



Day in the Life of Telecare Service



Background / Comparison

Clackmannanshire & Stirling HSCP

- 4011 Service Users
- An average of 500 calls a day
- An average of 8% of calls are attended by responders
- The partnership is split into 2 areas
- There are 2 responders on duty in each area covering 24/7
- There are 2 call handlers on duty covering 24/7
- TEC Assessor working 9am to 4.30pm 3 days per week carrying out TEC assessments

Angus HSCP

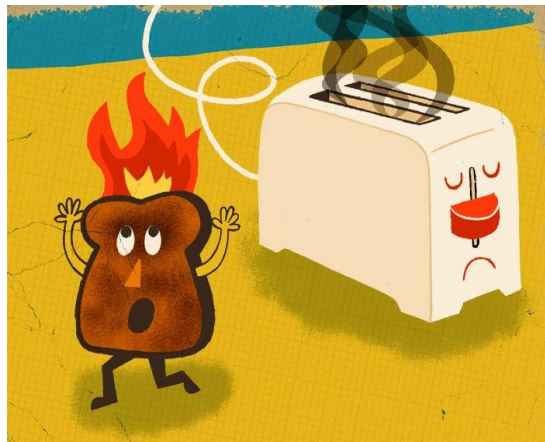
- Approx 4000 Service Users
- An average of 500 calls a day
- An average of 30% of calls are attended by responders
- The partnership is split into 4 areas
- There are 2 responders on duty in each area covering 24/7
- 2 call handlers on duty covering 24/7 plus one call handler working 9am – 5pm Monday - Friday

Alarm Receiving Centre

- Service User Activation received by the Alarm Receiving Centre
- Service User details appear on the call handling platform. E.G. name, address, volunteer responder / next of kin details, medical history etc
- Call handlers triage calls based on robust predetermined guidelines and processes
- Call handler takes appropriate action E.G. provide reassurance, contact volunteer responder, call a Health care professional, contact emergency services, arrange TEC responder



Top 5 Reasons for TEC Response



Responding to Call

- When on site TEC responder will gain access using the key safe situated at the service users property
- On entering the responder will activate the equipment to alert the ARC they are on site
- The responder will carry out an initial risk / moving & handling assessment
- Assess support required and provide assistance where possible
- If additional assistance is required the TEC responder will notify the ARC.
- Ensure Service User is safe and comfortable
- TEC responder activates the alarm and advises the outcome of the call.
- Secure property and return key to key safe



Additional Alarm Receiving Centre Tasks

- Process referrals and create database records
- Maintain database records with changes
- Communications with responders and care management teams
- Maintain stock management system
- Recording faults on database
- Closing records
- Statistical information gathering
- Outbound calls
- Telephone Reviews
- Customer Satisfaction Surveys



Additional Responder Tasks

- Programming new equipment
- Installing / Removing equipment
- Installing alternative and additional equipment
- Equipment fault resolution
- Annual reviews
- Administrative tasks
- Check visits to service users who require additional support



Challenges

- Budget constraints
- Geographical area
- Engaging volunteer responders
- Analogue to digital transformation, the journey into the unknown.
- Visualising what the future service will look like using the technology available

