



Annual Report

2017/18

TSATM
Member
Organisation



Annual Report

2017/18

Contents

- 3 Foreword
- 6 Our achievements – celebrating our success
- 12 Future plans
- 13 Customer satisfaction and meeting our targets
- 18 Get in touch

Annual Report

2017/18

Foreword

It has been another exceptional year for Progress Lifeline. Progress Lifeline now supports over 33,000 people across Lancashire, Cumbria, Yorkshire and throughout England, making us one of the leading technology enabled care and remote home monitoring providers in the North West.

In February 2018 we were awarded the contract to deliver technology enabled care services in the Yorkshire district of Calderdale.

We were also successful in becoming one of the first telecare services in the UK to be awarded the Telecare Services Association (TSA) new Quality Standards Framework (QSF), the successor to TSA's standard code of practice. The QSF demonstrates the quality and safety of our services to commissioners, professionals and customers and makes this the twelfth year in a row that Progress Lifeline has achieved the highest industry-recognised standard.

We are proud that feedback from our customers has confirmed a customer satisfaction rating of 99% for quality of service. Our aim is to put our customers at the heart of our service, and to make technology enabled care services (TECS) accessible and affordable; offering value for money and maintaining prices to ensure services are accessible for our self-funding Progress Lifeline customers. We have maintained this approach for the ninth consecutive year.

We have continued to develop the emergency home response and assistive lifting service, with over 10,000 customers now receiving this

valuable provision. Additionally, our assistive lifting service has been extended into 170 care homes across Lancashire.

With the increasing demands and pressures on the NHS, ambulance service and health and social care, our response and assistive lifting provision is a vital service that not only strengthens these partnerships with public services, but also improves services for customers. In addition to this, the digitalisation of the emergency home response service has made our response faster and more efficient, and enabled robust referral pathways into falls prevention services.

Going forward we are working closely with the TSA and equipment providers to ensure we are ready for the 2025 digitalisation of the UK's telephone network. By aligning our plans for the digital switch with TSA, we ensure that we continue to provide the best possible service to all our customers.

Over the coming year, we will be introducing new products and services to meet the needs of our customers and our newly designed, easy to navigate website will provide useful information for new and existing customers.

We look forward to investing in new technology and developing services during 2018/19 to continue to meet our existing and prospective customers' needs.

“Putting customers at the heart of the service, Progress Lifeline aims to support people to live safely, confidently and independently”

Annual Report

2017/18



Achievements and successes

New customers

During 2017/18 we welcomed over 5,700 new customers across our range of services.

A high percentage of our new self-funded Progress Lifeline service users chose additional services such as emergency home response and linked telecare sensors, and following successful tenders, we began providing the Progress Lifeline service to new customers in Yorkshire on behalf of Calderdale Council.

Progress Lifeline has been working with Lancashire County Council and Tunstall Healthcare UK Ltd to deliver a co-ordinated county-wide telecare service, free to those eligible under the Care Act 2014, for over three years.

As of March 2018 Lancashire Telecare supports 7,882 people to maintain their independence and safety, an increase of 2,174 service users since March 2017. The service is now embedded as part of an integrated care model across social care, housing and health and makes telecare an integral part of person-centred care.

Quality Standards Framework (QSF)

In February 2018, we achieved TSA's new Quality Standards Framework (QSF). The QSF is the successor to TSA's code of practice, which we were accredited to for 12 years, and a platinum member of for six years.

“I was able to verify positive feedback for the service through review of some excellent case study examples and via discussion with service-users. They described the service as being transformational and life-saving”

TSA Auditor, March 2018

Annual Report

2017/18

Customer feedback and quality results

In addition to our external Quality Standards Framework audit, we also monitor quality through a variety of other methods:

- monthly audits of our employees ensure a consistently high level of service and support development
- calls into the monitoring centre are recorded enabling us to review call quality
- on-site audits are completed for our telecare installer and emergency home responders.

Progress Housing Group’s Scrutiny Pool, made up of tenants and customers, were invited to complete an audit on the service we provide for new customers. We are now implementing recommendations made following this activity.

This word cloud highlights the common words used to describe our service and staff.



Surveys are provided to customers following the installation of the service; when a call is made or if one of the emergency home responders is deployed. The table below shows the results for 2017/18, from over 1,000 customers surveyed.

Satisfaction Performance 2017/18	Monitoring Centre	Installations	Home Responder
Service quality	99%	100%	100%
Speed of responses	96.4%	100%	100%
Staff helpfulness	98.2%	100%	100%
Good value	97.4%	100%	100%

Annual Report

2017/18

Staff recruitment

To help us to continue to provide quality and innovative services to our customers, during 2017/18 we increased the number of staff working to provide services to our customers from 86 to 117.

British Sign Language (BSL)

Level 2 Installers

After a review identified that over 40% of Progress Lifeline customers have some form of hearing impairment, hearing loss or are profoundly deaf, BSL training was introduced for staff to improve communication with customers.

In April 2018, Progress Lifeline installers Lisa and Ben achieved Level 2 qualifications in BSL. They now use their training to communicate with hearing impaired and deaf customers, and to answer questions about how the telecare sensors work.

“I think service users appreciate that I am able to converse with them. I hope to continue using BSL in my work as an installer but also in helping the deaf community”

Lisa Murphy, Progress Lifeline Installer

Dementia Friends

Understanding the needs of our customers and their families is a priority. During 2017/18, a third of our Progress Lifeline workforce attended Dementia Friends training; with remaining staff due to complete the training by April 2019.

Along with Progress Housing Group, Progress Lifeline was awarded the South Ribble Dementia Charter, demonstrating our commitment to work towards dementia-friendly policies and strategies to deliver a positive experience for those living with dementia across Lancashire.

Emergency home response and assistive lifting services

During 2017/18, Progress Lifeline's emergency home response team responded on 9,000 occasions to people in their own homes, with an average response time of just 34 minutes. This resulted in 1,724 lifts which otherwise would have required an ambulance, and 1,000 referrals to falls prevention teams.

Since 2013, Progress Lifeline has completed over 7,000 successful lifts, assisting the North West Ambulance Service to focus their resources on high risk priority call-outs and generating a cost avoidance for the ambulance service of over £1.5 million.

During 2017/18 we focused on extending the service for all customers within Lancashire. We now provide a professional assistive lifting service for 170 care homes across Lancashire.



Annual Report

2017/18

New products and services

With the growth in mobile technology, we know that fewer people are using traditional telephone landlines. As a result we have introduced a range of products that can be used without a landline and use mobile technology instead. The roaming SIM in the technology picks up the strongest mobile network signal in the area (similar to how a mobile phone works). This means that we can now offer services which monitor and support our customers outside of their home.

Events

We were invited to speak at some high profile national events this year. Our Head of TECS, Loraine Simpson, shared some best practice examples at sector events including the Housing LIN Annual Conference and at a prominent visit to Progress Lifeline by Shadow Minister for Health and Social Care, Justin Madders.



“Technology has the capacity to enhance people’s lives and allow them to remain independent for as long as possible. Not only does it have the potential to relieve the workforce challenge in health and social care, but it may also lead to less pressure on acute services by providing alternative methods of care and support in the home”

Shadow Minister for Health and Social Care, MP Justin Madders

We have attended over 100 events locally, raising awareness of the benefits of personal alarm and telecare services. These have included regular information events across Lancashire.

Annual Report

2017/18

Customer engagement

2017/18 provided many opportunities to spend time with our customers. Personal visits were made by customers to meet our board members and stakeholders, as well as the monitoring centre operators who answer the alarm calls. We also visited customers in their homes to talk with them and obtain feedback, hearing first-hand how our service supports so many people to live safely and independently at home.

We would like to thank all our customers who kindly shared their stories and experiences of using our service. They have helped to provide useful insight and case studies for our partners and future customers, and brought to life how the service supports people in many different circumstances.



Partnerships

Our partnerships with organisations and services such as Lancashire Fire and Rescue (LFRS), local councils, CCGs, and Learning Disability England (LDE), continue to go from strength to strength with joint case studies, regular invitations to support annual conferences and other events, and partnership agreements and contracts.

Annual Report

2017/18

“... we have seen and heard first-hand how our service supports so many people to live safely and independently at home”

Progress Lifeline

Future plans

During 2018/19, we look forward to achieving more for our customers through improving and increasing the services provided by Progress Lifeline.

Our new website will make it even easier to access information about, and refer people to, Progress Lifeline.

Our electronic systems will be constantly reviewed to increase efficiency and quality.

We will introduce new technology to monitor services outside of the home through GPS and wearable devices.

Working alongside the Telecare Services Association (TSA), services and products will be made compatible with the digital switch, planned for 2025.

We will continue to investigate how smart devices such as Amazon's Alexa products can support independent living and be used alongside technology enabled care services (TECS).

The hospital discharge initiative, Home First, will enable our technology enabled care and support services to support patients being discharged from hospital.

New customer engagement groups will start to meet, making more effective use of customer feedback and insights.

Independently establish the impact of our services on our customers, commissioners and stakeholders.

Performance

During 2017/18, our customers rated us 100% overall for service quality, speed of response, staff helpfulness and value for money.

Installations

Our targets for 2017/18 were to complete 90% of urgent installations within two working days and 100% of urgent installations within five working days. For non-urgent installations, 90% must be installed within 15 working days with 100% within 20 working days.

These targets were exceeded and 100% of our customers surveyed were satisfied or very satisfied with our installation service.

“Your installer was very nice and helpful, very easy to speak to and gave me every attention to detail I needed. Took time to listen to my enquiries and understood my needs. Friendly and caring - a credit to your company. Thank you again”

Mrs C, October 2017

“The installation went very well and Lisa was very helpful with Mum’s needs and gave attention to Mum’s hearing difficulties at all times during the process”

Mrs S, December 2017

“I found Tom extremely helpful and polite. He put my husband at ease and even though my husband finds it difficult to find the words to explain what he wants or asks, Tom was patient and caring”

Mrs T, March 2018

Performance target for 2018/19:

- Complete 90% of urgent installations within two working days and 100% within five working days. 90% of non-urgent installations must be installed within 15 working days with 100% within 20 working days
- Continue to achieve the service standards associated with Telecare Services Association (TSA) and the Quality Standards Framework (QSF).

Annual Report

2017/18

Emergency home response and assistive lifting

Targets for our mobile responder attending your home in an emergency were 90% within 45 minutes and 100% within 60 minutes.

Targets were met and our average response time was just 34 minutes. 100% of our customers surveyed were satisfied or very satisfied with the quality, response times and value of the emergency home response service.

For the assistive lifting service, 100% of customers stated they were very satisfied with the helpfulness and quality of the service.

“I would just like to say how I value this service. I am a carer for my husband, and the support I get from knowing if he has a fall, someone will come night or day, is beyond value. I am very grateful”

Mrs R, November 2017

“So far when falling, I have not suffered any injuries, so all I have needed is help to get up from the floor onto my chair. This has always been achieved quickly and very sensitively. I am so grateful, many thanks”

Mrs V, February 2018

“I was never more relieved than when the responder answered. He could not have been more helpful and created a calm atmosphere. Many, many thanks to all concerned”

Mrs A.

Performance target for 2018/19:

- 9 out of 10 responder visits to arrive at the service user's home within 45 minutes and 10 out of 10 responder visits to arrive within 60 minutes of the decision to deploy mobile responder staff
- Continue to achieve the service targets and standards associated with Telecare Services Association (TSA) and the Quality Standards Framework (QSF).

Annual Report

2017/18

Alarm monitoring centre

100% of our customers surveyed rated our control centre team as always polite, helpful and responsive, with 100% of respondents stating that our operators always listen carefully, and 99% letting us know that our operators are always patient and courteous.

Over 80% of calls were answered within 30 seconds. 94.1% of calls were answered within one minute and 99% of calls were answered within three minutes. Our average call response time for the year was just 17.5 seconds.

“I could not find any way you could improve the service. It has given me and my family peace of mind as I want to keep my independence”

Mrs W, February 2018

“Each time we have asked for help the control centre and responders have been prompt, helpful, gentle, caring and pleasant”

Mrs L, October 2017

“Amazed at everything. Speed of call and response was lovely. One minute I was alone then the next I felt that all the comfort in the world was with me. Thanks to all”

Mr A.

Performance target for 2018/19:

- Answer 97.5% of calls within one minute and 80% within 30 seconds
- Continue to achieve the service level targets and standards associated with Telecare Services Association (TSA) and the Quality Standards Framework (QSF).

Annual Report

2017/18

Maintenance

For restoring or replacing urgent equipment faults, we met our targets of 100% within 96 hours and 100% of non-urgent faults within 15 days.

“Delighted with the service. Also thank you to the gentleman who came to check the equipment - it makes me feel safe”

Mr T, September 2017

“I really appreciate this valuable service. My lifeline really lives up to its name. The service gives me and my family complete peace of mind and enables me to remain living independently in my home”

Mrs A.

Performance target for 2018/19:

- Complete 9 out of 10 critical repairs within 48 hours and 10 out of 10 within 96 hours
- Continue to achieve the service level target and standards associated with Telecare Services Association (TSA) and the Quality Standards Framework (QSF).

Customer reviews

We aim to welcome all our new customers to the service, to ensure they are happy with the service and feel confident using the equipment.

Annual review visits ensure that the additional telecare sensors are maintained and the customer is confident in using the service.

We aim to speak to all our customers at least annually to confirm they are happy with the service and the equipment they have installed is the most appropriate for them.

Performance target for 2018/19:

- Complete 9 out of 10 new customer re-evaluations within eight weeks and 10 out of 10 within 10 weeks
- Continue to achieve the service level targets and standards associated with Telecare Services Association (TSA) and the Quality Standards Framework (QSF).

Annual Report

2017/18



“I really appreciate this valuable service. My lifeline really lives up to its name. The service gives me and my family complete peace of mind and enables me to remain living independently in my home”

Mr A

Annual Report

2017/18

Get in touch

Whether we work with you in a professional capacity, or you are one of our valued customers, we welcome feedback about our service and how it can be improved. If you would like to provide us with feedback or become actively involved in assisting us to develop future services, please get in touch:

Web	www.progresslifeline.org.uk/
Email	lifeline@progressgroup.org.uk
Telephone	03333 204999
Facebook	www.facebook.com/progresslifeline

You can also get involved by sharing the benefits of technology enabled care with others:

Professionals www.progresslifeline.org.uk/professional-referral/

Customers It is easy to introduce a friend and will take just a few minutes. Please remember to get your friend's permission before contacting us. You can either:

- press your pendant and tell us your friend's details
- ask your friend to phone us on **03333 204999** or
- complete the form at:

www.progresslifeline.org.uk/contact-us

