



OneCall Services Annual Report

1 January 2020 – 31 December 2020

What is OneCall?

OneCall can provide a variety of sensors placed around the home linked to a unit which is monitored 24 hours a day, 365 days a year by our staffed customer support centre, allowing swift action to be taken should an incident occur. A wide range of sensors are now available that manage risks within the home enabling people to live safely and independently for longer in their own home. The range of sensors provide greater reassurance and protection of users by managing a diverse range of risks.

OneCall is registered to provide “Personal Care” through the Governments Care Quality Commission (CQC) and following its first inspection in November 2019 it received a Good rating for the 5 key service areas, Safe, Effective, Caring, Responsive and Well Led.

OneCall is accredited to provide services through the Telecare Services Association.

COVID-19 Update

OneCall continue to provide Alarm Monitoring / Calls Handling and Response Services and are still Installing Equipment into individual client’s homes.

Full Covid-19 Procedures are in place that mean OneCall officers will, where possible maintain social distancing and will be wearing full PPE consisting of face masks, gloves and an apron when they attend a property.

What services do OneCall offer?

We offer a range of personally tailored technology including alarms, detectors and sensors to meet the needs of the individual to enable them to live independently, safely and securely.

We offer a variety of sensors which include.

- A pendant alarm - a small unobtrusive button that allows the user to raise an alarm call in an emergency, even if the home unit is out of reach or in another room.
- Bed/Chair sensors - a bed/chair occupancy sensor is a solution for the protection of people who leave their beds during the night and fail to return after a specified period of time has elapsed. The sensor can also detect if clients have failed to go to bed at night or have not got up in the morning thus allowing carers to ascertain the cause.
- Property Exit Sensor - this provides an early warning by alerting the customer support centre when the user has left their home and not returned within a predetermined time period. This is particularly suitable for people living with dementia.
- Smoke alarms, heat & CO detectors
- Fall detectors
- Equipment to aid with sensory impairments

Other sensors are available depending on your needs. Please speak to a member of the team for a tailored personalised consultation.

Scope of the Annual Report

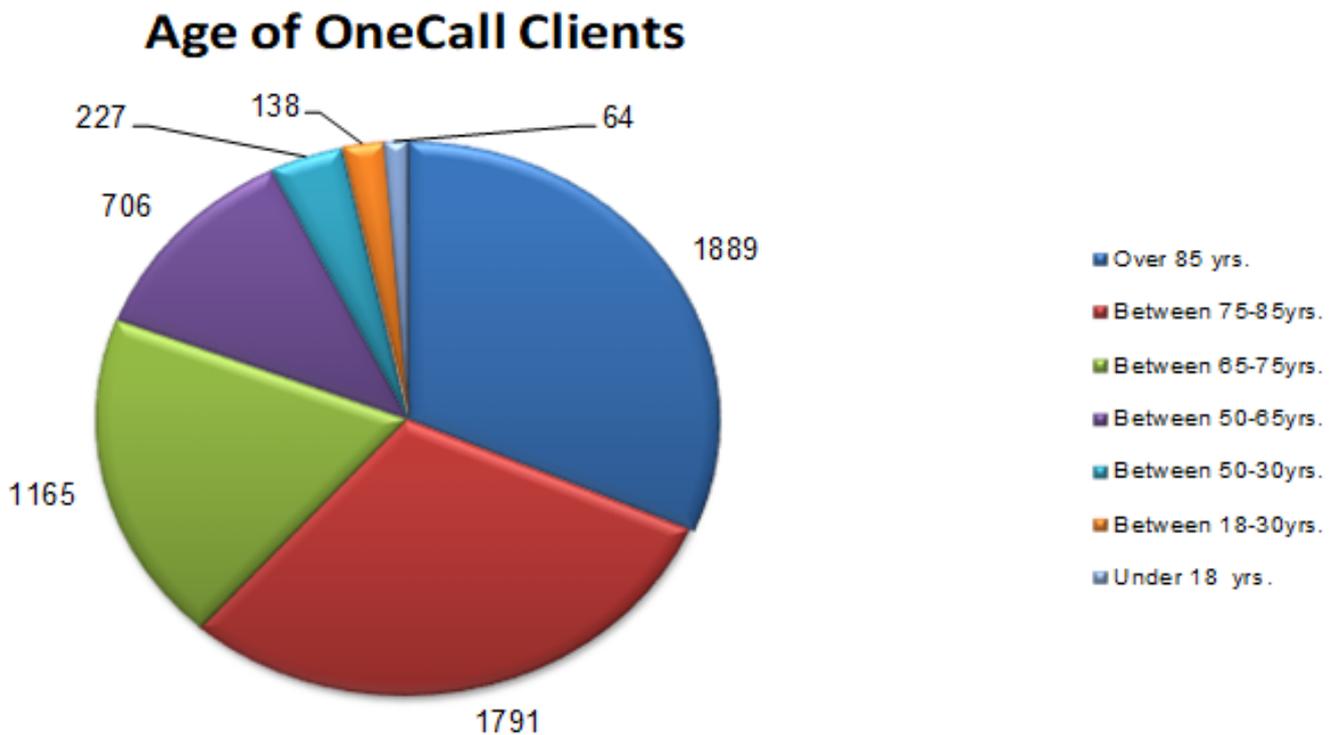
During the timescales of the report OneCall provided the following services:

- OneCall - lifeline unit together with a pendant.
- Enhanced OneCall – lifeline unit together with a range of sensors or alarms to meet the client's needs, these could include fall detectors, bed sensors, smoke alarms etc.
- TeleAssist service that provides additional support and welfare checks for clients with the goal of combating social isolation and inactivity through assistive technology.
- Care Home Project – providing falls equipment for care home clients.
- Out of hours monitoring and response for supported living accommodations throughout the borough.

OneCall Demographic

As of the 31st December 2020 OneCall provided communal alarms for 5086 individual dwellings throughout the borough with 5980 individuals receiving the service.

The youngest client receiving the service is 9 years old. OneCall is also providing communal alarm services to 11 clients that are over one hundred years old. The age range for the service is shown in the diagram below.



Key Performance Indicators

OneCall is accredited through the Telecare Services Association (TSA) they provide a set of best practice guidelines that communal alarm providers need to follow. Below are the key performance indicators that OneCall are audited against.

Calls Handled.

OneCall receives on average eleven thousand and two hundred calls per month from equipment fitted into client’s homes. The TSA state that best practice with regards to calls handling is that:

- 97.5% of calls be answered within 1 minute
- 99% of calls be answered within 3 minutes

The chart below shows the calls handling stats for OneCall:

Calls Handling - Total Calls	128,966
Calls within 60 seconds	1127,208
Accreditation Target 97.5% within 60 seconds	98.64%
Calls Within 180 seconds	128,545
Accreditation Target 99% within 180 seconds	99.67%

Further to this OneCall answered 93.1% of these calls within 15 seconds and 96.4% of all calls within 30 seconds.

Response

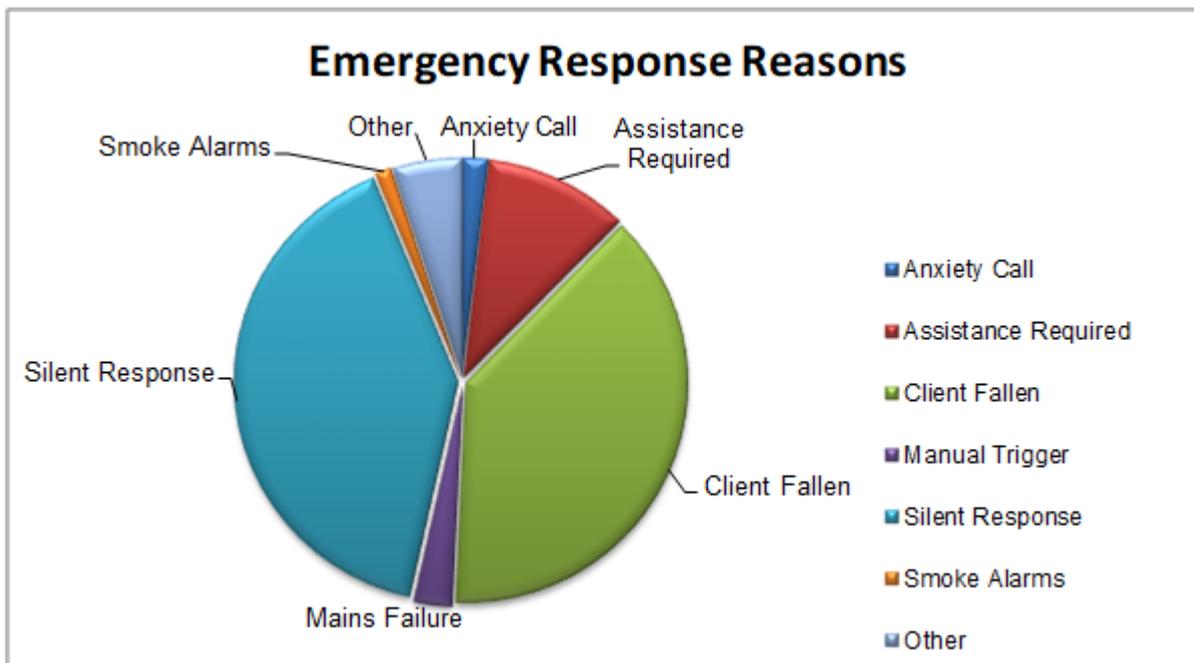
OneCall is one of the few Community Alarm providers that provides a response service. OneCall responded to 5756 alerts of which 5489 came into the centre as “Urgent”, on average 105 “Urgent” responses a week.

TSA states best practice is to respond to 9 out of 10 of “Urgent” responses within 45 mins and all “Urgent” responses within 60 minutes. As a service OneCall aims to achieve this 90% response within a local KPI of 30 minutes – key response timing stats are below.

Emergency Responder Alerts	5489
Within 30 Mins (local KPI)	5310
Within 30 Mins (local KPI) Percentage	96.4%
9 out of 10 responder alert visits within 45 mins	5456
9 out of 10 responder alert visits within 45 mins Percentage	99.4%
Within 60 Mins	5485
100% responder visits within 60 mins	100%

OneCall respond to a client's property for numerous of reasons, some of these are illustrated below.

Reasons for OneCall Emergency Response include:



Key facts from this information:

- OneCall attended 2236 clients that needed lifting and assistance following a fall and with only 111 of these leading to a hospital admission.
- OneCall responded to over 2045 activations due to a silent response from the property. 249 of these responses found clients that had fallen and were on the floor.
- A further 89 responses to a silent response were for clients that had purposefully walked out of their property at a time deemed possibly unsafe.
- 36 smoke alarm responses led to the discovery of 3 small fires in client's properties.
- The "Other" section of responses includes:
- 2 gas shut off activations.
- 19 mains failure responses where power was lost within the property.

Referrals and Installations

OneCall received a total of 1633 referrals for service. All the referrals were assessed within 2 working days and installation dates arranged.

From these referrals OneCall carried out a total of 1,525 installs. These installs are defined as “Urgent” or “Non-Urgent”. 796 of these installs were classed as “Urgent” and installed within 5 working days of the clients preferred date. The 729 remaining installs were classed as “Non-urgent” and all were installed within the TSA recommended 15 working days from the clients preferred date.

In total OneCall installed over 4,000 pieces of assistive technology equipment.

Customer Satisfaction

OneCall carry out satisfaction surveys for 3 aspects of the service, response, installation and monitoring. From surveys carried out the results showed:

97% of clients surveyed, who replied to OneCall surveys were “very satisfied” with the service provided with the remaining 3% were “satisfied” with the service.

98% of clients surveyed, following an installation of OneCall equipment, were “very happy” with the way the equipment was demonstrated at the property with the remaining 2% “happy” with the demonstration.

100% of clients surveyed, following a call to the OneCall call centre via their equipment, thought the officers answering the calls were, helpful, courteous and professional.

Complaints, Comments and Commendations

During the period of this report, OneCall received,

- 2 complaints
- 11 commendations
- 0 Comments

Via the Local Authorities Complaints, Comments and Commendations policy.

Complaints

One of the complaints was around a billing issue with the 2nd being about a specific response to an incident both complaints were resolved within timescales.

Commendations

The 11 Commendations received by the OneCall service included

- 2 Response commendations for officers following a visit to a client's property.
- 6 General commendations about the impact the service has had in supporting clients to live independently.
- 3 Commendations about the installation of equipment.

Commendations

"Thank you to all in OneCall for all your help over the last 5 years helping to keep my father at home, we couldn't have done this without all the lovely people who came out to get him back on his feet after each fall, so very grateful to all of you, you're worth your weight in gold"

"Let team and management know that I was overwhelmed by the speed they completed a install for a client and her husband, placed request at lunchtime and was complete by mid-afternoon that day, truly appreciated, excellent work at any time and amazing in this current climate"

"Want to take the opportunity to thank the staff, it has been a great assistance to my mother in living independently until the age of 94, in one instance when she broke her hip in the garden the service undoubtably saved her life"

Survey Surveys

"The service is fantastic, the staff can't do enough for you, can't praise them enough"

"Don't know what I would do without it, total life savers"

"Excellent service and staff, am very satisfied with all aspects"

Contact us

If you would like to know more about our services, please contact the team on the details below or simply press your pendant.

Address:

OneCall Services

The Security Centre

The Square Stockton on Tees

TS18 1TE

Telephone: **01642 524000**

Email: onecall@stockton.gov.uk

Inspected and rated

Good

