

LifeLine 2017/18 Annual Report



LifeLine continues to work closely with a range of partners in social and health care to offer an expanded range of telecare products and services tailored to individual needs.

At Cross Keys Homes we are passionate about working in partnership to deliver more efficient service solutions to even more people. Its care and LifeLine service work hand-in-hand to offer joined up solutions, tailored to the person, working closely with social and health care professionals to support and promote independent living.

We have been working with Peterborough City Council (PCC) since 2015 to deliver LifeLine services to enable vulnerable people to stay in their own homes. The project continues to go from strength to strength and during 2017/18 we installed 355 LifeLines, bringing the total number of installations through this partnership to 982. This means 982 people are still able to live independently in their own homes while 982 more families benefit from the re-assurance that their loved ones are being supported.

Our partnership with our local authority also supports people leaving hospital with our five reablement apartments at Kingfisher Court. These allow people to live in our supportive extra care environment with the assistance of our LifeLine service and different telecare equipment, they receive the help and care they require to adjust to life at home following a stay in hospital.

Our successful work with local authorities reinforces the huge impact Assistive Technology and Telecare, working in combination with traditional care, can have by providing emergency support while helping people manage their wellbeing.

LifeLine is moving forward with the rapidly changing world of technology to ensure our customers benefit from new ways to support independent living. The service is being expanded with the SMART flat we have opened at Kingfisher Court which you can read about overleaf.

Support from the LifeLine service is not just restricted to people in the Cambridgeshire and Peterborough area - but far wider, with people receiving a service from other neighbouring counties. You can live anywhere in the country and have a LifeLine.

Our commitment to ensuring our customers get the highest level of support and advice as well as the very best service, delivered in the way they want it, led us to opening Customer Central in Bridge Street, Peterborough. Pop along and speak to our team about our LifeLine and Care service and discuss the best options for you.

Our Care Service has enjoyed great success, expanding rapidly to support many new customers. This year saw the opening of our second extra care scheme, Lapwing Apartments. In just a short space of time, this 54 apartment scheme is already a vibrant and supportive community offering truly independent living to the residents.

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



Here's how we performed over the past year

Customer satisfaction:

We received 2,336 responses to the annual satisfaction survey. The results showed that:

99.78%

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

99.32%

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

99.73%

find our LifeLine team helpful.

98.89%

feel that their LifeLine represents good value for money.

"I've just turned 90 and I know I am safe with my LifeLine. Thank you! You are all absolutely marvellous and I am so grateful for the service."

Mr G

99.59%

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 survey 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.

Repairs:

98.89% of 180

critical repairs to LifeLine equipment are completed within 48 hours.

100% of 232

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

Responder service:

Our responder service was on site in

100% of 150

calls within 60 minutes.

"Thank you for the quick and professional service when I had my fall"

Mr C

Call volume and response times:

13,059

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.

98.22%

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

99.78%

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

A total of

425,259

calls came through the Control Centre in the year, an increase from 415,881 from the year before.

This equated to an average of

35,438

calls per month, a monthly increase of 782 from last year.

Installations:

100% of 469

non-urgent installations were completed within fifteen working days.

100% of 115

urgent installations were completed within two days.

During the year we called an ambulance to service users 5,638 times, the fire service 512 times and the police 218 times.

See LifeLine in action

You know about how fantastic LifeLine is and how it is great security to know that you have that little red button to hand if there is ever an emergency. But did you know that LifeLine can offer you so much more than just your emergency button?

There are a range of sensors and gadgets that all connect to your LifeLine and put a call through to the Control Centre if they are triggered. This includes our smoke alarm, which we believe every home should have. Not only does it alert you if it detects smoke, but also calls out Control Centre. This means we can make sure you have heard the alarm and get help if needed.

There is also a flood detector that can detect excess water; a medicine dispenser that reminds you when it is time to take a pill, and sensors that will call us if you have been in, or out, of a chair or bed for too long.

This is just a few examples of a whole range of ways we can help you and you can now see our whole range, and speak to advisers, in two new locations.

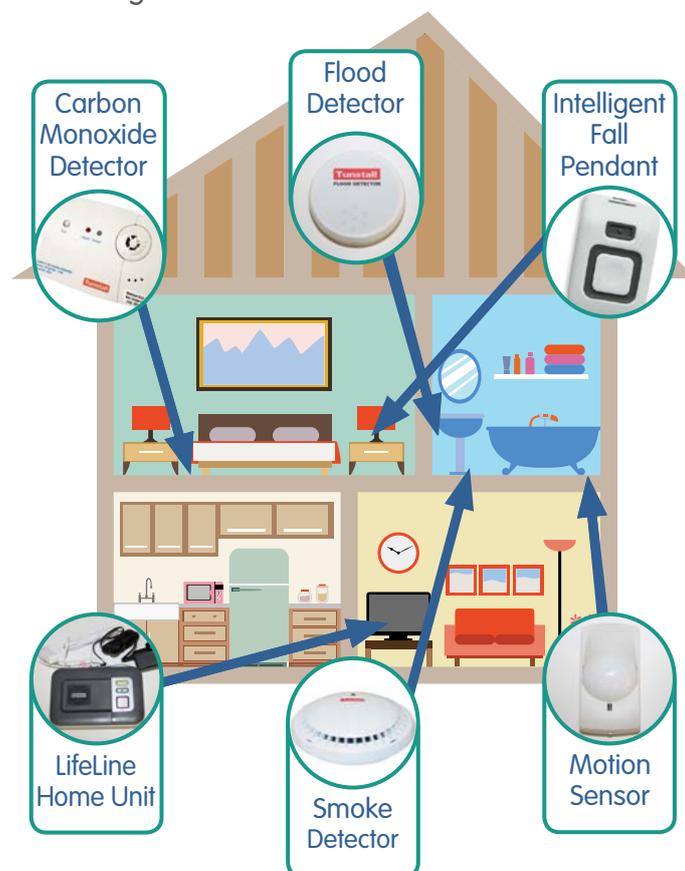
Our Customer Central shop is now open in Bridge Street Peterborough, and you can pop in to speak to our team about how the additional sensors could help you.

You can also call into the brand new SMART flat in Kingfisher Court, in Stanground. In the SMART flat you can not only see all the LifeLine equipment in a home environment, but you can also see a wealth of different technologies that could

make your life easier in your own home.

These gadgets can include aids for cooking, large button telephones, reminder clocks and alarms, standalone equipment that will alert an on-site carer to name but a few.

Plus you can see how systems such as Amazon's Alexa could support you.



The SMART flat is open every Tuesday, 10am to 2pm and Thursday, 3pm - 5pm

You are welcome to pop in for demonstrations and expert advice from trained staff - no appointment is necessary.

Kingfisher Court, Thistle Drive, Stanground, Peterborough PE2 8NZ

Training can be provided for care professionals, for more information email margaret.bennett@peterborough.gov.uk

Don't forget, when you visit Kingfisher Court, you can enjoy a delicious, freshly cooked lunch or a cup of tea and a piece of homemade cake in our friendly Kingfishers Restaurant.

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 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.



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

