



OneCall Services Annual Report

1 April 2021 to 31 March 2022

What is OneCall?

OneCall is Stockton-on-Tees Borough Council's communal alarm, assistive technology, and response service, providing a variety of sensors placed around the home that are linked to a customer support centre that is monitored 24 hours a day, 365 days a year, 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 within their own home.

OneCall is registered to provide a responsive "personal care" service through the Government's Care Quality Commission (CQC) and received a Good rating for the 5 key service areas: Safe, Effective, Caring, Responsive and Well-Led, in its last inspection.

OneCall is also accredited to provide Technology Enabled Care (TEC) through the Telecare Services Association, (TSA).

COVID-19 update

OneCall continues to provide alarm monitoring, calls handling and response services and is still installing equipment into individual clients' 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 does OneCall offer?

OneCall offers a range of technology-enabled care including alarms, detectors and sensors to meet the needs of the individual to enable them to live independently, safely and securely.

- 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
- 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 and carbon dioxide detectors
- Fall detectors
- Equipment to aid with sensory impairments

Other sensors are available depending on 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:

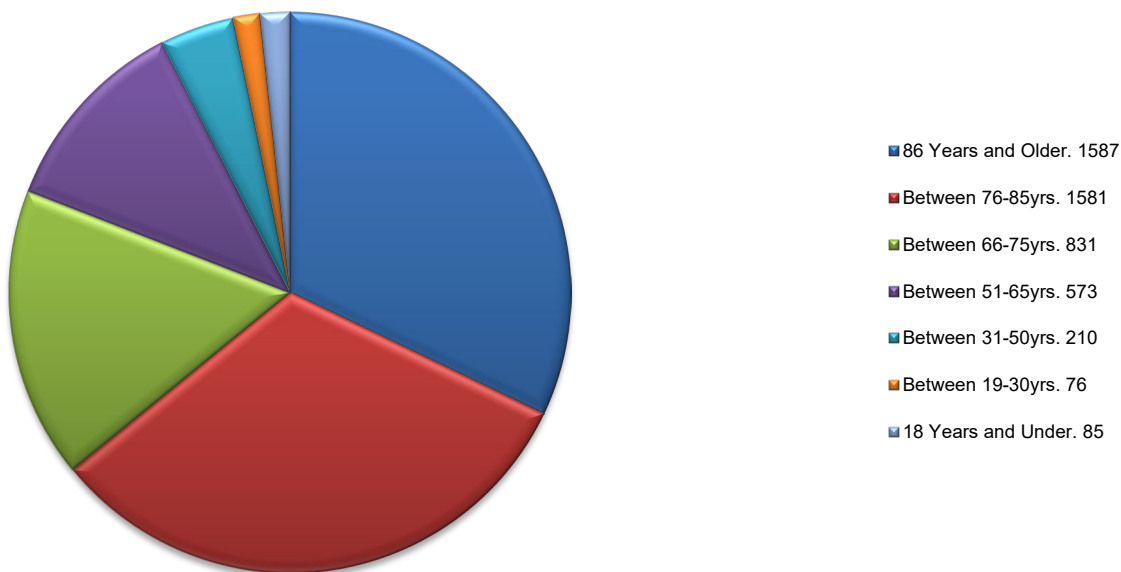
- OneCall - lifeline unit together with a pendant
- Enhanced OneCall – lifeline unit together with a range of sensors or alarms to meet the client's needs. These could include fall detectors, bed sensors, smoke alarms etc.
- TeleAssist service that provides additional support and welfare checks for clients 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 March 31 2022, OneCall provided communal alarms for 4,943 individual dwellings throughout the Borough with 6,102 individuals receiving services. The diagram below shows the age range of primary clients of the OneCall service.

The data shows that the youngest client receiving the OneCall service is 8 years old and that the OneCall service is providing communal alarm services over 1,500 clients over the age of 85.

Age of OneCall Clients



Key performance indicators

OneCall is accredited through the Telecare Services Association (TSA) which provides a set of best practice guidelines for technology-enabled care that providers should aim to meet.

Below are the key performance indicators that OneCall is audited against.

Calls handled

OneCall receives on average 11,200 calls per month from equipment fitted into clients' homes. The TSA states 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	143,519
Calls within 60 seconds	141,705
Accreditation target 97.5% within 60 seconds	98.74%
Calls within 180 seconds	143,331
Accreditation target 99% within 180 seconds	99.87%

Further to this, during the full 12 months of this report only 188 of the 143,519 calls took over 3 minutes to answer.

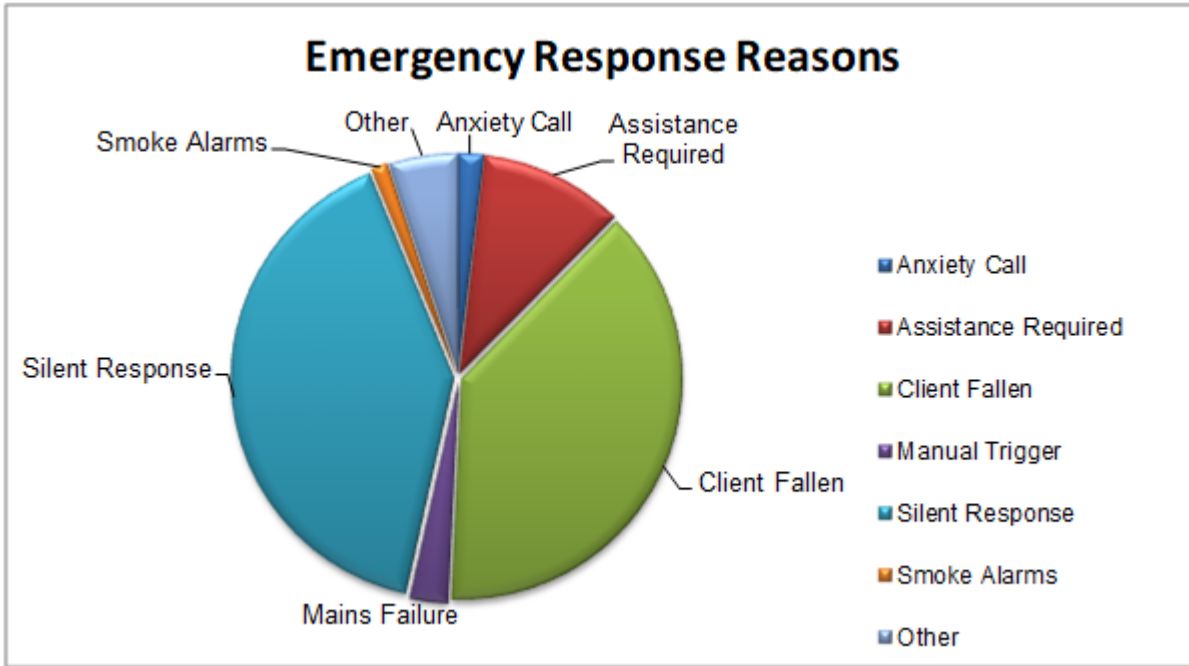
Response

OneCall is one of the few community alarm providers that provides a response service. OneCall responded to 5,753 alerts from clients' properties, an average of over 111 responses a week. Of these responses, 5,032 were classed as "Urgent" in line with the TSA accreditation.

TSA states best practice is to respond to 9 out of 10 of "urgent" responses within 45 mins. 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	5,032
Within 30 mins (local KPI)	4,815
Within 30 mins (local KPI) percentage	95.69%
9 out of 10 responder alert visits within 45 mins	4967
9 out of 10 responder alert visits within 45 mins percentage	98.71%
Within 60 mins	5,032
% responder visits within 60 mins	99.6%

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



Key facts from this information:

- OneCall attended 2,231 clients that needed lifting and assistance following a fall with only 95 of these incidents leading to a hospital admission
- OneCall responded to 2,013 activations due to a silent response from the property. 191 of these responses found clients that had fallen
- A further 55 responses to a silent response were for clients that had purposefully walked out of their property at a time deemed possibly unsafe
- 55 smoke alarm responses led to the discovery of 6 small fires in clients' properties

Referrals and Installations

OneCall received a total of 1,564 referrals for assistive technology. 98.27% of these referrals were assessed within 2 days. Best practice requires 90% or above. All were installed within 5 working days, the best practice figure.

From these referrals OneCall carried out a total of 1,404 installs. These installs are defined as "Urgent" or "Non-Urgent". 614 of these installs were classed as Urgent, requiring installation to assist in early hospital or care home discharge, to reduce significant risk to a client. OneCall met all the best practice targets set by the TSA.

Total urgent installs	614
Urgent installations completed within 2 working days	612
Urgent installs completed within 2 working days - indicator 90%	99.67%
Urgent installations completed within 5 working days	614
Urgent installs completed within 5 working days - indicator 100%	100.00%

The remaining installs were classed as "non-urgent" and all were installed within the TSA recommended 15 working days from the client's preferred date.

In total OneCall installed over 3,500 pieces of assistive technology equipment.

Complaints, comments and commendations

During the period of this report, OneCall received:

- 0 complaints
- 16 commendations
- 0 comments

via the Local Authority's Complaints, Comments and Commendations Policy.

Commendations

The 16 commendations received by the OneCall service included:

- 9 response commendations for officers following a visit to a client's property
- 4 general commendations about the impact the service has had in supporting clients to live independently
- 3 commendations about the installation of equipment

"Massive thank you to OneCall and especially the officer that attended, I was bleeding heavily, officer was extremely attentive and efficient and saved my life, both me and my family are extremely grateful".

"OneCall officers that attended my father's property were magnificent during their visit with him last night, can't thank them enough".

"Can I pass on my thanks to the officer that did the install at the property today, he did a great job, was very polite, professional, explained everything and I am very happy with the service".

"I would like to thank OneCall for everything they did for my Mum who is returning home from hospital, well done all, we couldn't have managed without them and want them to know how much she appreciates their help".

"I would like to pass on a very big thanks for OneCall's help over the years that OneCall was installed for her and enabling her to stay on her home for as long as possible, much appreciated".

Contact

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



The voice of technology
enabled care