processing new service users.

We also have a programme of continual training and development that makes sure we are up to date with all the new advances in technology as well as always up to speed on all aspects of our job.

You can see that there is never a dull moment in LifeLine and this is why I really love my job. I work with a really brilliant team, and get to speak to the most wonderful people every day. Plus, I know that the job I do makes such a difference to people's lives, giving them the confidence to go about their daily lives, knowing help is just the touch of a button away.



Meet some of your LifeLine team. From left to right: Adrian Morris, Morgan Harris, Laura McNeil, Jane Alexander and Andrew Dickman.

Looking forward

- We will continue to look at new technology that becomes available to ensure our customers continue to benefit from the new advances in equipment to support independent living for as long as possible.
- We will be launching the Personal Alert Wristband service in the Autumn of 2017 to provide additional peace of mind to our customers when they are out and about.
- We are continuing to tender for contracts and work with other housing providers and councils to promote and support independent living amongst their residents.
- We will continue to work closely with a range of partners in social and health care to offer an expanded range of telecare products and services.
- We will maintain, if not better, all our key performance indicators and ensure we provide the best possible service to all our customers, no matter what the time of day or night.
- We will promote the benefit of LifeLine to all people, including people with disabilities and vulnerable young people, trying to change the perception that LifeLine is only for older people.
- Our second extra care scheme, Lapwing Apartments is opening in September 2017, providing 54 state of the art apartments in an amazing community setting. LifeLine will be providing all the telecare support for the residents of Lapwing Apartments.

Are you concerned about leaving the house? Do you enjoy the security of your LifeLine when you are at home but worry what will happen if you have a fall or accident while you are out?

The LifeLine Personal Alert Wristband is the answer to your worries, giving you and your family the security and peace of mind that LifeLine can be easily contacted even when your pendant can't be used.

The LifeLine Personal Alert Wristband is a flexible silicone bracelet, that contains your unique personal identification number and the LifeLine Control Centre telephone number with the wording ICE (in case of emergency).

The wristband is soft and comfortable to wear, just like a piece of jewellery. Except this little diamond could save your life!

Call us today to find out how the LifeLine Personal Alert Wristband could give you confidence when you are out and about.



Get in touch

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Cross Keys Homes has a set of published standards and performance indicators which we ensure our LifeLine service meets and we have reported on our performance against these in this report to involved customers (users and stakeholders). A full set of the standards and performance indicators is published in full on our website: www.crosskeyshomes.co.uk/LifeLine

