

CARELINE COMMUNITY SERVICES

Our Careline Service continues to support residents across the District and has been expanding year on year, we currently have 1,510 customers. The focus of service remains unchanged; enabling people to live independently in their own homes with the control room providing 24 hour, 365 days a year cover for assistance when required.

Within the last 12 months, we have successfully completed two large projects. The first project has focused on BT's digitalisation project which involved upgrading all telephone lines from analogue to digital. Most of our customers had older alarm units that were unable to support digital phone lines. As BT were unable to provide us with an exact switch over date for each customer connection, as a result we had to visit each customer to replace their equipment before the projected start of switch overs in January 2021. Our Neighbourhood Warden team completed all these visits by the end of December 2020 and we are now ready for when BT change over to digital telephone lines. This was complete during the Covid-19 pandemic as it was imperative that the swaps were completed to ensure that vulnerable has this essential service.

The second project related to our Independent Living sites (currently Sheltered Housing). In January 2020 through to April 2020 we worked closely with Housing Services to offer the Careline Service to all tenants as a replacement for the hardwired systems which were being decommissioned. Over 230 tenants chose to take up the service which has since been expanded include an offer of smoke detectors which can be added or removed as tenants' personal circumstances change. This project relied on our strong working relationship with the Independent Living Site Officers.

Both projects have provided the Neighbourhood Warden team with an excellent opportunity to meet vulnerable residents and signpost them to other agencies who may be able to offer help, or advice with any issues they are facing.

In October 2020, our call monitoring contract with Connexus transferred as a result of a private sale to a new company called Welbeing which is part of the Doro group. There were some issues with the data transferred to the Doro from Connexus however, this was quickly identified, and the data corrected. We will monitor the performance of the service closely through our monthly performance report and at our meetings with the service provider.

In the last 12 months, we have also made significant changes to our working practices, so we have been able to operate throughout the Covid-19 pandemic. We now offer

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self-installations to customers allowing relatives, carers and friends to fit the equipment for them when they are next visiting. We have had positive feedback from these installations so will be continuing to offer this service in future. Due to Covid-19, we have had to temporarily delayed our plans to expand our service by offering falls detectors to customers. We are still receiving requests from customers asking for this additional service, therefore we will be starting to offer this enhanced service from April 2021.

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