

Telecare Key Results 2011/12

At the end of 2011/12 there were 902 active Telecare clients, an increase of 522 clients from the end of 2010/11. There were also 5,300 connections made to Care Call.

During 2011/12 there were 1,612 emergency call outs for 412 different clients. From these call outs there were 192 alarm call outs for a 'client wandering about', and from these 102 clients were found to be outside of their property at what has previously been assessed as an inappropriate hour. These calls were for 48 different clients with memory impairment. 99% of these clients were found within 30 minutes of the activation. The one exception was where the client was with a neighbour.

There were 463 call outs as a result of fall detectors. 387 clients were found on the floor, and of these only 23 required an ambulance to be called. Of these, 11 were due to head wounds, 6 hip injuries, 4 leg injuries and 2 suspected broken bones. 31 clients were cleaned /toileted by Care Call Staff.

There were 495 bed sensor call outs, of which 313 led to clients being found on the floor. 13 of these needed ambulance treatment, including 2 suspected broken bones and a facial fracture. Clients needed toileting/cleaning on 48 occasions.

There were 155 pendant call outs, of which 74 clients were found on the floor. 28 clients required cleaning/toileting by Care Call Staff.

Other key Telecare activations included 17 gas shut off valve activations to 8 different clients who had left the cooker on without igniting the gas. 26 smoke alarms activated at 21 different properties; 5 fires, including 3 where pans had been left on cookers, one fire in a bin and the other in a microwave.

There were 6 epilepsy sensor call outs to clients who had suffered seizures, three flood sensor activations, two carbon monoxide detector, and 2 low temperature sensor activations (where the temperature in the home drops below 2 degrees).

In all there were 32,935 calls generated to the control room by Telecare equipment during 2011/12, with over 96% of calls being answered within a minute and 99.5% being answered within 3 minutes. The first figure highlighted that more staff were needed, and as a result, figures for Q4 2011/12 are just over 97% within a minute and 99.8% within 3 minutes (based on 8,748 calls received).