Care Link
telecare services

Care Link News

January 2007 - including Annual Report 2005/2006

peace of mind 24 hours a day

Broadroyd visit Care Link

Residents and employees at Broadroyd Sheltered Accommodation, Ossett, paid a visit to Care Link to find out about the services we provide.

Residents of the sheltered accommodation are all Care Link users and found the trip to be a valuable insight into how our wide range of services work.

Residents also learnt about Care Link's history and were shown the latest technology used to provide our services.

Residents also took part in discussions about the procedures followed when calls are received at Care Link, the importance of testing equipment, and keeping their details up to date.

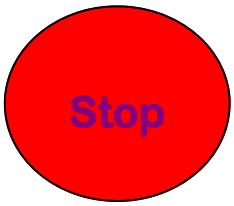
Barbara Sowerby, Care Link Manager, said, "We received a lot of positive comments from the Broadroyd residents and from their Scheme Manager about how much they enjoyed their visit to Care Link.

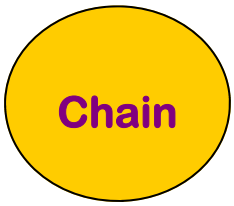
"They came to see the other side of our service and I think they found it reassuring to meet the people who deal with their calls, should they ever need to use their alarm."

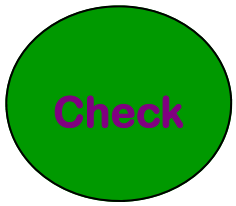
wdh
Wakefield and District Housing

delivering promises, improving lives

When you get a caller at your door . . .







Care Link users are being urged to Stop, Chain, Check when they get callers at the door.

Sometimes callers at the door may not be who they say there are, and for this reason it is important that, before you let anyone into your home, you go through this process:

1 **Check your back door, lock it and take the key out**
2 **Put your chain or door bar on while you identify who they are**
3 **Check their details before you let them in your home**

You should not let anyone into your home without checking their identity card first.

For more information about home security and tips on handling callers at your door visit WDH's website www.wdh.co.uk.

Care Link User Group — Have Your Say

Do you want to have a say in how Care Link works?

If the answer is yes, you can become a member of Care Link's User Group and help improve and shape our services.

Care Link's User Group meets four times a year to offer opinions on our services and to discuss how we can make things better for our users.

Care Link users, their family members and their carers can all become members of the group. The next meeting is scheduled for March 2007.

For more information, please contact Care Link on 01977 723965.

Have your contact details changed?

Please contact Care Link if there is a change in your personal circumstances. This includes details such as a change of address, telephone number and also medical information.

You should also notify Care Link if the circumstances of your family, friends and carers change. This will ensure that we contact the right people should we need to.

To update your information, contact Care Link on 01977 723965 or press your alarm or pendant. Every year Care Link sends out an update form, and you should fill this in and return it to us.

From time to time, to be able to help you, Care Link may need to share some of your details with our partners, service providers or the emergency services.

We take all reasonable steps to ensure that your personal data is kept secure and treated confidentially.

All calls to Care Link are recorded in order to monitor the quality of our service.

Contact Care Link

Care Link
Flemming Court
Whistler Drive
Castleford
West Yorkshire
WF10 5HW
Tel: 01977 723965

Response Service Survey

If you are a Care Link user you may have been selected to take part in our new survey.

Care Link is proposing to establish a Response Service where Responders can attend service users' homes and offer help and assistance in the event of an accident.

The surveys will be landing on doorsteps shortly and take no longer than five minutes to complete.

If you receive a copy please fill it in and send it to: Research Section, Wakefield and District Housing, Merefield House, Whistler Drive, Castleford, West Yorkshire, WF10 5HX.

Care Link Whispa

Care Link employees have continued to support Dogs for the Disabled by purchasing a puppy.

Whispa, a nine month old black Labrador bitch, was bought after Care Link raised £750 for the charity by holding several fundraising events including quiz nights and a New Year's Eve dance.

Whispa is now training to assist a disabled person with practical tasks such as retrieving items, taking washing out of a machine, helping her owner undress and summoning help.

The remaining money was used to sponsor a puppy training class and, as a special thank you for their fundraising efforts, Care Link received a certificate and photos of Whispa.

Care Link Supervisor Carol Brown, who visited Whispa at the Dogs for the Disabled headquarters in Banbury, Oxfordshire said, "Dogs for the Disabled make such a difference to someone's quality of life. Employees at Care Link have really enjoyed raising money for such a worthwhile cause."

Recipe: Blueberry and Lemon Friands

Members of the Care Link Team have been baking again and the following recipe comes highly recommended:

4oz unsalted butter, melted and cooled
4 1/2oz icing sugar (plus extra for dusting)
1oz plain flour
3oz ground almonds
3 oz blueberries
3 medium egg whites
Zest of 1 unwaxed lemon

Heat the oven to 200c / Gas 6

1. Sift the icing sugar, flour, and ground almonds and mix with the cooled, melted butter.
2. Whisk the three egg whites in a separate bowl until they form a light foam, soft and floppy.
3. Together with the lemon zest, mix the egg whites into the sifted dry ingredients to form a light soft batter.
4. Divide the mixture into well greased muffin tins or muffin cases and sprinkle with the blueberries.
5. Bake for 15 - 20 minutes until just firm and golden.
6. Dust with icing sugar to serve.

Did you know . . .

You can buy a special Carbon Monoxide detector which is connected to Care Link?

If Carbon Monoxide is present in your home, the low cost detectors will sound and will also alert Care Link to ensure someone is on hand to help.

To find out more, contact Care Link on 01977 723965.

Peace of mind for lone workers

Following the success of Care Link in assisting thousands of older and vulnerable people throughout the Wakefield district, we are pleased to announce the launch of a new scheme which offers peace of mind to lone workers.

The Lone Worker Scheme monitors people's movements as they attend their daily appointments and will raise the alarm should they ever encounter any problems.

The scheme can be tailored to suit the needs of individuals and all you need to sign up is a mobile phone.

When using the scheme, you simply log into the Monitoring System every time you leave the office and leave a message explaining where you are going, who you are going to see and how long it will take you to get there.

You should then log into the Monitoring System every time you arrive at your destination or have finished your visit to record another message explaining where you are going next.

If you fail to log into the Monitoring System, prompts will be sent to your phone asking you to do so. If you still do not log in an emergency call is sent to Care Link who will respond by either contacting your manager, your family or even the emergency services.

The Lone Worker Scheme is available to all workers operating within the Wakefield district. To find out more call Care Link on 01977 723965.

Key achievements for 2005/6

Care Link provides reassurance, peace of mind and a response to emergency situations 24 hours a day every day through their new 'state of the art' control centre at Glasshoughton, Castleford.

- Care Link achieved the Government's Charter Mark award for service excellence for the third year running in January 2006.
- In our 2006 survey, 94% of our customers said they were satisfied with the service.
- At 31 March 2006, 11,628 properties were connected to Care Link – this is 206 more than the previous year, serving 13,471 customers.
- We did not increase the charge for the Care Link service for the second year running, whilst still providing the same high quality service.
- Costing £812,407 to operate, Care Link generated an income of £890,892 in 2005/06 with the surplus being reinvested into the service.
- Through its membership of the Northern Housing Consortium, Care Link shares good practice and gets discounts on alarms and other telecare products that enables us to pass savings on to our customers.
- Care Link recognises and caters for the diverse and changing needs of its customers by keeping an up to date client database, reviewed every 12 months.

Care Link Survey 2006

Every year we ask our customers to give us their views about Care Link and let us know whether there is any way we can improve our service.

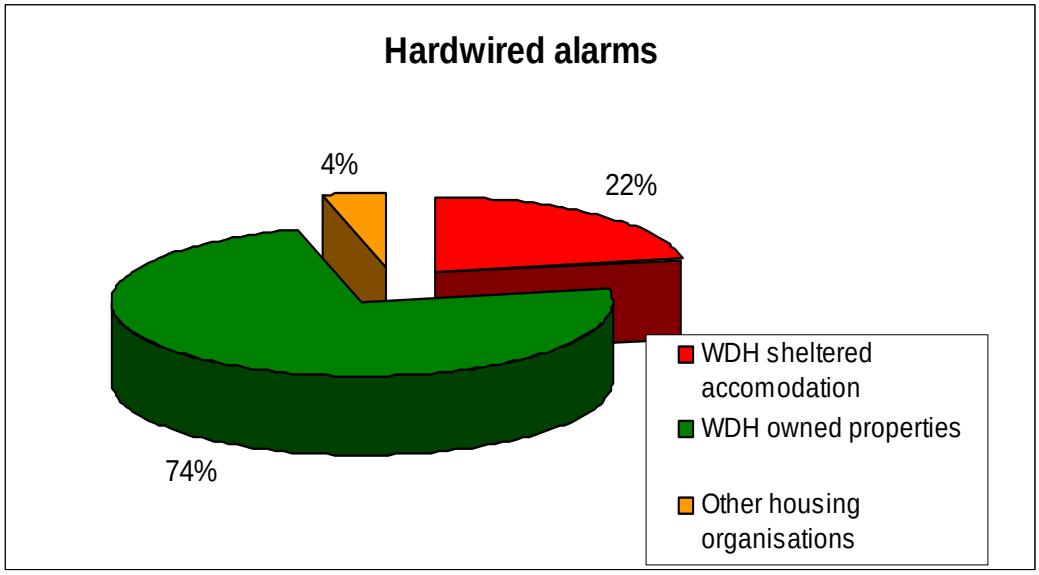
In Care Link's 2006 Survey, customers gave the service an overall satisfaction rate of **94%**.

Customers who answered the survey have again given Care Link Operators excellent satisfaction scores for their friendliness, helpfulness and efficiency.

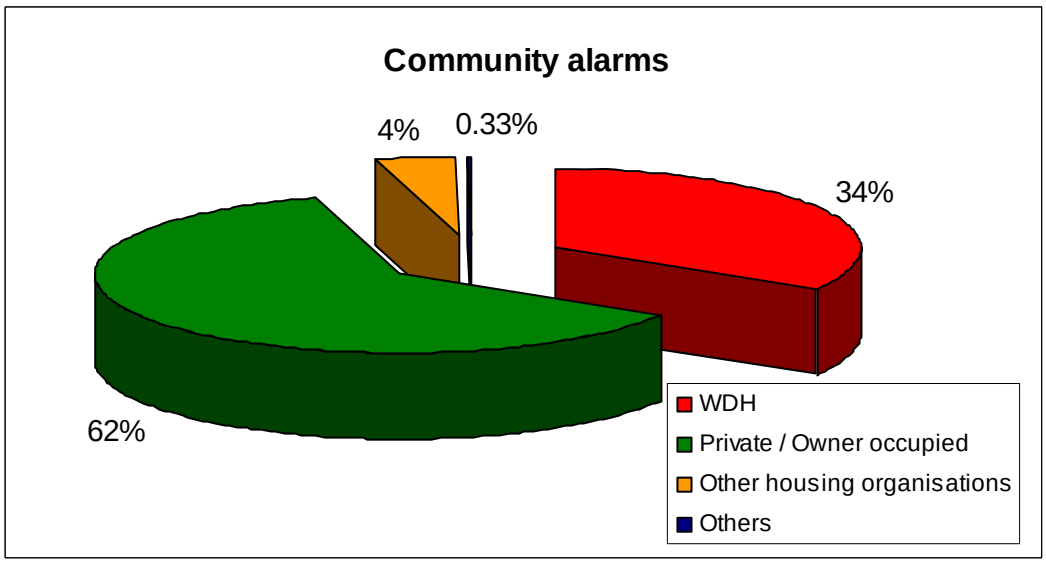
86%	feel more confident
84%	feel more independent
92%	feel more safe
90%	feel more secure
93%	feel reassured
66%	feel less isolated as a result of having the Care Link service in their home.

Care Link Alarms

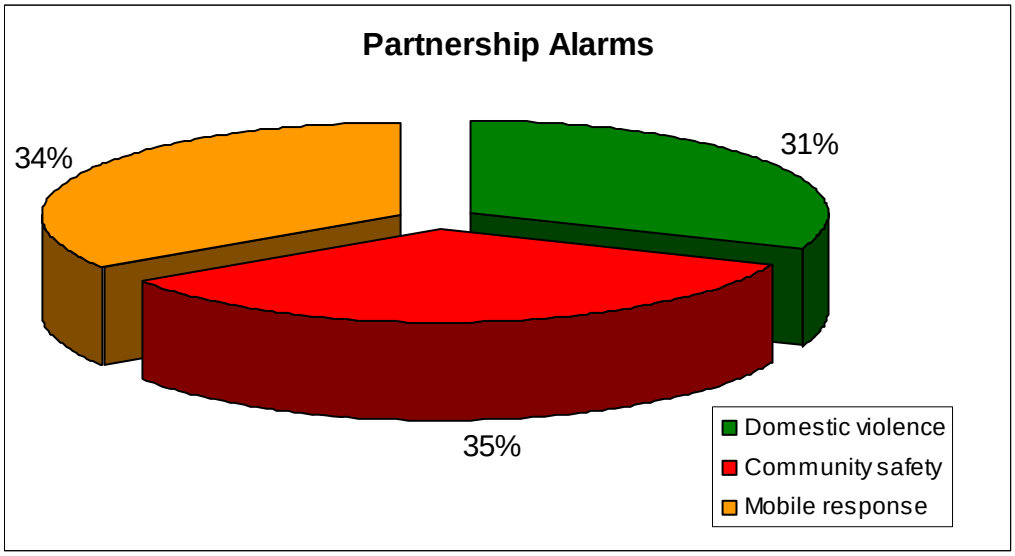
- At March 2006, 10,055 customers had a 'hardwired' speech unit alarm connected in their property.



- 1,573 customers had a community alarm connected in their properties. The alarms serve WDH homes, as well as private homeowners and other housing organisations.



- We continue to work with our partners to monitor alarms for victims of domestic abuse, bogus callers and customers in receipt of a mobile response service.



Calls handled at Care Link

This year the Care Link Control Centre dealt with 482,389 incoming and outgoing calls over the year. This is 7,961 more calls than the previous year.

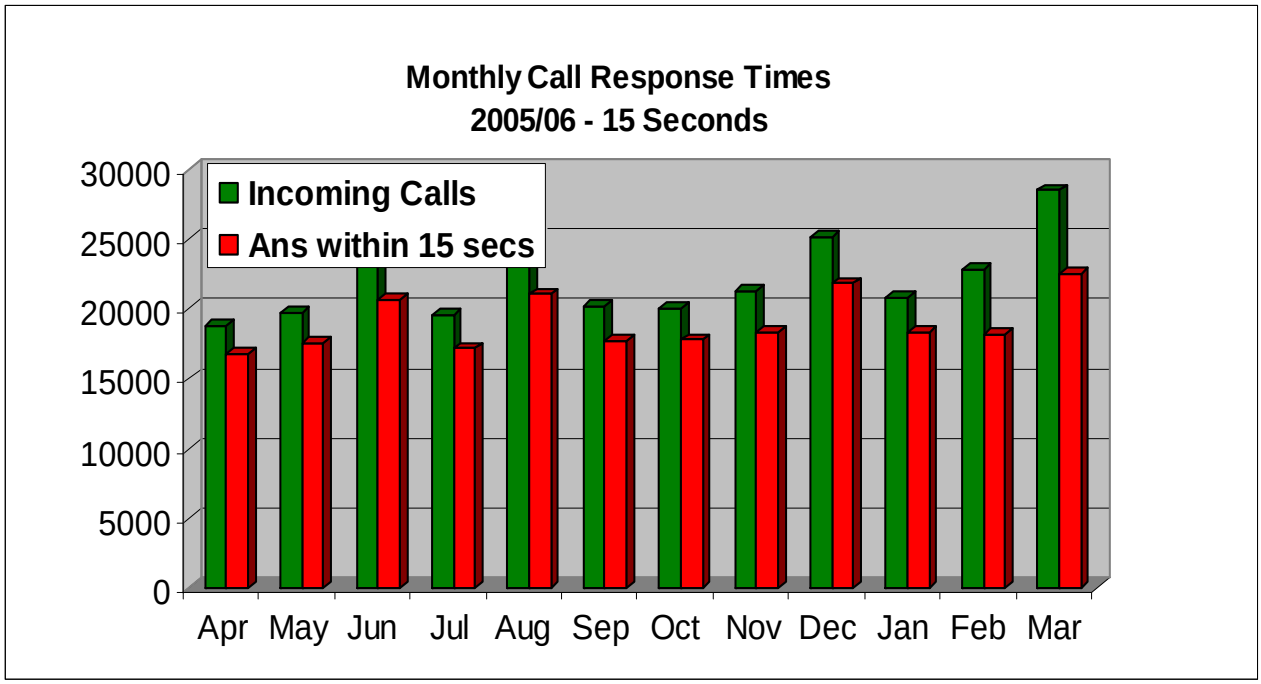
Of the 331,123 incoming calls to Care Link there were:

- 57,200 calls from Scheme Managers logging on and off site
- 11,520 test calls
- 1,885 requests for emergency services

And, of the 151,266 outgoing calls made there were:

- 49,959 to families, carers and other agencies
- 94,837 equipment and diagnostic tests
- 2,667 to Social Care Direct
- 1,895 to emergency services - Police, Fire and Ambulance

- We increased our call handling response time target from 75% to 85% of all calls to be answered within 15 seconds. We answered 87% of all calls within 15 seconds.



- We continued to measure ourselves against the Telecare Services Association calls handling response time target of 80% of calls to be answered within 30 seconds.
- We achieved 93.5% of calls answered within 30 seconds.

Care Link visits

Care Link's Visiting Section are responsible for assessing the needs of our customers and for connecting Care Link alarms at their homes.

In 2005/2006 the Visiting Section received:

744	community alarm referrals
480	pendant referrals
76	mobile response referrals
26	mobile response pendant referrals
17	community safety referrals
1	community safety pendant

In 2005/2006 the Visiting Section demonstrated and connected:

532	community alarms
341	pendants
63	mobile response community alarms
21	mobile response pendants
15	community safety alarms
1	community safety pendant

Compliments and complaints

In 2005/2006:

- The number of compliments received was 234
- The number of complaints received was 6

**We are committed to providing equal access to information.
If you would like information in another language or format,
please ask us.**

Tigrinya

ናትና ፖሊሲ ንኩሉ ሓደ ዓይነት ሓበሬታ ዝረኽብሉ መንገዲ ኢና መብጽዓ ኣቲና።
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Amharic

የኛ ፖሊሲ ሁሉም ኣንድ ኣይነት መግለጫ እንዲያገኝ ለማረጋገጥ ነው።
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Farsi

ما متعهد هستیم به سیاست دسترسی برابر به اطلاعات
اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفا از ما درخواست کنید

French

**Nous nous engageons à une politique d'accès égal aux informations.
Si vous souhaitez des informations dans une autre langue ou sous un
autre format, veuillez nous le demander.**

Kurdish

ئیمە بە ئەرکی خۆمانی دەزانین کە سیاسەتی دەسراگەیشتنی یەکسان بە زانیاری بۆ هەموان جیبەجی بکەین
ئەگەر زانیاریت بە زمانیکی کە یا بە فۆرمیکی کە دەوی تکایە داوامان لی بکە

Polish

**Wyznajemy zasadę równośi w dostępie do informacji.
Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub
w innym formacie prosimy dać nam znać.**

Urdu

معلومات تک مساوی رسائی کی پالیسی پر ہم عمل پیرا ہیں۔
اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

wdh
Wakefield and District Housing

**Wakefield and District Housing
Merefield House, Whistler Drive
Castleford, West Yorkshire WF10 5HX**

OneCALL - 0845 8 507 507
(calls to OneCALL may be recorded for training purposes)