



# **Care Link Telecare Services Strategy 2007 - 2010**

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### **Amharic**

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## Foreword

We are pleased to introduce Wakefield and District Housing's (WDH's) first Care Link Telecare Services Strategy 2007-2010 that aims to enhance and promote independence for vulnerable people within our communities and help maintain safe and confident communities.

This strategy marks an exciting new chapter in the history of Care Link. It has already built a reputation for delivering high quality services that have been recognised both locally and nationally with the award of the Government's Charter Mark for the third consecutive time.

More than ever before, Telecare is at the core of the Government's agenda for re-shaping and improving services to deliver more effective care and support for vulnerable people in the community.

Care Link can offer the solutions to support the national and local agendas for modernising services. An ageing population is the main driver for these agendas but this Strategy suggests ways in which other vulnerable people can be assisted.

Care Link allows vulnerable people to exercise more choice to meet their growing wishes regarding the type of care and support services they receive. Our strong partnership approach enables our partner agencies to redirect and target resources more effectively. This allows more vulnerable people to live independently for longer in their own home, participate in community activities and benefit from community services.

In doing so, it is important to stress that Care Link's Telecare technology does not replace people or the human touch. What it does is ensure that people respond at the right time in the right place to provide care and support when it is needed. Care Link's culture and foundations are built on this principle. We have great pride in delivering a personalised service by dedicated caring people. This was reflected in and underpinned the success of our Charter Mark Award. This will give us the platform to develop our ambitious plans to become a national centre of excellence for Telecare services.

WDH is striving to become a three star excellent social enterprise that has a social impact far in excess of the traditional landlord role. Care Link will help lead the way and build on the work it has already done.

For now and the future we have set out clear objectives and actions which will impact on the well being of our service users, improve their quality of life and meet the diverse needs of our community.

Our ambitious and exciting modernisation programme will help tenants feel more safe and secure in their homes and communities as we work towards improving our properties to the Wakefield Standard. This coupled with the introduction of Care Link will allow people to stay in their own homes and access services rather than move home to access services.

Our collaborative approach towards the delivery and development of our service has meant that our customers have helped shape this Strategy. They continually offer us their views on the services we provide and our success in improving the Care Link service is measured by how our customers feel about us.

Therefore, this is a Strategy developed by our customers for our customers, to help deliver confident communities across the Wakefield district.

**KEVIN DODD**

Chief Executive

Wakefield and District Housing

**KEN TAYLOR**

Chair of Board

Wakefield and District Housing

# Care Link Telecare Services

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# 1. Introduction

WDH is fully committed to ensuring that the Wakefield district is a safer and more pleasant place to live for all residents - where they can live with confidence.

We will work with our partners, tenants and customers to achieve this and to deliver the Care Link Telecare Services Strategy 2007-2010 to make sure we deliver affordable services and accommodation to meet the needs and aspirations of the most vulnerable within our communities.

This will enable Care Link and its partners to modernise the way that care and support is delivered to meet Government, national and local agendas. Further on we outline the national and local context within which Care Link operates and how Care Link can support this process.

This Strategy states how we will meet WDH's Vision, Mission and Values and how we will work in the wider community for the benefit of the whole community. It builds on what we have already done and sets out the aims and actions for improving the Care Link service and the use of Telecare and Telemedicine.

Telecare is a range of unobtrusive intelligent sensors that offer a comprehensive way to manage the risks to a person's health and home environment, 24 hours a day, 365 days a year.

It can suit the individual needs of older and vulnerable people and consists of various sensors placed around the home linked to a home unit. This enables a response with the most appropriate action to meet a need should a sensor be manually or automatically alerted.

Telecare is also used as a preventative measure with services programmed to monitor a person's wellbeing and lifestyle. This enables early intervention and reduces risks associated with issues such as falls.

Telemedicine is the remote monitoring of a patient's vital signs, such as blood pressure, in the home to support medical diagnosis, assessment and management of their condition.

It is designed to improve a person's quality of life and improve independence. It is not a substitute for personal care and support.

Our six aims have action plans stating what we currently do and what we will do in future to deliver this Strategy, help WDH become a landlord of first choice and deliver the promises made to our tenants and customers on stock transfer.

Our aims are to:

- Set high standards and perform well.
- Actively engage with our customers, partners and employees.
- Be fair and accessible to everyone and promote choice.
- Continuously develop and improve.
- Use our resources effectively and imaginatively.
- Contribute to improving opportunities and quality of life in the communities we serve.

This strategy will also form part of WDH's wider Independent Living Strategy (ILS) that aims to work with our partners in the wider context to enable everyone to live independently within the community and be optimistic about their future. Its three aims are:

- To provide comfortable and affordable homes.
- To help people live independently.
- To promote social inclusion within the community.

The intention is to create an ILS for anyone, who at some point in their life may require additional help and support to prevent them from becoming dependent upon others and isolated from the community. Care Link will be central to enabling this.

Achieving excellence in all that we do is central to the way that WDH and Care Link operate. Care Link will ensure that services are delivered and developed in line with the Housing Corporation's Regulatory Code of Guidance and the Audit Commission's requirements paying particular attention to access, customer care and user focus, value for money and equality and diversity.

This Strategy therefore aims to ensure that people notice a difference and see that words become actions and actions become reality to improve their quality of life.

## 2. Wakefield and District Housing's Corporate Vision and Values

Our **Vision** is to create **confident communities** throughout the district and beyond. People in confident communities feel safe where they live, trust the services they receive and are confident about their future prosperity and opportunities.

We have a challenging **mission** statement to achieve our vision to **inspire, transform and promote excellence**. We will **inspire** our tenants and residents, employees, partners and the housing sector to deliver a transformation of the communities we serve. To do this we are committed to delivering a three star service, ensuring excellence runs through all aspects of our work, and judging ourselves through the eyes of others.

Our values are to be **creative, inclusive and work with integrity**. Working to these **values** will help us deliver excellence and become an employer of choice.

Our corporate **strategic objectives** are:

- Be a landlord of choice by putting the customer first.
- Adopt best practice in good governance to be a well managed business.
- Be a positive force through leadership and influence to develop the potential of our people.
- Be a partner of choice to create better places to live.

Our Vision recognises that we will need to **explore new ways of working** and that this will be driven by a process of **opening up ourselves to both external and internal challenge** in the way that local services are provided to ensure that local **communities receive appropriate high value services**. Our Vision sets down these expectations will be carried out **honestly with total transparency** and that our decisions will be made professionally and with integrity.

**Our efforts as a social enterprise and our ability to raise the bar and make significant social impacts by 2020** will depend to some extent on how successful we are at delivering services for the optimum cost whilst maintaining quality and customer satisfaction.

We will look to maximise the impact of the strategy overall by working with others where appropriate, investing our resource in local innovation to develop skilled workforces for the future.

All of our Vision expectations will require some form of investment and through this Strategy we will be able direct resources and actions so that **choices for modern living are achieved**.

Care Link will be at the core of enabling WDH to achieve its vision and will play a crucial and central role in delivering our:

- Independent Living Strategy – to help vulnerable people to decide for themselves how they live confidently within our communities.
- Community Safety Strategy – to ensure everyone can live safely and securely within our communities, support victims of crime and reduce isolation for vulnerable people.
- Access to Services Strategy – to recognise and cater for everyone’s diverse needs and wishes and ensure equality in access for our and other services.
- IT Strategy - to help change the way people think about ICT by providing information and services that customers want and need at the right time and by creating new services that are accessible, reliable, and easy to use.
- Regeneration Strategy – to ensure our skills, knowledge and assets are used to provide services that effectively meet the needs of our communities, especially those people regarded as vulnerable.

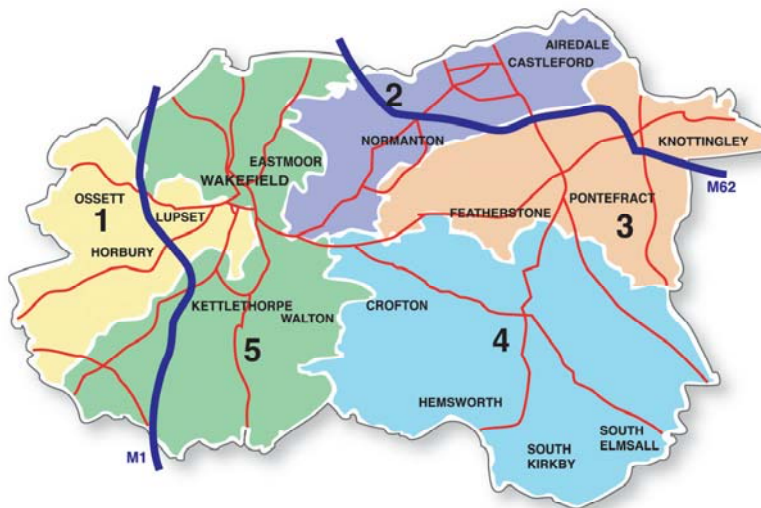
This Strategy sets out how the Care Link Service helps contribute to our Corporate Objectives.

<b>Corporate Objective</b>	<b>Strategy Aims</b>
Be a landlord of choice by putting the customer first.	Set high standards and perform well. Be fair and accessible to everyone and promote choice.
Adopt best practice in good governance to be a well managed business.	Continuously develop and improve. Use our resources effectively and imaginatively.
Be a positive force through leadership and influence to develop the potential of our people	Actively engage with our customers, partners and employees.
Be a partner of choice to create better places to live.	Contribute to improving opportunities and quality of life in the communities we serve.

## 3. Background to Strategy

### 3.1 About Wakefield and District Housing

- WDH is a not for profit Registered Social Landlord (RSL) with charitable status and is regulated by the Housing Corporation.
- WDH is one of the country's largest new RSLs, managing over 30,000 properties.
- WDH has negotiated an innovative funding package, which will enable it to deliver a £700 million Improvement Programme over the next ten years.
- Over 100,000 people live in our homes throughout the Wakefield district.
- There are five management areas each covering between 5,500 and 7,200 properties based at Ossett, Airedale, Knottingley, South Elmsall and Eastmoor.
- We have 12 Service Access Points (SAPs) where people can visit and speak to our employees to access services.



- Our homes are a mix of houses, bungalows, maisonettes and flats, some of which are high rise blocks.
- We manage over 50 sheltered housing schemes for elderly and vulnerable people.
- We are managed through a Management Board, which is made up of equal numbers of independent, tenant and council representatives. Local people are involved through our five Local Management Committees.
- We operate a OneCALL service which is available 24 hours a day, seven days a week. OneCALL receives over 18,500 calls a month relating to repairs, rent, antisocial behaviour and general enquiries.
- Our Care Link service provides an emergency community alarm service 24 hours a day, seven days a week for 14,500 vulnerable service users so they can access WDH and other services.

## 3.2 Care Link – Peace of Mind 24 Hours a Day

### 3.2.1 Vision

Care Link's vision is to ensure that everyone has **independence with confidence**.

### 3.2.2 Aim

We will aim to work with our partners to reduce vulnerability by:

- Enhancing and promoting independence.
- Offering safety and security.
- Reducing isolation.

To meet the diverse needs of our community.

### 3.2.3 About Care Link

Care Link is a community alarm service operating 24 hours a day, 365 days a year. It provides peace of mind, reassurance and support to elderly and vulnerable people throughout the Wakefield district to enable them to live independently, safely and securely in their own homes.

It is available to older people over the age of 60 and to younger people where a care or support plan or risk assessment has identified a specific need.

The Care Link Control Centre is based in Castleford where specially trained Control Operators are available 24 hours a day to offer advice, reassurance, alert emergency services or contact friends and relatives.

It recognises and caters for the diverse needs of vulnerable individuals and has a client database, which is updated every 12 months. This includes details on clients' health, medication, carers, contacts, ethnicity, impairment and other special needs such as mental health and learning disabilities and on any appropriate care, support or risk management plan.

Access to the service is ensured for everyone as all letters and leaflets are in Plain English and individual needs and preferences are catered for by providing audio and visual material including Braille, Type Talk, Language Line and the use of interpreters and signers.

All WDH tenants living in ground floor accommodation designated for vulnerable people are connected to Care Link. However, the service is available to other elderly and vulnerable people living in the community including other WDH tenants and people who are not WDH tenants such as owner occupiers and private tenants.

The service has officers who visit people in their own homes to demonstrate and connect alarms and to offer advice and guidance on the use of pendants and other Telecare sensors. There is a charge for the service dependent on the level of service required.

A range of Telecare sensors can be installed including:

- Fall detector.
- Flood detector.
- Carbon monoxide detector.
- Gas detector.
- Inactivity monitor.
- Movement detector.
- Bogus caller.
- Wandering client sensor.
- Bed / chair occupancy sensor.
- Light switch controller.
- Sounder beacon.
- Visual call indicator.
- Enuerethesis sensor.
- Lone worker pendant.

Care Link offers service users information about the Care Link Service or a free demonstration service is available. Alternatively, the WDH website can be accessed by existing or potential customers and partners.

Care Link moved to a new purpose built control centre in February 2006 with new state of the art calls handling equipment (PNC4). The new centre has a meeting room suite with a 'live' interactive equipment display that allows the latest Telecare equipment to be showcased and demonstrated along with the Control Centre.

PNC4 allows for further expansion and diversification of our core business with no limitation on the number of clients subscribing to the service and no limitation on operational boundaries. It further enables lone worker protection monitoring, a Virtual Store facility and the use of Telemedicine. PNC4 has and will also enable Care Link to pilot and test drive new equipment for manufacturers and equipment providers.

The majority of alarm units installed within properties are hardwired units. Care Link will be moving towards replacing hardwired units with community alarms to allow a more flexible approach to the provision of Telecare and Telemedicine and contribute towards the modernisation of care services within the district. This will allow a shift towards needs lead services rather than tenure based services and enable more people within the private sector to benefit from care and support services supported by Care Link. Supporting People contracts will be realigned accordingly. (See Strategic Review of Housing Related Support – Wakefield Council, September 2006).

### 3.2.4 Key Facts

(Figures quoted are at 31 March 2007)

- There were 11,663 properties connected to Care Link serving 14,434 service users including WDH sheltered housing schemes.
- We answered an average of 6,641 calls per week and answered 345,335 calls throughout the year for 2005/2006.
- We answered 83% of calls within 15 seconds and 91% within 30 seconds.
- 94% of our service users are satisfied with us.
- We operate WDH's OneCALL 24/7 customer contact telephone centre from the hours of 11 pm to 6 am every day to deal with issues such as out of office hours emergency repairs, rent payments and antisocial behaviour / nuisance reports. This also includes the recording and monitoring of all of our remote CCTV installations.
- Risks to our business continuity are managed and covered by having a UPS back up battery, generator, disaster back up site and regular scheme checks. This ensures we have no break in service provision due to matters beyond our control such as power failure.
- Service standards are ensured by recording all calls and automatically checking all telephone lines.
- In 2006/2007 we received four complaints and 71 compliments.
- Anyone within the community, irrespective of tenure, can access the Care Link service. It is not just for WDH tenants.

### 3.3 National Context

The National Agenda will drive all Local Strategic Partnerships to modernise the way that services are delivered. Care Link is aware of and will work towards this drive for improvement. Further information can be seen at Appendix A.

#### 3.3.1 'Our Health, Our Care, Our Say: A new direction for healthcare services' – January 2006

In January 2006, the Office of the Deputy Prime Minister (ODPM) announced that a Housing Strategy for older people would be developed during 2006/2007 by the ODPM, Department of Health (DH) and the Department for the Environment, Food and Rural Affairs (DEFRA).

The recently published Government White Paper sets out the latest strategic direction for health and social care.

Organisations are directed towards:

- Improving prevention services.
- Earlier intervention.
- More support for people with long term needs.
- Securing value for money to tackle inequality.
- Improving access to community health care services.

The overall aim being to:

- Give people more choice and influence.
- Enable them to live more independent in their own homes.

The use of Telecare and Telemedicine is seen as a central element to achieve this.

### **3.3.2 Preventative Technology Grant (PTG) and the National Health Service (NHS) Purchase and Supply Agency's (PASA) National Framework Agreement (NFA)**

April 2006 saw the Government introduce the PTG. This gives local authorities £80 million over two years to extend the use and benefits of Telecare and assistive technology.

The PTG is designed to help:

- Local authorities and their partners address the challenges of a changing and ageing society.
- Manage increased expectations, such as the right to have choice about services and control over delivery.
- Vulnerable people to live independently for longer, at home, with dignity.

The NHS's PASA have launched the new NFA for the procurement of Telecare equipment in support of the Department of Health's vision of building a strong Telecare infrastructure.

All Government bodies and local authorities can use the NFA without the need to tender for Telecare equipment and services to save time and resources.

It is intended to cover the provision of community alarm and response services funded by the Supporting People programme and PTG to help authorities to modernise and transform care services.

Wakefield Council has been allocated £220,000 for 2006/2007 and £365,000 for 2007/2008. Care Link is currently working in partnership with Wakefield Council and other agencies on the best use of the grant for the procurement and installation of Telecare equipment and how Telecare can be best deployed in the assessment, planning and delivery of care and support for clients and their carers. (See the section on 'Working with our Partners.')

### 3.3.3 The 'Respect' Agenda

In January 2006 the Government announced the 'Respect Action Plan' which aims to develop a range of activities that will build mutual respect within communities by balancing support and trust with additional enforcement measures to tackle unacceptable behaviour.



The 'Respect' Action Plan will focus on:

- Improving activities for children and young people.
- Improving behaviour and attendance in schools.
- Supporting families.
- Strengthening communities.
- Effective enforcement.

Support can be introduced to meet the needs of vulnerable people whether a perpetrator or victim of crime and antisocial behaviour.

WDH is fully committed and has signed up to the 'Respect' Action Plan.

Care Link provides an important role in supporting vulnerable victims of crime. WDH's Community Safety Strategy explains this in more detail.

### 3.3.4 Key National Facts

- 30% of all households are headed by someone aged 60 or above and this is expected to grow. In 1997 - 15.4% of all accidents within the home involved older people aged 65 and over.<sup>1</sup>
- During one week in England in 1998, 445,900 households received some form of home help or home care service.<sup>1</sup>
- Four in five people aged over 75 take at least one prescribed medicine and 36% take four or more.
- Every year over 400,000 older people in England attend Accident and Emergency departments following an accident and up to 14,000 people a year die in the UK as a result on an osteoporotic hip fracture.<sup>1</sup>
- At any one time, older people occupy around two thirds of hospital beds.<sup>2</sup>
- Telecare supported home care could replace the need for hospital admission in 5% to 15% of patients aged 70 years and over.<sup>2</sup>
- The average length of stay in hospital could be reduced by between 20% and 60%.<sup>3</sup>

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<sup>1</sup> National Service Framework (NSF): Older People, 2001

<sup>2</sup> 'Assistive Technology, Independence and Well-Being 4': Audit Commission, 2004

- Chronic Obstructive Pulmonary Disease (COPD) in England in 2001/2002 accounted for 81,283 admissions for 725,790 bed days. If 30% of cases can be managed at home and assuming a typical cost in hospital of £250 per day, this would release 217,000 bed days or over £50 million.<sup>3</sup>
- Congestive heart failure (CHF) affects over 1% of the population, mainly older people. It accounts for 5% of all medical admissions to hospital (120,000 hospital admissions annually) costing an estimated £360 million to the NHS. There are 6,000 deaths each year from CHF. Many patients with CHF can be managed in the community with effective medication. However, many patients do not adhere to medication regimes thereby entering a cycle of recurrent acute exacerbations and admission to hospital. Telecare could reduce admissions by 50% with a total cost saving of £44 million.<sup>3</sup>
- Once every five hours someone over the age of 65 dies directly or indirectly as a result of a fall.<sup>3</sup>
- 40% never return to independent living and most are admitted to care homes.<sup>4</sup>
- Research funded by Department of Health estimates that almost 500,000 older people live in care homes, 35% could be supported to live at home or in extra care housing schemes through use of Telecare.<sup>4</sup>
- The PTG offers authorities and partner agencies opportunities to develop support and response services to enable at least another 160,000 older people nationally to live independently within their communities.<sup>4</sup>

### 3.4 Local Context

Care Link will work with its partners to provide a unified approach towards improving services for vulnerable people at a local level and will take into account the following. Further information can be seen at Appendix B.

#### 3.4.1 Wakefield District Partnership (WDP)

The WDP is the Local Strategic Partnership for Wakefield. Formed in 2001, it has taken the strategic lead on directing the district's key agencies and their work to improve social, economic and environmental well being.

This led to the publication of its Local Neighbourhood Renewal Strategy in 2002, which was incorporated into its Fast Forward Community Strategy in 2003. This established the long term vision for the district with emphasis on improving the environment, health and skills.

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<sup>3</sup> Strategic Review of Housing Related Support: WMDC, 2006

### **3.4.2 The Wakefield District Community Strategy – 'Fast Forward'**

The aim of the strategy is to improve everyone's quality of life in the district and represents a shared commitment of all key organisations to work together towards a long-term vision for the Wakefield district in 25 years time.

In 25 years time Wakefield will be a place:

- Where people look after themselves and each other so that they are safe and healthy, having the skills and confidence to take more control over their lives.
- In terms of 'feeling and being safer' this means dealing with the issues and tackling the causes that make people feel unsafe.
- In terms of 'looking after ourselves' this means meeting people's needs and contributing to a healthy lifestyle and a caring community by aiming to improve physical, psychological and social well being.

### **3.4.3 The Wakefield Local Area Agreement (LAA) – Families and Neighbourhoods**

The Wakefield LAA seeks to bring together partners through the Wakefield District Partnership and link the delivery side of individual organisations more closely to the 'Fast Forward' Community Strategy.

It looks to deliver services from the citizen's perspective rather than that of the service provider by ensuring that delivery is designed around the individual and diverse needs of citizens.

#### **The LAA priorities**

- Skills and enterprise.
- Healthier communities.
- Safer and stronger communities.

Three further priorities linked more to the needs of particular groups are:

- Children, young people and their families.
- Older people.
- The voluntary and community sectors.

Challenges for the LAA relevant to the Care Link Strategy:

#### **Healthier communities**

- 29% of Wakefield's population live in neighbourhoods in the 10% most deprived in England.
- Average life expectancy in Wakefield was 77.5 in 2001/2003 compared to 78 regionally and 78.2 in Great Britain.
- Mortality ratio for circulatory diseases in Wakefield is 119.5 compared to 102.8 in England. For cancers it is 141.1 compared to 124.0 in England.

## **Safer and stronger communities**

- Crime levels in the district are relatively high. In 2004/2005 there were 92.1 offences per 1,000 population compared to 63.27 in England and Wales.
- One in three women in the district have experienced domestic violence – significantly higher than the national average.

## **Older people and the voluntary and community sector**

- The district has an aging population. By 2021 older people will make up 40% of the population and will demand a particular shape of service.
- In 2001, 22.4% of the population reported suffering from a limiting long term illness compared to 19.5% regionally and 18.4% nationally.
- Evidence suggests the voluntary and community sector is an important undeveloped resource.

## **What the LAA wishes to achieve**

- Improve health, increase life expectancy and reduce health inequalities.
- Reduce domestic abuse.
- Reduce crime and the harm caused by illegal substances.
- Reduce fear of crime and antisocial behaviour.
- Improve quality of life for those in most disadvantaged neighbourhoods.
- More empowered people with influence over local decision making and service delivery.
- Improve wellbeing for older people who are able to access a range of preventative services and are more involved in their communities.
- A growing voluntary and community sector shaping and contributing to effective service delivery.

### **3.4.4 Strategic Review of Housing Related Support – Wakefield Council, September 2006**

The main driver for the review is the increase in the number of older people and their life expectancy which poses major challenges for the planning and delivery of services to meet individuals' needs and social expectations.

The importance of preventative approaches are now well recognised within health, social care and housing services and the report states that:

'The provision of housing related support, including alarms and monitoring devices within people's existing home, can be key to successful outcomes in enabling more older people to live at home.'

## Key facts about the Wakefield district

- There are around 49,500 people aged 65 and over in the Wakefield district (15.6% of the population of 316,400).
- The older population is projected to increase 4% by 2008 and 19% by 2014.
- Wakefield district's increasing older population includes many people suffering ill health and frailty, in part a legacy of the former mining industry of the area.
- There is potentially large scale unmet need and demand for housing related support.

The project findings will influence the district's Assistive Technology Strategy and shape priorities for the district's 2006/2007 and 2007/2008 allocations of the PTG.

## Findings relevant to Care Link were:

- Housing related support is mainly tenure based rather than needs led.
- More groups of vulnerable people could benefit from community alarm services.
- People living in privately owned or private rented accommodation do not have adequate access to housing related support.
- Increased provision and wider access to people in need may help reduce the number of falls by older people in the district.

The report concluded that access to housing related support should be widened to more older and vulnerable people which should be needs led, not tenure based.

It therefore recommended:

- More effective publicity and provision of information about access to housing related support.
- That future alarm services should be needs based, not tenure based.
- More housing related support for people in need who live in the private housing sector.

### 3.4.5 Wakefield District Community Safety Strategy 2005 – 2008

The Wakefield Community Safety Partnership (WCSP) was set up in response to the Crime and Disorder Act 1998. It requires the police, local authorities and other key agencies to work together to develop and implement strategies for reducing local crime and disorder.



**The work of the partnership is firmly embedded into the Wakefield Community Strategy (Fast Forward) as the partnership is committed to improving the quality of life for those who live and work in the Wakefield district by making the district safer.**

It aims to assist vulnerable victims of crime and tackle crime, disorder and antisocial behaviour.

WDH's Community Safety Strategy supports the 'Respect' Agenda, the WDCSS and the Care Link Strategy. It understands that where people feel confident, safe and supported, they will be able to come together with others in their neighbourhood to build trust, share values and agree what is unacceptable behaviour.

## **4. What have we learned?**

### **4.1 Achievements since Stock Transfer 21 March 2005**

- Achieved Charter Mark Award for the third time.
- Procured new calls handling equipment and trained employees on it.
- Moved all operations to new building fulfilling Telecare Services Association requirements.
- Undertaken a staffing review.
- Received community award from WDH's Board.
- Absorbed WDH's OneCALL customer contact centre operations throughout the night.
- Procured interactive display linked to control centre to showcase Telecare.
- Maintained customer satisfaction at 94%.
- Introduced Lone Worker Protection for Care Link Visiting Officers and the Estate Impact Team.
- Commenced use of Telecare sensors.

### **4.2 Customer Focus and Engagement**

Customers are placed at the heart of everything Care Link does. The quarterly newsletter and Annual Report keeps them up to date with how well we are performing, service improvements, latest news and offers helpful advice.

We keep in touch with every service user through the annual update form to ensure we have their correct details and to check on how satisfied they are with us.

The biannual customer satisfaction survey enables customers to give their views on the quality of service they receive and on how satisfied they are with it. Information received is vital to enable us to target areas for improvement. This results in an action plan for improvement. When actions have been completed, the impact is once again measured by the satisfaction survey and service users are informed through the newsletter.

The Care Link User Group (CLUG) has customer representatives and members from its partner agencies to help develop the service and monitor service delivery and performance. CLUG has worked with us to establish the Care Link Customer Charter (Appendix C) which clearly states service expectations and sets standards and targets.

All future service developments and improvements will involve the CLUG to validate the need for them and ensure they add value to the service and its users. These will be communicated to our service users to keep them up to date.

## 4.3 Working with our Partners

Our success in improving the Care Link service is achieved through strong and effective partnership working. The list of partners below is not exhaustive and we welcome new groups or agencies contributing to creating safe and confident communities.

- Wakefield Council – Family Services, Education and Leisure Services.



- Health Service.



- Police.

- Fire Service.

- Ambulance Service.

- NPS North East.



- Tunstall Telecom.



- Northern Housing Consortium.

- Telecare Services Association.

- Network Communication Systems Ltd.



Care Link works with partners to play a major role in supporting intermediate care, the delivery of care in the community and supports formal and informal carers. It assists in reducing hospital admissions, enables early hospital discharge to reduce bed blocking and helps to delay and reduce admissions to residential care.

Community safety alarms are installed in association with West Yorkshire Police for older victims of sneak in and distraction burglary. A police priority telephone line through to their contact centre has been dedicated to deal with calls and provide an immediate response. This gives much needed reassurance and helps to significantly reduce repeat incidences.

We work with Wakefield Council and West Yorkshire Police to provide and monitor alarms and safe rooms within the home for victims of domestic abuse. This reduces the risk of further abuse taking place.

We also provide our lone worker protection service within some of Wakefield Council's leisure facilities and schools.

West Yorkshire Fire Service place great emphasis on the use of Care Link to reduce domestic fire risks in the home for older and vulnerable people and promote the use of Care Link when conducting home fire safety checks.

Care Link helps our partners to unlock resources and reduce costs to redirect elsewhere and improve efficiency. This ultimately means our partners get more for their money and that more people can remain independent in their own home in the community.

Care Link is a member of the Northern Housing Consortium that allows sharing of good practice, benchmarking and facilitates networking opportunities. We also procure alarms and other Telecare products at a substantially reduced price through the Consortium to improve value for money and secure efficiencies.

Being a member of the Telecare Services Association (TSA - previously ASAP) Care Link works to standards that are nationally recognised and have access to up to date information about Telecare services and service providers. This also allows the sharing of good practice and benchmarking. TSA work closely with and act as a sounding board for the Government's Department for Communities and Local Government.

Care Link will continue to work with a range of partners to use the Government's Preventative Technologies Grant (PTG – see section 6.2) to boost the mainstream use of Telecare in the delivery of care and support. This will ensure a more integrated approach to linking service provision.

Our work will centre around:

- Eligibility, assessment and diagnosis - to improve awareness for frontline teams and referral to the service.
- Intervention and treatment - to develop the Care Link response service to provide emergency and low level care and support, to link all agencies response services to ensure the right level of care is provided when needed and to develop preventative services by establishing lifestyle monitoring facilities and the use of Telemedicine.
- Outcomes and benefits - for service users and other agencies to ensure long term sustainability and funding.

This work will bring benefits to Care Link by helping to expand and diversify service provision to help more people live independently. It will also help attract funding and generate income to ensure service viability and improve value for money for service users.

#### **4.4 Accreditation and Service Quality**

Care Link is always striving to deliver a high quality service to its customers and is no stranger to external challenge. In January 2006, Care Link was awarded Charter Mark for the third time for excellence in service provision.



The official notification and certificate received by WDH on 12 January 2006, stated that Care Link had achieved a high level of compliance with no major or partial non-compliances.

Assessors commented that:

'Many people commented on the professionalism, skill and dedication of all those involved in the Care Link provision which fosters a high degree of service to the users of the service and their relatives and carers. This has the effect of demonstrating excellent customer service. The main observation through the assessment was a very high regard that customers, partners, service users, relatives and carers have for the service.'

Care Link strengths were seen as:

- Demonstrating outstanding commitment to excellent customer service.
- Partners and customers are kept informed and involved.
- High levels of customer satisfaction have been sustained across time.
- Vigorous performance, monitoring and management is set against core business and customer standards.
- The service is well publicised and provides comprehensive information.
- The service is dedicated to using the latest technology and works well in partnership.
- The service is diligent in identifying and providing for the special needs of customers.
- Financial management is effective and value for money is demonstrated in all areas.
- The variety of partnerships provide benefits to customers within local communities.
- Leadership within the service engenders a very positive ethos that benefits employees, customers and partners and the service demonstrates a strong commitment to working within communities.

The report indicated that there were no major areas for development although Care Link recognises the need to continually improve for the benefit of customers and vulnerable people in the community. Our improvement plans can be seen in Section 6.

Further Charter Mark accreditation will be ensured by annual compliance assessments.

Care Link will be seeking accreditation to the TSA Code of Practice and if successful this will ensure we work to industry standards in three distinct business areas – calls handling, Telecare installations and mobile response.

## 4.5 Aim 1: Set high standards and perform well

### What Care Link does:

- Established service standards and targets with Care Link User Group for WDH and Care Link Customer Charter.
- Set better performance targets for calls handling above national standards recognised by the Telecare Services Association.
- Achieved Charter Mark award for the third time – government accreditation for customer service excellence.
- Publish and utilise weekly and monthly performance information to identify dips in performance and implement corrective action.
- Operates from Customer Contact Centre which is Telecare Services Association compliant.
- Record all incoming calls to monitor quality of calls, assist in employee training and assist in complaints resolution.
- Automatically check all telephone lines to schemes daily.
- Test Care Link alarms before tenancies are let.
- Inspect faults on the Care Link alarm equipment within four hours of being identified.
- Answer 85% of calls within 15 seconds.

## 4.6 Aim 2: Actively engage with customers, partners and employees

### What Care Link does:

- Care Link User Group - includes customers, partners and employees. To establish service standards, monitor service delivery and advise on service improvements.
- Care Link Newsletter for customers and partners - four times a year.
- Annual Report for customers and partners.
- Biannual survey to determine customer satisfaction and identify service improvements. Action plan then implemented and customers informed of actions taken in the quarterly newsletter.
- Maintenance contract satisfaction feedback process.
- Work with a range of partners.
- Monthly team meetings.
- Monthly employee management support meetings and annual appraisals.
- Conduct induction training for all new employees.
- Provide training for existing employees.

- Working procedures in place with West Yorkshire Police and West Yorkshire Fire Service to improve community safety for vulnerable people.
- Working procedures in place with Wakefield Council:
  - Open Door Project for victims of domestic abuse.
  - Leisure Services for lone worker protection.
  - Family Services in piloting the response service.
  - Education to provide lone worker protection and school security.
- Involve Care Link User Group in working with our main supplier, Tunstall Telecom, in the development and testing of new Telecare equipment.
- Working with partner agencies to establish the use of the Government's Preventative Technology Grant (PTG).
- Provide a Lone Worker Protection facility for Care Link Visiting Officers and the Estate Impact Team.

#### **4.7 Aim 3: Be fair and accessible to everyone and promote choice**

##### **What Care Link does:**

- Provide an emergency contact service 24 hours a day every day.
- Contact emergency services and / or nominated contact person to arrange appropriate response.
- Send information to people enquiring about services and products within two working days.
- Hold a confidential client database including diversity, personal and health details, which are updated annually.
- Communicate with existing and potential customers in a way that reflects and caters for diverse needs, including:
  - Language Line.
  - Typetalk.
  - Braille.
  - CD / Cassette.
  - Induction Loops.
  - Information conforms to 'Crystal Mark' standards for ease of understanding.
- After initial customer enquiry for service, we contact and arrange appointment within 25 working days, ten working days for community safety alarms and five working days for mobile response and for those terminally ill.

- Offer a choice and range of Telecare alarms and sensors to meet individual needs including:
  - Lifeline 400.
  - Lifeline 4000.
  - Lifeline 400 with big button phone.
  - Lifeline 4000+.
  - Pendant.
  - Fall detector.
  - Flood detector.
  - Pull cord.
  - Carbon monoxide detector.
  - Gas detector.
  - Inactivity monitor.
  - Movement detector.
  - Bogus caller.
  - Lone worker pendant.
  - Wandering client sensor.
  - Bed / chair occupancy sensor.
  - Light switch controller.
  - Sounder beacon.
  - Visual call indicator.
  - Enuerethesis sensor.
  
- Sponsored alarms for exceptional circumstances.
  
- Customers are asked the reason for cancelling the service. Affordability issues are signposted to other agencies.
  
- Provide accessible information:
  - Directly from Care Link.
  - OneCALL.
  - Service Access Points.
  - Website.
  - Other outlets, for example doctors, hospitals, social services, police, fire service.
  
- Showcase Care Link service to customers and partners using interactive display at Care Link.
  
- Showcase Care Link service to a wide audience within the community to increase awareness and accessibility:
  
- Presentation / talks.
  - Demonstrations.
  - ICES Centre (demonstration board).
  
- Offer advice on benefits and signpost to other agencies to ensure take up and maximise income.
  
- Offer choice to customers on purchasing or leasing equipment.

## **4.8 Aim 4: Continuously develop and improve**

### **What Care Link does:**

- Achieved Charter Mark award for third consecutive time and are scrutinised annually through surveillance visits.
- Deliver and develop services in line with Supporting People, Quality Assessment Framework.
- Member of the Northern Consortium and Telecare Services Association to keep abreast of industry standards, innovations and legislation / regulation.
- Procured new and the latest 'state of the art' calls handling equipment for improved service delivery. This will allow service expansion and diversification.
- Constantly work with customers, partners and employees to offer internal and external challenge to enable continuous improvement.
- Piloting response service in partnership with Family Services.

## **4.9 Aim 5: Use resources effectively and imaginatively**

### **What Care Link does:**

- Benchmark with other providers on charges.
- Purchase alarm and sensory equipment at a discount through Northern Consortium preferred partnering route.
- Procured new PNC4 control centre equipment at a discount through Northern Consortium preferred partnering route and saved on tendering costs.
- Replace obsolete equipment on a part exchange basis with our supplier.
- Monthly budget management meetings to monitor and control income and expenditure.
- Ensure all equipment is fully utilised for five year lifespan.
- Update supporting people information on a two weekly basis to secure supporting people grant.
- UPS back up battery, Generator and Disaster Recover Site ensures back up in emergencies to manage risks and ensure business continuity.
- Well established maintenance contract for business continuity.

## **4.10 Aim 6: Contribute to improving opportunities and quality of life in the communities we serve**

### **What Care Link does:**

- Work with West Yorkshire Police to support victims of crime and reduce fear of crime, for example sneak in and distraction burglary, bogus callers.
- Have a dedicated phone line direct to West Yorkshire Police Control Centre.
- Work with West Yorkshire Fire Service to promote and enhance home safety.
- Work with Leisure Services to deliver Lone Worker protection and School Security.
- Work with police and Family Services to provide support and emergency response for asylum seekers.
- Work with police and Family Services to provide support and emergency response for victims of domestic abuse, including the provision of safe rooms with target hardening measures.
- Work with Health Service to facilitate early hospital discharge to reduce bed blocking.
- Work with Wakefield Council's Leisure Services to deliver Lone Worker Protection at Municipal Golf Courses.
- Provide back up service for residents in WDH's Sheltered Housing and Extra Care services.
- Utilise Care and Repair service for assistance with installations of alarms and sensors.
- Annual fund raising event to support local charities.
- Provide employment opportunities for local people.
- Procured new operating base and control centre on ex brown field site.
- Act on feedback from customers and partners on the Care Link service to improve the quality of life within our communities.
- Support Intermediate Care facilities within WDH's Extra Care Housing Schemes.
- Support formal and informal carers by providing emergency contact 24 hours a day.
- Provide WDH's night time OneCALL service access and emergency cover.

## **5. Aims of the Care Link - Telecare Services Strategy**

### **5.1 Aim 1: Set high standards and perform well**

**We aim to achieve this by:**

- Setting challenging targets with our customers.
- Achieving targets for performance and customer satisfaction.
- Getting things right first time.
- Achieving external accreditation.
- Becoming a 'Centre of Excellence' in the Telecare Industry.

### **5.2 Aim 2: Actively engage with customers, partners and employees**

**We aim to achieve this by:**

- Putting the customer at the centre of everything we do.
- Working with partners to deliver and develop customer centred services for diverse needs.
- Involving and developing the potential of employees to improve the service.

### **5.3 Aim 3: Be fair and accessible to everyone and promote choice**

**We aim to achieve this by:**

- Recognising and understand that everyone is different with individual needs.
- Ensuring our emergency services can be accessed by our customers 24 hours a day every day.
- Promoting our services to all potential customers within the community.
- Communicating in a way that reflects everyone's diverse needs.
- Promoting choice by offering a range of services and products.
- Ensuring costs are not a barrier to customers accessing the service.

## **5.4 Aim 4: Continuously develop and improve**

### **We aim to achieve this by:**

- Being innovative and creative to improve and develop existing and new services.
- Assisting in the development and use of new and emerging products and technology.
- Welcoming external challenge and assessment.
- Moving forward in line with legislation and best practice.
- Continually reviewing everything we do through internal and external research and benchmarking.

## **5.5 Aim 5: Use resources effectively and imaginatively**

### **We aim to achieve this by:**

- Ensuring service viability.
- Maximising opportunities to generate income.
- Keeping costs affordable to our customers.

## **5.6 Aim 6: Contribute to improving opportunities and quality of life in the communities we serve**

### **We aim to achieve this by:**

- Having a social, economic and physical impact in the community.
- Learning from our involvement in the community and taking positive action.
- Enabling vulnerable people to actively participate in community activities and engage with other services.
- Assisting other services to be more responsive to vulnerable people's needs.

These aims match the Charter Mark assessment criteria to enable us to continually self assess and evidence what we do against the standards. This ensures we always deliver high quality excellent services, which are externally validated.

## 6. Plans for Change

### 6.1 Aim 1: Set high standards and perform well

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P23	Review all service targets and standards with Care Link User Group.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Improve customer satisfaction.</p> <p>Improve access to services for everyone.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve opportunities for customer involvement.</p>	Customer Contact Manager	Within existing resources.	2007/2008	To be done annually.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
A4 S28	Prepare for annual Charter Mark surveillance visit / inspection.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.	Customer Contact Manager	Within existing resources	2007/2008	January 2007 inspection successful.
S28 O14	Pursue Telecare Services Association Parts 1, 2 and 3 accreditation to consolidate Supporting People Quality Assessment Framework level C.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.	Customer Contact Manager	Full Audit parts – 1,2,3 £2,100  Yr 1 - £1,550  Yr 2 - £1,550  Yr 3 - £1,800	2007/2009	Member of TSA.
S28	Play a leading role and seek to influence City and Guilds awarding body of the need to develop and establish a specialised NVQ for Social Alarm Providers.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%	Improve customer satisfaction.	Care Link Manager	Within existing resources.	2009/2010	Three Care Link employees undergoing NVQ qualification and three for NVQ Assessor qualification.

## 6.2 Aim 2: Actively engage with customers, partners and employees

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P15	Seek to obtain wider representation on Care Link User Group.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%	Improve opportunities for customer involvement.  Improve customer satisfaction.	Care Link Manager	Within existing resources.	2007/2008	Planned for 2007/2008.
S28 O14	Maintain and review existing, and develop new partnerships to provide new and improved seamless services.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  90% of people feeling more independent 2006/2007 – 84%  90% of people feeling more safe 2006/2007 – 92%  90% of people feeling more secure 2006/2007 – 90%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.  Improve access to services for everyone.	Customer Contact Manager	Within existing resources.  Potential future resource requirements uncertain. PTG funding.	2007/2010	New Response Service and use of PTG has developed partnerships and working protocols.  PTG funded Telecare now being installed.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Review and formalise working arrangements with: West Yorkshire Police West Yorkshire Fire Service Family Services Leisure Services	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  90% of people feeling more independent 2006/2007 – 84%  90% of people feeling more safe 2006/2007 – 92%  90% of people feeling more secure 2006/2007 – 90%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.  Improve access to services for everyone.	Care Link Manager	Within existing resources.  PTG funding.	2007/2008	New Response Service and use of PTG has developed partnerships and working protocols.  PTG funded Telecare now being installed.  WY Fire Service now working with Care Link to provide services to people outside of the Wakefield district.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	To work with partners to direct PTG funding to develop Telecare and Response Services.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Ensure service viability and value for money.</p> <p>Improve access to services for everyone.</p>	Care Link Manager	£30,000 PTG funding secured for response service.	2007/2008	<p>Contract for Response Service ready for signing.</p> <p>Recruitment and procurement of vehicles and equipment imminent.</p> <p>PTG funded Telecare now being installed.</p>
S28	Review training plan for new employees.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p>	CLM	Within existing resources.	2007/2008	Done every six months.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28	Review training plan for existing employees.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Enable vulnerable people to live independently in the community.  Improve access to services for everyone.  Improve customer satisfaction.	CLM	Within existing resources.	2007/2008	Done every six months.
S28	Utilise and broaden use of NVQ in house qualification to recognise and improve skill base of employees.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Enable vulnerable people to live independently in the community.  Improve access to services for everyone.  Improve customer satisfaction.	CLM	Within existing resources.	2007/2008	Three NVQ students and three training to become assessors.
S28 O14	Work in partnership to develop next generation of calls handling equipment.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Enable vulnerable people to live independently in the community.  Improve access to services for everyone.  Improve customer satisfaction.  Ensure service viability and value for money.	Customer Contact Manager	Within existing resources.	2007/2010	To work with supplier to upgrade to PNC5 as per PNC4 contract.

### 6.3 Aim 3: Be fair and accessible to everyone and promote choice

#### What Care Link will do:

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P23 O14 P17	Develop Communication and Marketing Plan.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Everyone treated equally when delivering services.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p> <p>Ensure service viability and value for money.</p>	Customer Contact Manager	Resource implications to be determined. New business will generate income, more paying customers and reduce reliance on Supporting People funding.	2007/2008	<p>Initial draft in progress.</p> <p>GIS Care Link take up study completed.</p>

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P23 O14 P17	Review all publicity information material.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Everyone treated equally when delivering services.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p> <p>Ensure service viability and value for money.</p>	Care Link Manager	Within existing resources.	2007/2008	Review commenced. First specimens provided by supplier.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Procuring new interactive display board to actively demonstrate all Telecare alarms and sensors at Care Link, Customer Contact Centre, Flemming Court and ICES Centre.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Ensure service viability and value for money.</p>	Care Link Manager	£3,000	2007/2008	<p>New interactive display installed at Care Link - Summer 2006.</p> <p>ICES Centre display in progress.</p>

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Upgrade sponsored alarms and widen range of sponsoring agencies.	90% of people feeling more independent 2006/2007 – 84%  90% of people feeling more safe 2006/2007 – 92%  90% of people feeling more secure 2006/2007 – 90%	Enable vulnerable people to live independently in the community.  Improve access to services for everyone.  Ensure service viability and value for money.	Care Link Manager	To be identified.	2007/2008	Currently establishing extent of sponsored alarms.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28	Review and improve Performance Indicators and targets for new customer enquiries with Care Link User Group.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Improve customer satisfaction.</p> <p>Improve access to services for everyone.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve opportunities for customer involvement.</p> <p>Everyone treated equally when delivering services.</p>	Customer Contact Manager	Within existing resources.	2007/2008	To be done annually.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28	Improve appointment system for new enquiries utilising new PNC4 control centre equipment.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%	<p>Improve customer satisfaction.</p> <p>Improve access to services for everyone.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Everyone treated equally when delivering services.</p>	Care Link Manager	Within existing resources.	2007/2008	To consider use of Telecare Office Manager and resource implications.

## 6.4 Aim 4: Continuously develop and improve

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Develop response service with partners.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Ensure service viability and value for money.</p> <p>Improve access to services for everyone.</p>	Care Link Manager	£150,000 per annum. From Family Services including £30,000 PTG funding.	2007/2008	<p>Contract for Response Service ready for signing.</p> <p>Recruitment and procurement of vehicles and equipment imminent.</p>

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Apply for Telecare Services Association Code of Practice Parts 1, 2 and 3 accreditation.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.	Customer Contact Manager	Full audit parts – 1,2,3 £2,100  Yr 1 - £1,550  Yr 2 - £1,550  Yr 3 - £1,800	2007/2009	Member of TSA.
S28	Take account of 'Inspection for Real' recommendations in improvement plans.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.  Improve access to services for everyone.  Everyone treated equally when delivering services.  Improve opportunities for customer involvement.	Customer Contact Manager	Within existing resources.	2006/2008	Care Link Strategy review in progress.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28	Liaise with and learn from other Social Alarm providers.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.	Care Link Manager	Within existing resources.	2007/2008	This is a continual process.  Member of the Northern Consortium and TSA.  January 2007 – Care Link held the NC's members forum event.  Currently benchmarking with other providers on charges.
S28 P20	Develop lone worker protection systems.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%	Improve customer satisfaction.  Enable vulnerable people to live independently in the community.  Ensure service viability and value for money.	Care Link Manager	Within existing resources.	2006/2009	Introduced and piloting LWP for Care Link Visiting Officers and Estate Impact Team.  Considering use for out of hours ASB Team and Occupational Therapists.  Will consider charging policy.

## 6.5 Aim 5: Use resources effectively and imaginatively

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Renegotiate current supporting people contracts to include contract variations.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%	Ensure service viability and value for money.  Enable vulnerable people to live independently in the community.  Improve access to services for everyone.  Improve customer satisfaction.	Customer Contact Manager	Redirection of efficiencies and existing contract sums.	2007/2008	Negotiations commenced. Reviewing position on tenants under 60. Redirection of resources needed to pendant contract.
S28 O14	Bid for new supporting people contract for community alarms.	90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%  90% of people feeling more independent 2006/2007 – 84%  90% of people feeling more safe 2006/2007 – 92%  90% of people feeling more secure 2006/2007 – 90%	Ensure service viability and value for money.  Enable vulnerable people to live independently in the community.  Improve access to services for everyone.  Improve customer satisfaction.	Customer Contact Manager	Redirection of efficiencies and existing contract sums.	2007/2008	Negotiations commenced. Reviewing position on tenants under 60. Redirection of resources needed to community alarms.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Review service charges and include 'Fairer Charging Policy'.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p>	<p>Ensure service viability and value for money.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p>	Customer Contact Manager	Service charges to cover costs.	2007/2008	Completed benchmarking with other providers.
S28 O14	To work with our supplier to access and utilise 'virtual store' to reduce costs.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p>	<p>Ensure service viability and value for money.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p>	Care Link Manager	Within existing resources.	2007/2008	In discussion with supplier to agree stock limits.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P23 O14 P17	Develop Marketing Strategy to promote use of Care Link services to more vulnerable people within and outside of Wakefield district and to new client groups.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Ensure service viability and value for money.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p> <p>Everyone treated equally when delivering services.</p> <p>Improve opportunities for customer involvement.</p>	Customer Contact Manager	Resource implications to be determined. New business will generate income, more paying customers and reduce reliance on Supporting People funding.	2007/2008	<p>Initial draft in progress.</p> <p>GIS Care Link take up study completed.</p>

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 O14	Explore business opportunities to assist other providers to work towards continuous improvement in delivering care and support, for example employee training, consultancy work.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p>	Ensure service viability and value for money.	Care Link Manager	Potential income generation.	2007/2009	To be done in conjunction with Northern Consortium.

## 6.6 Aim 6: Contribute to improving opportunities and quality of life in the communities we serve

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28	Work together with the Falls Task Group to introduce a common assessment process and assist in the delivery of preventative and responsive service.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p>	Care Link Manager	Within existing resources.	2007/2009	<p>Currently working with task group to establish SPAR referral pathway and responses.</p> <p>To have a direct line to Category C Ambulance Service.</p>

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P23 O14	Promote telemedicine to enable vulnerable people to live in their own home and free up resources for health and care services.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p> <p>Ensure service viability and value for money.</p>	Customer Contact Manager	To be determined in marketing plan.	2007/2009	<p>New publicity material being drafted.</p> <p>Currently being done through PTG partnership.</p>
S28 P22	Develop CCTV service for Wakefield and District Housing.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Improve customer satisfaction.</p>	Customer Contact Manager	Redirection of resources from obsolete street system.	2007/2008	Tendering process in progress – all remote CCTV systems to be linked to Care Link and OneCALL.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P23 O14	Promote awareness of Care Link service in delivery of care and support at home to help reduce residential care admissions.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p> <p>Ensure service viability and value for money.</p>	Customer Contact Manager	To be determined in marketing plan.	2007/2009	New publicity material being drafted.
S28 P22	Work with West Yorkshire Police to broaden the use of community safety alarms.	<p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p>	<p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p>	Care Link Manager	Match funded budget (WDH / police) already in place.	2007/2008	Community Safety Alarms already being used for sneak in and distraction burglary and helped reduce crime figures.

Specific		Measurable		Resources			
Reference	Action	Target	Outcome	Who	Cost £	Target Date	Progress to Date
S28 P23 P22 O14 P20	Build on existing working relationships with partners to increase awareness and use of Care Link to help reduce vulnerability in the community.	<p>90% satisfaction with Care Link 2005/2006 – 95% 2006/2007 – 94%</p> <p>90% of people feeling more confident 2006/2007 – 86%</p> <p>90% of people feeling more independent 2006/2007 – 84%</p> <p>90% of people feeling more safe 2006/2007 – 92%</p> <p>90% of people feeling more secure 2006/2007 – 90%</p> <p>90% of people feeling more reassured 2006/2007 – 93%</p> <p>90% of people feeling less isolated 2006/2007 – 66%</p> <p>85% of calls answered in 15 seconds 2005/2006 – 87.1% 2006/2007 – 83%</p> <p>90% of calls answered in 30 seconds 2005/2006 – 93.5% 2006/2007 – 90.6%</p>	<p>Ensure service viability and value for money.</p> <p>Enable vulnerable people to live independently in the community.</p> <p>Improve access to services for everyone.</p> <p>Improve customer satisfaction.</p> <p>Everyone treated equally when delivering services.</p> <p>Improve opportunities for customer involvement.</p>	Care Link Manager	Within existing resources	2007/2010	Existing partnerships above will be continually reviewed.

## 7. Expected Outcomes

- Improve customer satisfaction.
- Improve access to services for everyone.
- Enable vulnerable people to live independently in the community.
- Improve opportunities for customer involvement.
- Ensure service viability and value for money.
- Everyone treated equally when delivering services.

## 8. Equality and Diversity

WDH will ensure that in delivering services we continue to be inclusive and representative. We want all tenants and residents to be involved regardless of age, ability and background and will provide the support needed to enable this.

We aim to be effective in encouraging wider involvement and, to achieve this we will research the needs of communities within the district so that we can tailor our services to meet their diverse needs.

We will ensure that information is available in a variety of formats, including different languages, on audio cassette and large print, by newsletter, leaflets, information in Service Access Points and the website. This will help all tenants and residents have access to up to date information.

WDH has a separate strategy for Equality and Diversity 2006-2010.

## 9. Measuring the Impact of the Care Link Telecare Services Strategy

Care Link will work with our partners to attempt to establish a clearer framework for measuring positive outcomes for our service users in terms of:

- Delivering community care – vulnerable people feel more independent in the community / reduce isolation / improve safety and security.
- Supporting formal and informal carers.
- Increasing choice and independence for service users – preserve dignity and privacy.
- Reducing or delaying admissions to hospital and residential care.
- Assisting early hospital discharge and reducing hospital bed blocking.
- Supporting intermediate care.
- Helping develop preventative services.
- Falls Management Strategy – reduce / prevent / response to falls and risk of falls.

- Unlocking resources and reducing costs to redirect elsewhere – efficiency gains.
- Delivering WDH corporate objectives towards 'Confident Communities'.

Quantitative and qualitative performance indicators will be used to measure operational performance, service growth and customer satisfaction levels. Where appropriate, 2005/2006 end of year's out turn will be used to set the baseline from which to measure progress.

Review of the strategy will take place every 12 months in March at the end of each financial year.

## 9.1 Performance Indicators

Performance Measure	Target	2005/2006	2006/2007
<b>Satisfaction</b>			
Overall <b>satisfaction</b> with Care Link service.	90%	95%	94%
% People feeling more <b>confident</b> having Care Link.	90%	N/A	86%
% People feeling more <b>independent</b> having Care Link.	90%	N/A	84%
% People feeling <b>safer</b> having Care Link.	90%	N/A	92%
% People feeling more <b>secure</b> having Care Link.	90%	N/A	90%
% People feeling more <b>reassured</b> having Care Link.	90%	N/A	93%
% People feeling <b>less isolated</b> having Care Link.	90%	N/A	66%
Total <b>complaints</b> for year.	-	6	4
Total <b>compliments</b> for year.	-	234	71
<b>Service Users</b>			
Number of <b>properties</b> connected to Care Link.	-	11,628	11,663
Number of <b>service users</b> .	-	13,471	14,434
Total number of <b>hard wired</b> units .	-	10,055	10,043
• WDH non sheltered.	-	7,404	7,388
• WDH sheltered.	-	2,232	2,234
• Other RSLs.	-	419	419

<b>Performance Measure</b>	<b>Target</b>	<b>2005/2006</b>	<b>2006/2007</b>
Total number of <b>community alarms</b>	-	1,573	1,620
• WDH.	-	511	509
• Other RSL.	-	38	38
• Private sector.	-	937	980
• Almshouse.		24	23
• Rethink.		4	3
• Council.		1	1
• Domestic abuse.		58	66
<b>Calls Handling</b>	-		
Total <b>incoming</b> calls for year.	-	331,123	345,335
Average incoming calls per week.	-	6,367	6,641
<b>Calls answered</b> in 15 seconds.	85%	87.1%	83.0%
Calls answered in 30 seconds*.	90%	93.5%	90.6%
Total <b>outgoing</b> calls for year.	-	151,266	164,867
Average outgoing calls per week.	-	2,908	3,170
<b>Community Safety</b>			
• Domestic abuse.	-	58	66
• Community Safety (Distraction / sneak in burglary).	-	64	80

\* TSA require 80% to be answered within 30 seconds – national benchmark.

## Appendix A - National Context – Further Explained

Current attitudes towards improving care and support services have evolved over time and are outlined below.

### **'Quality and Choice for Older People's Housing: A Strategic Framework' – January 2001, DETR and Department of Health**

For the first time, this set out the Government's strategic vision for older people's housing and housing related support in response to changing demographic trends and an ageing population:

- 30% of all households are headed by someone aged 60 or above and this is expected to grow.
- Increasing numbers of people aged 85 and over.
- Increasing numbers of older black and minority ethnic (BME) people.
- Increasing numbers of older people who live alone.

Focus was on improving quality and choice in recognition of the broad range of housing issues facing this significant section of the population and enabling preventative approaches to help older people to retain their health and mobility.

The strategic approach sets out two main aims to be addressed by all those working with older people;

- To ensure older people are able to secure and sustain their independence in a home appropriate to their circumstances.
- To support older people to make active and informed choices about their accommodation by providing access to appropriate housing and services and by providing advice on suitable services and options.

The key themes for the strategic approach include:

- Diversity and Choice.
- Information and Advice.
- Flexible Service Provision.
- Quality.
- Joint Working.

Flexibility in service provision is concerned with older people wanting to remain in their own homes for longer and recognises new technology as a means to achieve this. Several factors driving this development include:

- A way of supporting independence.
- Widening of housing options for older people.
- Increased emphasis on preventative services.
- Reduced health care costs associated with an ageing society.
- Joint working is concerned with improving service integration delivered at the local level by housing, social services and health.

## **'Opportunity Age' - 2005**

In 2005 the Government published its national strategy on ageing. This established the framework for developing a coherent strategy for an ageing population and stresses the importance of both the public and private sectors in addressing issues to allow older people to live full lives and play an active role in the community.

Central to this strategy is the agenda of active ageing where later life is as active and fulfilling as earlier years. It aims to:

- Promote good mental health, exercise, physical activity, well being and independence.
- Support choice in health and social care services.
- Tackle health inequalities, social exclusion and isolation.
- Design and deliver support beyond health and social care such as access to technology.

## **'Our Health, Our Care, Our Say: A new direction for health care services' – January 2006**

The context that helped develop the White Paper included:

- Advances in trade and technology and the prospect of living longer.
- Growth in the number of older people.
- Medical science, assistive technology and pharmaceutical advances that will change health and social care and support more people at home.

The paper is separated into themes:

- Community based care.
- Enabling health independence and well being.
- Better access to general practice.
- Better access to community services.
- Support for people with long term conditions.
- Care closer to home.
- Putting people in control.
- Making sure change happens.

Community based care focuses on a shift from the current system based around acute care towards prevention and community based care.

Support for people with long term conditions focuses on movement of hospital care into the community. Approaches to be supported include:

- House alarms linked to call centres, staffed by a nurse.
- Telecare as part of intermediate care.
- Telemedicine including spirometric (breathing) and cardiac readings from the home to detect acute episodes early and minimise or eliminate the need for hospital admission.
- In home touch screen and video link for patients to self monitor and provide information to health professionals.
- Bed sensors to detect if people have returned to bed safely at night.

‘As a Government, we want people to have an active, enjoyable and independent old age. We want those that need it to have access to high quality support. We want to meet people’s aspirations for independence and greater control over their lives and we want to make services flexible and responsive to individual needs.’

We believe that technology such as Telecare will have a key role to play in helping achieve these aims and the ambitions we set out in the recently published ‘White Paper.’

**Liam Byrne MP**  
**Parliamentary Under Secretary of State for Care Services**

National Service Framework (NSF): Older People, March 2001, Department of Health

This was introduced to drive up standards and reduce unacceptable variations in Health and Social Services. It also sets standards for services that commissioners and providers of health care must meet.

The NSF for Older People has eight standards:

- Rooting out age discrimination.
- Person centred approach.
- Intermediate care.
- General Hospital care.
- Stroke.
- Falls.
- Mental Health in older people.
- The promotion of health and an active life in older people.

**Person centred approach**

This is aimed at offering and promoting choice and ensuring that people are treated as individuals receiving the appropriate care to meet their needs. This involves the single assessment process where assistive technology may be identified as a necessity to prevent further decline in conditions.

## **Falls**

The aim of this standard is to reduce the number of falls nationally. The NHS are expected to work with local Councils to achieve this standard with assistive technology playing a major role in achieving it by offering lifestyle monitoring to enhance preventative strategies and ensuring immediate responses to emergency situations.

## **Intermediate Care**

This standard is concerned with developing access to a new range of intermediate care services within the home to promote independence, effective rehabilitation and early hospital discharge.

The standard recognises that there is too little investment in preventative and rehabilitation services. Too many older people are admitted to hospital when community based services could better meet their needs. Consequently disrupting social networks and causing disorientation and in some instances leading to unnecessary hospital acquired infections.

## **Mental Health in older people**

This standard drives effective treatment and support services that also assist families and carers of dementia sufferers as well as sufferers themselves.

Assistive technology can form part of a required care package along with associated protocols for such client groups.

## **Promotion of health and active life**

This standard intends to increase and maintain the levels of functional ability and improve the sense of wellbeing.

Assistive technology helps to support older people to continue to live healthy and fulfilling lives. Particularly relating to this standard, it can help increase physical activity, improve diet and nutrition and assist with blood pressure management.

## **The NHS Plan, July 2000**

The aim of the plan is to speed up discharge when people go into hospital and ensure that rapid response and 'hospital at home teams' work with GPs, community nurses and social care employees to promote independence and offer care 'close to home'.

An extra £900 million is available to invest in intermediate care and related services providing, amongst other initiatives, active recovery and rehabilitation services, supported intermediate care places and extra rapid response teams.

The Plan is committed to 50% more people benefiting from assistive technology.

## Supporting People

The Government's Supporting People Long Term Policy Programme was designed to enable local authorities to plan, commission and provide housing related support services to enable vulnerable and older people to live independently.

One of the main aims of this national policy is to 'enhance technological solutions which help older people to feel safe and secure at home'.

The Department of Communities and Local Government (DCLG) has therefore established a new National Service Framework Agreement for Telecare with PASA (the NHS Purchasing and Supply Agency). It advocates that Telecare should be an integrated health, housing and social care service and covers the procurement of Telecare equipment and response services funded by the Supporting People Programme.

The Parliamentary Under Secretary of State for Care Services, said in his foreword to Building Telecare in England:

'In England today, older people face a future of great promise. Over the coming years, many people aged over 65 in England will be better off and better educated, with higher expectations of public services than retirees before them. They will have been accustomed to and will expect higher quality services. Our goal is to ensure older people live out the promise of that future to the full.'

A Sure Start to Later Life, Ending Inequalities for Older People, ODPM, DOH, DWP, Social Inclusion Unit, January 2006.

Sets a focus on boosting prevention services and is committed to economically efficient services through better prevention and joining up.

Sure Start will include a network of one-stop shops, containing health, social care, housing, leisure, education and voluntary and social opportunities.

Independence Well Being and Choice, Our vision for the future of social care for adults in England, March 2005, Department of Health

Supports the vision of extending the range of support, how support is delivered and how social service departments can harness and foster other resources that already exist in the community.

Looks to encourage preventative services by supporting early intervention that prevents or defers the need for more costly intensive support, make better use of technology to support people and provide a wide range of supported housing options.

## **Appendix B - Local Context – Further Explained**

### **Strategic Direction 2003 – 2008: Social Services for Older People and their Carers in the Wakefield district**

The key aim is:

‘To ensure that older people and their carers receive appropriate services, based on their individual needs, provided in the right place, at the right time of their lives.’

Section 6 identifies increased use of Care Link and assistive technology as a key action.

### **The Wakefield Supporting People Strategy 2005 – 2010**

This establishes the framework for procuring housing related support services, managing associated contracts and sets out requirements for service reviews for quality assurance and value for money.

Care Link has one of the largest Supporting People contracts in the district and is subject to review under the Quality Assessment Framework (QAF).

### **Housing, Care and Support for Older People in Wakefield 2004 –2007**

The purpose of the strategy is to establish a strategic direction for developing housing care and support for older people in the Wakefield district and forms part of the broader strategic planning framework for older people that is being developed in response to the national and local agenda.

It aims to improve services for older and vulnerable people and to improve partnership working and stakeholder involvement.

### **Strategic Review of Housing Related Support – Wakefield Council, September 2006**

The review was undertaken on behalf of Wakefield’s Supporting People Commissioning Body and Wakefield Council’s Family Services, Older Peoples Service.

This was to examine housing related support in the Wakefield district in terms of supply and demand, funding arrangements, the strategic development of personalised housing related support and the Preventative Services Agenda.

Findings relevant to Care Link were:

- Housing related support in Wakefield district is mainly tenure based rather than needs led. There is scope for redirection of investment to develop a response service and community alarm services to meet the diverse needs of an increasing older population within the district.
- Redirection of Supporting People funding is crucial if older people in the Wakefield district are to benefit longer term from Assistive Technology developments.

- More groups of vulnerable people could benefit from community alarm services. Future Supporting People funding must include redirection for people who are homeless, from black and minority ethnic communities, those suffering mental health issues or disabilities and those requiring personal protection from abuse.
- People living in privately owned or private rented accommodation do not have adequate access to housing related support and do not have their needs met, limiting their ability to live independently within the community.
- Increased provision and wider access to people in need may help reduce the number of falls by older people in the district, resulting in fewer admissions to hospital, residential care and nursing homes.

The report concluded that unless access to housing related support is widened, older and vulnerable people living in the community will be at risk and unable to continue living independently within the community.

There needs to be a strategic shift to needs led provision, rather than tenure based services. This will deliver significant benefits and improve outcomes for vulnerable and older people to be supported to maintain their independence.

It is therefore recommended that:

- Standard unit costs be agreed and implemented for the provision of alarms across the district.
- All older people legacy services funded from Supporting People, will be remodelled to deliver Value For Money, Best Value and positive outcomes for older people in line with 'Building Telecare in England'.
- New services will be commissioned and procured in order to deliver Value For Money, Best Value and positive outcomes for older people in line with 'Building Telecare in England'.
- More effective publicity and provision of information about access to housing related support should be made available by service providers.
- Future alarm services will be needs based, not tenure based, to enable existing providers of alarms to deliver services across the accommodation sector, for example the private sector.
- Access to services will be based on assessed need. Services must be developed to provide access to housing related support for people in need who live in private housing sector.
- Alarm services will be remodelled to release Supporting People funding and other funding to address priorities within the Supporting People Five Year Strategy.
- Discussions will be held with partner agencies and related services including General Practitioners, Ambulance Service, Primary Care Trusts, Hospitals Trust, Fire Service and Police, to develop an action plan for response services which will improve outcomes for users of housing related support using funding such as the PTG.

## Appendix C - Care Link Customer Charter

Standards	Targets
<ul style="list-style-type: none"><li>• We will deal with you quickly, courteously and fairly at all times.</li><li>• We will make sure our employees are properly trained and do their job skilfully, competently and considerately.</li><li>• We will provide understandable, useful, accurate information.</li><li>• You have the right to question our decisions if you are unhappy with them.</li><li>• We will ask you what you want from the service and, where possible, take your views into account.</li><li>• We will tell you what we do, how we do it and how well we perform.</li><li>• We will respect confidentiality and your right to access personal information we hold about you.</li><li>• We will make our service accessible by making information available in large type, on cassette, Braille or in other ways if you need this.</li><li>• We will contact you each year to check and update the details we hold about you and invite you to comment on our service.</li><li>• We will test all Care Link equipment before we let a tenancy.</li><li>• We will test all alarm links to each scheme every evening to make sure they are working correctly.</li><li>• We will record all calls for monitoring purposes.</li><li>• We will issue Care Link News to Care Link users four times a year.</li><li>• You can comment or complain about our service in the Compliments and Complaints leaflet.</li></ul>	<ul style="list-style-type: none"><li>• We will aim to answer all Care Link alarm calls within 15 seconds of them coming through to us and take appropriate action.</li><li>• If it is an emergency, we will contact the emergency services or the person you have named as your contact straight away.</li><li>• If we find a fault or if you report a fault with any Care Link alarm equipment, we will get someone to inspect the fault within four hours.</li><li>• We will aim to send out information to people enquiring about our service within two working days.</li><li>• We are working towards visiting new referrals within ten working days</li><li>• We will consult and involve service users through the Care Link User Group.</li><li>• We will do a Care Link customer satisfaction survey every two years.</li></ul>