

Annual Report 2015-2016

We have been an accredited Telecare Services Association (TSA) member since 2012 and we strive each year to maintain and exceed their stringent targets and standards.

As part of the TSA it is a requirement that we publish our targets achieved, our successes, our future aspirations and customer satisfaction results and comments

What is the TSA?

Telecare Services Association (TSA) is the nationally recognised industry body for the delivery of technology enabled care and support services (telecare and telehealth) in the U.K. It provides customers with:

- Increased security and independence
- Enables and enhances care and saves lives



The voice of technology
enabled care

TSA's vision is 'People choosing technology enabled care and support to enrich everyday life.'



Performance

Service Standard	Total in 2015
Installations completed	165
Mobile responder visits	12
Faults rectified	58

Celebrating our successes 2015

- A 165 new Calico Assure customers were welcomed onto the service
- We participated in 'The Colour Run' and raised £300 for our Dementia services
- We have in excess of 200 Dementia friends within the Calico Group
- We are working with Parkinson's Society to install Calico Assure lifelines free of charge for 1 year to people in Burnley and Padiham

Service Standard	Our target	Actual
Mobile Responder attending your home in an emergency	90% within 45 mins	97% 😊
	100% within 60 mins	3%
Referral	Within two working days	99% 😊
	Within five working days	1%
Installation of Telecare Services	90% of urgent installations within 2 working days	99%
	100% of urgent installations within 5 working days	1%
	90% non-urgent installations within 15 working days	99%
	100% non-urgent installations within 20 working days	1%
Urgent faults or repairs	90% within 48 hours	100% 😊
	100% within 96 hours	
	90% within 10 days	
Non urgent faults	100% within 15 days	100% 😊

Customer Satisfaction surveys

During 2015 we received 643 customer surveys from customers. In the survey we asked for feedback on:

- 👉 Quality of service
- 👉 Speed of Response
- 👉 Helpfulness of staff
- 👉 Value for money

Service User Satisfaction

The target is to achieve 90% in all areas and Calico has exceeded this.

Quality of service	100% ranging from Excellent to Good
Speed of response	100% ranging from Excellent to Good
Staff helpful	100% ranging from Excellent to Good
Value for money	100% ranging from Excellent to Good



2015 plans and achievements

Calico Assure - A business plan has been produced to maximise usage and to secure new customers to maintain and grow the business side of Calico Assure by:

- ✔ Utilising a wider range of equipment to ensure the needs of our customers are met
Using different suppliers to meet customers' needs
- ✔ Calico retains its TSA accreditation
Achieved this in February 2015
- ✔ Delivering Calico Assure within Lancashire
Promoting and marketing of services throughout Lancashire has been a success and we now have customers in 5 areas of Lancashire
- ✔ To expand our volunteering project into Independent Living Services
4 volunteers in service
- ✔ We are working with the community to increase digital technology and helping them to use tablets and PCs



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Future plans for 2016

- ★ To maximise the outcomes on the business plan
- ★ To work with our Supported Living & Development teams in ensuring technology enabled care services are available in all new builds
- ★ To increase the marketing and promotion of Calico Assure within Lancashire
- ★ To increase referrals in all areas
- ★ To increase partnership working with relevant agencies
- ★ Contact and complete an annual review with all customers
- ★ Retain TSA accreditation

Safeguarding

- 👤 Calico staff are trained to deal with any confidential or sensitive issues. If you are being abused, or you know someone who is, please talk to a staff member.
- 👤 They will tell you what to do and what actions will be taken. Immediate action will be taken if you or someone else's welfare is at risk.
- 👤 You can also directly contact Adult Social Care Services on 0845 053 0009
- 👤 We regularly hold refresher safeguarding sessions at our communal schemes and at centres within the community, If you wish to attend please call 0800 169 2407 and ask for the Older People's Service for more details.

Comments, complaints and feedback

We have received no complaints about our Calico Assure service in the past 12 months, however, whatever your views, we welcome them!

You can contact us how you like:

- 📍 In person, (pop into our office on Croft Street, which is just next to the bus station)
- 📞 By phone FREE on 0800 169 2407 or 01282 686 300
- ✉ Email us at contact@calico.org.uk
- 🌐 or online at www.calico.org.uk

Your views are important to us and we take them seriously.

Whenever you get in touch you should expect the following:

- 🕒 We will acknowledge your contact within 7 days
- 🕒 We will respond fully within 10 working days. We aim to resolve most complaints at this stage.

"It's peace of mind for all concerned. Easy to install and use. It has been used and the service received was brilliant. I fully recommend."

Your feedback

"It has given reassurance to my father in-law and great peace of mind to the family."

"It has allowed my Grandpa to remain independent at home, and he is a happy chappy. Thank you for this reassuring device."

"The pendent is definitely peace of mind for me – it's there if I need to use it"

Due to national funding cuts we are currently undergoing changes to the Older People's Service and the feedback received is shaping the future of Calico Assure and the Older People's Service.

Personal information

It is important that the information we hold about you is correct. We aim to contact all of our customers annually to verify that information such as telephone numbers, family and friends contact details and medical information is correct. If you would like to check your details are up-to-date please press the red button and speak to an operator today.

DAA Dementia Action Alliance

Calico Homes Limited is now part of the Dementia Action Alliance - making Burnley dementia friendly.