

NORTH LINCOLNSHIRE COUNCIL

CABINET

CARE CALL SERVICE ANNUAL REPORT

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To present the *Care Call Service Annual Report 2019/20*
- 1.2 To seek Cabinet approval to publish the Annual Report on the Council Website.

2. BACKGROUND INFORMATION

- 2.1 North Lincolnshire Council is committed to ensuring that people who live, work, and visit North Lincolnshire, enjoy good community wellbeing and prosperity, and are safeguarded when they are vulnerable.
- 2.2 The Council provides a dedicated Care Call Service to vulnerable people across North Lincolnshire. Currently the service supports around 4000 clients and receives and responds to 93,000 calls per year. The service is provided from the North Lincolnshire Council Security Control Centre and gives cover and support 24 hours per day, 365 days per year.
- 2.3 The provision of the Care Call Service, provides support, friendship and help to all our service users and provides “peace of mind” to families and carers. Care Call also provides an essential service maintaining independence, reducing stays in hospital and helps people stay safe in their own homes and out of care facilities.
- 2.4 Care Call is funded both through an internal contract with Adult Social Care but is also predominantly funded through private contracts with service users and their families who contribute to the service through our subscription service.
- 2.5 North Lincolnshire Council is an accredited provider of Care Call Services through its membership and registration with the Telecare Services Association (TSA). The TSA undertake a yearly accreditation process with the Council and approve the Council as an accredited provider of Care Call Services.

2.6 To provide an overview of the Care Call Service an Annual Report has been produced for 2019/20. The Annual Report provides information on the service as well as an update on our responses during the Covid 19 period. Key highlights are as follows:

- Call handling and feedback statistics have exceeded Telecare Services Association accreditation scheme standards for the third consecutive year
- Customer satisfaction feedback is overwhelmingly positive
- Care Call has continued to operate 24 hours a day throughout COVID-19 and there have been more welfare calls made to service users during the pandemic
- Installation Team have continued to work throughout COVID-19, including out of hours, to facilitate hospital discharges at short notice
- Maintained a working partnership with Humberside Fire and Rescue Service and continues to refer vulnerable people for a safe and well check which considers health and lifestyle as well as fire safety
- Works collaboratively with social care and health professionals as part of the rehabilitation and reablement scheme
- Staff representation on 'Telecare Champions' panel which brings together different agencies to promote and develop the use of telecare systems in the community

2.7 On receipt the Annual Report will be published on the Council Website and shared with relevant organisations and partners.

3. OPTIONS FOR CONSIDERATION

3.1 Option 1: To receive the Care Call Annual Report and agree publication.

3.2 Option 2: To require revisions to the report prior to publication.

4. ANALYSIS OF OPTIONS

4.1 Option 1 - This is the preferred option as publication of the report will provide, clients, families and carers and partners with an overview of the work of the Care Call Service and highlight the excellent work undertaken by the service in 2019/20

5. FINANCIAL AND OTHER RESOURCE IMPLICATIONS (e.g. LEGAL, HR, PROPERTY, IT, COMMUNICATIONS etc.)

5.1 There are no financial implications associated with this report

5.2 There are no other implications associated with this report.

6. **OTHER RELEVANT IMPLICATIONS (e.g. CRIME AND DISORDER, EQUALITIES, COUNCIL PLAN, ENVIRONMENTAL, RISK etc.)**

6.1 The provision of the service ensures that vulnerable people in North Lincolnshire are supported and protected and is central to the delivery of the Council Plan ensuring people are Safe, Well, Connected and Prosperous.

7. **OUTCOMES OF INTEGRATED IMPACT ASSESSMENT (IF APPLICABLE)**

7.1 Not required.

8. **OUTCOMES OF CONSULTATION AND CONFLICTS OF INTERESTS DECLARED**

8.1 The Care Call Service undertakes yearly evaluation and consultation with services users and their families and carers, this is detailed in the Annual Report.

9. **RECOMMENDATIONS**

9.1 That Cabinet approves the Care Call Annual Report 2019/20

9.2 The Cabinet approves the Publication of the Report on the Council Website.

DIRECTOR OF CHILDREN AND COMMUNITY RESILIENCE

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Background Papers used in the preparation of this report:

- Care Call Annual Report 2019/20