

# ADULT SOCIAL CARE & HEALTH CABINET MEMBER MEETING

## Agenda Item 14

Brighton & Hove City Council

**Subject:** CareLink Plus  
**Date of Meeting:** 14<sup>th</sup> June 2010  
**Report of:** Acting Director, Adult Social Care & Health  
**Contact Officer:** Name: Anne Hagan Tel: 29-6370  
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**Key Decision:** No  
**Wards Affected:** All

### FOR GENERAL RELEASE

#### 1. SUMMARY AND POLICY CONTEXT

- 1.1 This report provides a progress report on the Carelink Plus service.
- 1.2 The core business operated by CareLink Plus is the community alarm service. This is currently provided to 5,500 customers, 3000 of whom live independently in the community and 2,500 people who live in sheltered accommodation.
- 1.3 CareLink Plus has been very successful in further developing the service to incorporate all aspects of assistive technology including Telecare.
- 1.4 CareLink Plus has a number of contracts with a variety of professional groups to provide access to a range of services out of office hours.

#### 2 RECOMMENDATIONS

- 2.1 The Cabinet Member is asked to note the current developments in the CareLink Plus service.
- 2.2 That Cabinet Member approves further research into new technologies in Telecare and community alarm service provision and to report back any future developments.

### 3 RELEVANT BACKGROUND INFORMATION

- 3.1 CareLink was launched in 1987. In June 2009 the service moved to Patching Lodge, and the name of the service was changed to CareLink Plus to reflect the expanded range of services offered via the Telecare technologies now available.
- 3.2 Services operate twenty four hours a day, seven days a week, every day of the year. An overview of the service is included in Appendix 1.
- 3.3 CareLink Plus is regulated by the Telecare Services Association (TSA). An annual audit is carried out to ensure compliance with the stringent, detailed code of practice. The TSA set performance indicator targets and dictates the minimum staffing levels required to provide the service.
- 3.4 The standard service charge for the CareLink Plus Community alarm is £13.00 per calendar month, which equates to £3.00 per week.

#### 3.5 Telecare

In addition to the basic unit and pendant, CareLink Plus now offers a range of other equipment that will generate an alert through to the control centre when activated. For customers living independently in the community these are available at no extra cost. The equipment includes;

- Flood detectors
- Fall detectors
- Heat sensors
- Smoke detectors
- Bed and chair occupancy sensors
- Epilepsy sensors
- Passive infra red motion sensors
- Door entry/exit sensors
- Pressure pads
- Reminder functions to prompt customers to perform tasks such as taking medication or to eat a meal
- Sensors to activate lights in conjunction with the activation of other peripherals
- Pull cords
- Mounted triggers – on skirting boards, door frames, wheelchairs, etc.
- Pager and pillow shaker systems to be used in conjunction with other peripherals to provide an onsite alert for carers when a peripheral is activated

**Appendix 2** illustrates the rise in the uptake of Telecare since 2007.

3.6 Key Performance Indicators for CareLink Plus Community Alarm Service (Performance Report 2008/09)

Number of alarm calls received	<b>184,899</b>	5% increase on the previous year
Average number of calls received per day	<b>507</b>	Includes routine test calls, accidental calls and scheme staff logging on and off duty
Percentage of calls answered within 30 seconds	<b>91%</b>	Target 90%
Percentage of calls answered within a minute	<b>97.9%</b>	Target 98%
Number of community appointments carried out	<b>3,360 including 312 emergency responses</b>	Up 1035 on the previous year Target 3,000 annually
Average time taken to reach the customer in an emergency	<b>22.5 minutes</b>	Target 20 minutes
Number of Telecare peripherals installed	<b>490</b>	Up 305 on the previous year

3.7 Additional Services

In addition to the community alarm CareLink Plus also operates a range other services both on behalf of the City Council and other agencies.

<b>Service</b>	<b>Provision</b>	<b>Quarterly average call volume</b>
Emergency out of Hours Adult Social Care Service	Access to Adult Social Care/ mental health services out of hours in Brighton & Hove	Commenced 10 <sup>th</sup> May 2010
Child Protection Checks	Out of hours: Carry out checks for child protection plans and reporting back to the caller (BHCC/ East Sussex County Council)	15/20
BHCC Homeless Persons Referrals	Outside of office hours. Receiving and screening calls and passing referrals on to the Duty Homeless Persons Officer.	17

BHCC Emergency Back Up Scheme for Carers	24/7: Receiving and screening Back Up Plan activation calls and contacting nominated individuals to take over caring responsibilities where a carer becomes incapacitated.	0
BHCC Appropriate Adult Service	Outside of office hours until 22.00. Receiving calls from Brighton Police Custody Suite and contacting the duty volunteer to attend to accompany youths and vulnerable adults.	43
Carers Alert Card	24/7. Receiving and screening alert calls and contacting nominated individuals to take over caring responsibilities where a carer becomes incapacitated.	0
Peripatetic Monitoring	Members of the YISP*, Bailiffs and Animal Wardens call in to log on and off shift or log a specific lone working job.	130
Lone Worker Monitoring	To help ensure the safety of 123 Council officers who work alone in the community during their normal working day. (e.g. surveyors, special needs housing officers, urban rangers etc)	

\*Youth Inclusion Service Programme

#### **4 FUTURE DEVELOPMENT OF THE CARELINK SERVICE**

4.1 There are a number of proposals for the future development of CareLink Plus:

- Investigate the possibility of additional contracts to increase the profitability of the overnight operations.
- Attract more business both through direct service provision to customers and through corporate contracts, including more installations in residential care settings and small businesses.
- Continue to expand the range and number of Telecare peripherals in use, recognising the pivotal role this type of technology will increasingly play in enabling people to maintain independence in their own homes.
- To work in partnership with health colleagues to further explore Telehealth.
- Direct payments, individual budgets and the personalisation agenda support increased customer focus and choice. CareLink Plus has a fundamental role to play in allowing a greater flexibility in bespoke solutions for care at home.
- Increase lone worker monitoring and make this service more widely known within the Council.

## 5 CONSULTATION

CareLink staff consult with their customers on a regular basis through the use of questionnaires. In addition, the team are planning to re-launch “road shows” in sheltered housing schemes which will help to highlight the benefits of the service. A link meeting has been established with representatives from Council Sheltered Housing and is hoped that this will also help inform developments in CareLink.

## 6 FINANCIAL & OTHER IMPLICATIONS:

### 6.1 Financial Implications:

The Carelink service including the Emergency Duty Service costs an estimated £730,000 per annum. The target is for the costs of the service to be recovered from the charges raised. The service has developed significantly, it is a key element of the personalisation programme, and other new technologies are being investigated. The charges for the service need to be reviewed in line with the corporate fees and charges policy and updated on an annual basis-it is proposed to consider options and bring recommendations on charges later in the year.

*Finance Officer Consulted: Anne Silley      Date: 19 May 2010*

### 6.2 Legal Implications

The background to the CareLink Service and technological developments is set out in the body of this report. Such developments are and will continue to be informed by proper consultation with interested and affected parties to ensure a fair and transparent process.

There are no specific legal or Human Rights Act implications arising from this report.

*Lawyer Consulted: Sandra O'Brien*

*Date: 1 June 2010*

### 6.3 Equalities Implications:

People of all ages can access the CareLink service although the service is mostly used by older people. CareLink should be accessible to all, but there is still limited access from minority ethnic groups in the city. CareLink have plans to have a presence at minority group forums and open days.

### 6.4 Sustainability Implications:

CareLink helps to maintain people in their own homes through the provision of equipment. There are opportunities to maximise the use of Telecare to maximise the number of people being supported.

6.5 Crime & Disorder Implications:

People may choose to use CareLink as it gives them a greater sense of personal security.

6.6 Risk and Opportunity Management Implications:

Opportunities currently exist for CareLink to build on its business success both in its overnight operations and in Telecare/Telehealth. CareLink may no longer be competitive with other comparable services if the current charge remains the same.

6.7 Corporate / Citywide Implications:

CareLink services are available right across the city.

**7 EVALUATION OF ANY ALTERNATIVE OPTION(S):**

7.1 Alternative options have been considered for the provision of the out of hours services provided by CareLink but this was not considered to be financially viable.

**8 REASONS FOR REPORT RECOMMENDATIONS**

8.1 To ensure that the Cabinet Member receives a good understanding of the services provided by the CareLink Plus service and its future potential.

**SUPPORTING DOCUMENTATION**

- **Appendix 1: Overview of the CareLink Plus community alarm service**
- **Appendix 2: Telecare peripherals in use**

**Documents In Members' Rooms**

None

**Background Documents**

None

## **Appendix 1**

### **CareLink Alarm System: An Overview**

The CareLink alarm system allows the user to summon help in the event of an emergency, such as a fall, sudden illness or worsening of a long term condition. In addition, many calls are received from customers for reasons such as their carers have not arrived as expected or they require reassurance due to anxiety or confusion. It can also be used when there are concerns for personal safety, such as suspected intruders, domestic violence or harassment. In sheltered accommodation residents also use their alarm for reasons such as to report concerns for neighbours' well being, to report neighbour nuisance and to report building repairs issues. Lift alarms, door entry systems, intruder alarms, remote access key safes, smoke detectors and main fire panels are also monitored and responded to in the sheltered housing schemes.

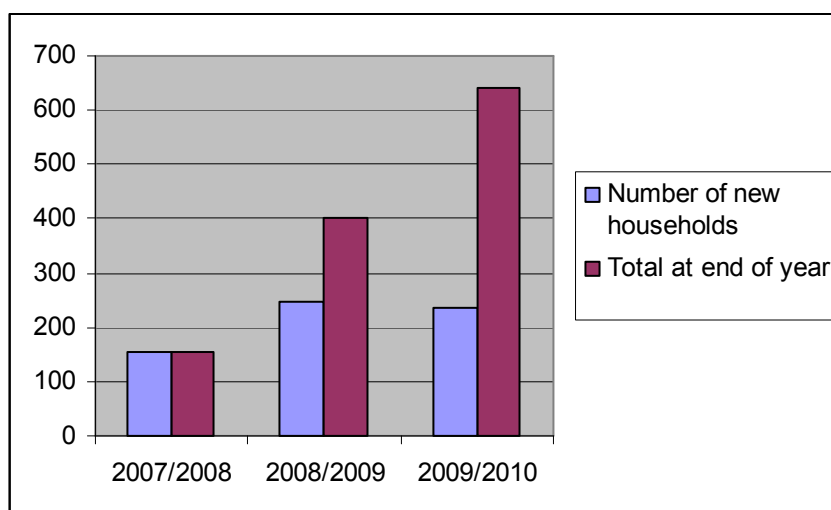
The CareLink Plus service provides peace of mind for both the customer and for their family and carers, and the confidence for many of our customers to continue to live independently at home.

## Appendix 2

### Telecare Customers and Peripherals

The 2009/2010 figures quoted are from April 2009 to the end of October 2009.

	2007/2008	2008/2009	2009/2010
Number of new households	156	247	237
Total at end of year	156	403	Total mid year 640





## Appendix 2 continued

### Telecare Customers and Peripherals

The 2009/2010 figures quoted are from April 2009 to the end of October 2009.

	2007/2008	2008/2009	2009/2010
Number of new peripherals	185	305	242
Total at end of year	185	490	Total mid year 732

