



Care Link Telecare Services Annual Report 2021-2022



Peace of mind 24 hours a day, every day

Welcome



Our Care Link service is a crucial service for over 15,000 customers.

Care Link supports customers to live independently in their own homes for longer, providing peace of mind for them and their loved ones 24 hours a day, seven days a week and supporting our Vision to create confident communities.

Our service has gone from strength to strength over the last year. Our team has continued to show a fantastic commitment to our customers with our contact centre teams answering over 313,700 calls and our responders visiting over 3,200 who needed a helping hand in their home.

With the help of our partners, we have been able to reach even more customers, helping them to stay well at home. Over the last 12 months we have seen some great successes.

We have been working closely with our NHS partners to build on the success of our Housing Support Coordinator service, which helps patients to leave hospitals and return home sooner with the use of Care Link. This has been highlighted as a best practice model for similar programmes following research by the University of Sheffield.

Overall, 488 people have been supported to return to a safe home sooner after being referred to our Housing Support Coordinator service

Other continued partnerships are still key to Care Link's success and our capacity to provide safety, security and added peace of mind to as many people as possible. Work has continued with the Yorkshire Ambulance Service to help reduce the pressure on its services and we have now responded to over 100 emergency services calls, reducing the

time that people are waiting for assistance reducing the pressure on the ambulance service allowing them to attend more serious or life-threatening calls.

We have continued our valuable work with Wakefield Clinical Commissioning Group, Age UK and Pinderfields Hospital as part of the Connecting Care partnership which support customers and reduces the stress on the NHS.

Over the coming year, we will continue our preparations for the digital switchover which will see phone lines switched to a digital service across the UK.

Andrew Wallhead
WDH, Chief Executive

**Peace of mind
24 hours a day,
every day**

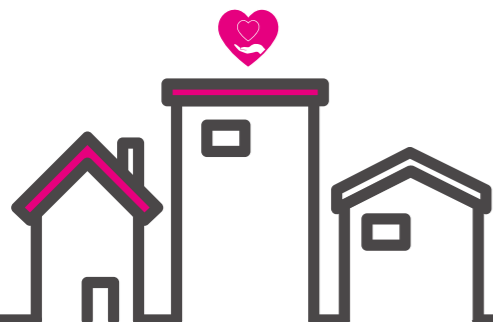




Consultation with customers	5
The year in numbers	6
Care Link visiting team	8
Care Link response service	9
Partnership working	10
The future	12
Performance	14



“ It’s great knowing that if my mum falls while I’m at work, Care Link can respond. ”



Consultation with customers

We are always keen to gain the opinions of our customers to develop and shape the future of the service.

We conducted our latest annual satisfaction survey by telephone. As part of the survey, we interviewed 900 customers and 100 carers achieving a sample of 8%.

Overall customer satisfaction with the service is 94% This exceeds the 90% target set by the Telecare Services Association (TSA) and is 1% higher than last year.

92%

of our customers feel more confident now they have the Care Link service.

The year in numbers



Customer satisfaction

We asked our customers to give us their views about the service and let us know if there is any way we could improve it. In 2021 / 2022 Care Link received 84 compliments and 5 complaints.

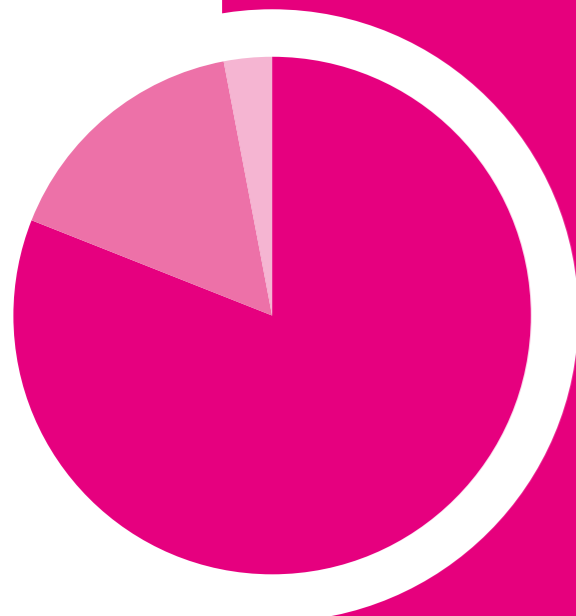
Care Link alarms

Care Link provides services to customers through an alarm. A customer may have a 'hardwired' alarm, or a community alarm installed in their home which connects to the landline and the electric supply. As of March 2022, Care Link provided services to 14,836 customers in 11,698 properties.

Hardwired alarms

8,269 homes have a hardwired alarm. These are mostly WDH owned properties, including independent living schemes and properties owned by other housing organisations.

Hardwired alarms by property type 2021 / 2022



- 81% WDH owned properties
- 16% WDH independent living
- 3% other housing organisations

Call handling

In 2021 / 2022 Care Link handled a total of 524,154 calls – 313,703 incoming from customers and 210,451 outbound to customers.

Call answer times - April 2020 to March 2021	Target	Actual
Calls answered within 15 seconds	90%	91.42%
Calls answered within 30 seconds	92%	95.99%
Potential emergency calls answered within one minute	97.5%	98.32%
Potential emergency calls answered within three minutes	99%	99.70%

93%

of customers said they were satisfied with how quickly Care Link answered their call.



Care Link visiting team

Care Link's visiting team is responsible for assessing the needs of our customers and installing alarms and telecare equipment in their homes. We also carry out maintenance and repair visits.

Received	2016 / 2017	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022
Self funded alarm referrals	1,007	961	1,065	989	623	728
Telecare referrals from Wakefield Council	608	539	528	603	698	637
Pendant referrals	386	371	374	388	267	303

Demonstrated and connected	2016 / 2017	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022
Self funded alarm referrals	716	663	771	607	542	576
New and enhanced telecare packages	410	383	314	374	422	408
Pendants	249	223	281	277	197	259

Care Link's visiting team also has targets to achieve and will aim to have:

- 100% of all referrals installed within 15 working days.

Installed witin target time	2016 / 2017	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022
Urgent installations	100%	100%	100%	100%	88%	100%
Wakefield Council funded installations	97.5%	96%	99%	98%	87%	97%
Self funded alarm installations	100%	97%	100%	100%	99%	99%

The TSA has different requirements for us to meet relating to the visiting team. They ask that we complete:

- 90% of urgent installations within two working days;
- 100% of urgent installations within five working days;
- 90% of less urgent installations within 15 working days; and
- 100% of less urgent installations within 20 working days.

Care Link response service

Our response service, which was launched in 2007 has 3,406 customers. The service is either provided as part of the customer's care plan or it is self-funded by the customer. In 2021 / 2022:

The service received:

- 377 referrals from self funding customers; and
- 419 referrals from Wakefield Council funded customers to the service.

The service connected:

- 353 new customers; and
- 358 new Wakefield Council funded customers.

The service aims to reach customers within 30 minutes of the call being received at the Telecare Service Centre. In 2021 / 2022:

- 97% of all incidents were attended within 30 minutes.

The TSA requires the service to reach:

- 90% of customers within 45 minutes of the call being passed to the Care Link support workers; and
- 100% of customers within 60 minutes of the call being passed to the Care Link support workers.

The service attended:

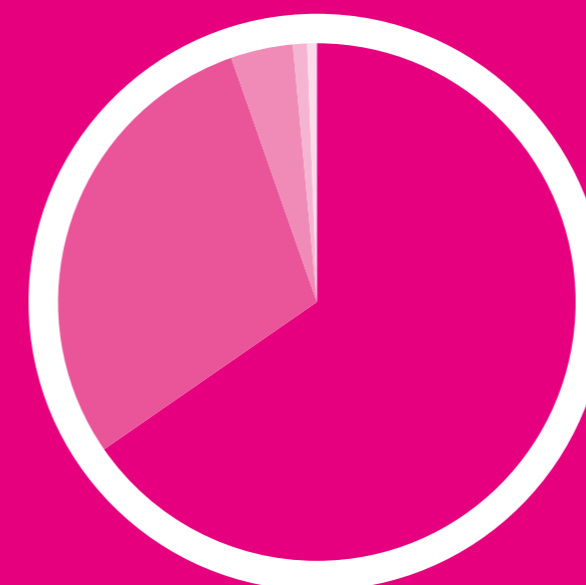
- 97% of incidents within 30 minutes;
- 100% of incidents within 45 minutes; and
- 100% of incidents within 60 minutes.

The service responded to 3,502 calls.

The service can respond to calls from customers who have fallen but are not hurt.

For a customer who is not on the Response Service, the procedure following a fall, is to call for an ambulance to attend to help them.

Of the 2,289 falls that a Care Link support worker attended only 91 required an ambulance to attend as well. That's less than 4% and means there were 2,198 less calls and requests for an ambulance – taking the strain off the emergency services.



Response service incident types - 2021 / 2022

- 2,289 falls
- 1,025 no response calls
- 136 manual handling / assistance
- 31 reassurance
- 21 personal care

Partnership working



Wakefield Council

We have a grant funding agreement to install, maintain and monitor telecare and provide a mobile response service on behalf of Wakefield Council.

We continue to work with Wakefield Council to ensure the wellbeing of our customers, making sure they have the services they need to stay independent in their own homes.

We also continue to work with the Reablement Service at Wakefield Council to reduce hospital readmissions through the installation of our services.



Emergency services and Yorkshire Ambulance Service

We work closely with the West Yorkshire Police, West Yorkshire Fire and Rescue Service and Yorkshire Ambulance Service to keep people safe.

In August 2020, we began a partnership with Yorkshire Ambulance Service. As part of the partnership, our responders act as first responder to falls that do not require a clinical response. The Response team are dispatched by 999 to attend and assist people who have fallen. This helps to reduce the impact of a long lie following a fall as we work to our existing 30 minute response target. This also helps to reduce the amount of unnecessary ambulance call outs, presentation at A&E and hospital stays.

Since the partnership began, we have attended to 103 fallers on behalf of Yorkshire Ambulance Service.

Public Health Falls Pathway

We continued to carry out level one falls assessments on every customer who the response service attends to who has fallen. With their permission they are then referred through to single point of contact where either a district nurse or a therapist will carry out a further falls assessment to try to identify the reasons for falling and try to reduce the risk of future falls incidents.

84%

**of customers think
Care Link offers good
value for money.**

Connecting Care+

Made up of ourselves and a range of partners from health, social care, voluntary and community organisations, Connecting Care+ work to deliver integrated care services across Wakefield.

Housing associations

We monitor a number of alarms and housing schemes on behalf of several other housing associations. Most of these are within the Wakefield district. However, following our successful partnership work with South Yorkshire Housing we also provide the service in the Sheffield area.



The future

Digital switchover

Phone providers, like BT and Virgin Media, are changing the way that they deliver telephone services to UK customers, moving from analogue to digital broadband technology. They expect this change to be completed by 2025.

We have set up a project board to look at how these changes will affect the technology used by Care Link customers to ensure that their equipment continues to work. The project board are currently looking at options to upgrade existing equipment where needed and considering the opportunities that a digital network will present.

We will be consulting with customers, and we will ensure that all customers are kept informed of developments.

94%
of Care Link
customers feel
reassured.



“They are fantastic. The team who respond to my Mum and ring me are always very professional, they’re lovely, kind and caring. I just can’t fault them. Care Link has made such a difference since we put it in for my Mum. I know any time of day if my Mum presses the pendant there will be someone there and that’s peace of mind for our family.”



Performance

Service users	2016 / 2017	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022
Number of properties connected to Care Link	12,184	12,051	12,085	12,076	11,788	11,698
Number of service users	14,940	15,372	15,418	15,376	14,969	14,836
Urgent hospital discharge installations.	84	38	12	17	48	11

Satisfaction	Target	Current
Overall satisfaction with Care Link	90%	94%
Satisfied with length of time taken to answer call	90%	93%
Care Link employees helpful	90%	95%
Good value for money	90%	84%
Feel more confident having Care Link	90%	92%
Feel more independent having Care Link	90%	84%
Feel safer having Care Link	90%	93%
Feel more secure having Care Link	90%	93%
Feel more reassured having Care Link	90%	94%

Complaints and compliments	2016 / 2017	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022
Total complaints for year	1	0	0	1	1	5
Total compliments for year	108	130	107	141	99	84

Calls handling	Target	2016 / 2017	2017 / 2018	2018 / 2019	2019 / 2020	2020 / 2021	2021 / 2022
Total incoming calls for year	-	359,058	352,959	341,298	340,818	311,521	313,703
Average incoming calls each week	-	6,905	6,788	6,563	6,431	6,003	6,033
Calls answered in 15 seconds	90%	91.26%	91.20%	92.07%	92.14%	92.70%	91.42%
Calls answered in 30 seconds	92%	95.60%	95.55%	96.17%	96.34%	96.44%	95.99%
Calls answered in one minute	97.5%	98.40%	98.17%	98.43%	98.62%	98.50%	98.32%
Calls answered in three minutes	99%	99.78%	99.72%	99.77%	99.80%	99.75%	99.70%
Total outgoing calls for year	-	201,140	224,483	218,139	225,204	213,280	210,451
Average outgoing calls each week	-	3,868	4,317	4,195	4,249	4,102	4,047

Number of Response Service incidents	3,502
Incidents attended within 45 minutes	100%
Incidents attended within 60 minutes	100%

Vision

Make sure everyone has independence with confidence.

Aim

Work with our partners to reduce vulnerability by:

- enhancing and promoting independence;
- offering safety and security; and
- reducing isolation.

To meet the diverse needs of our community.



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