

RedAssure Annual Review of Performance 2008/2009

The story so far.....

“By 2022, 20% of the English population will be over 65. The vast majority of people want to live in their own homes for as long as possible. Telecare can and should be able to support these people in achieving their aims.”



2008/2009 has been a fantastic year for RedAssure; we have been focusing on promoting the services we have available to help people maintain their independence for as long as possible.

Our key commitments 2008/2009

1. Involve our customers in the shaping of our service
2. To develop our working partnerships in health and social care, Sussex Police, The Pension Service, West Sussex County Council and West Sussex Fire and Rescue.
3. Promote RedAssure and increase brand awareness.

How did we do?

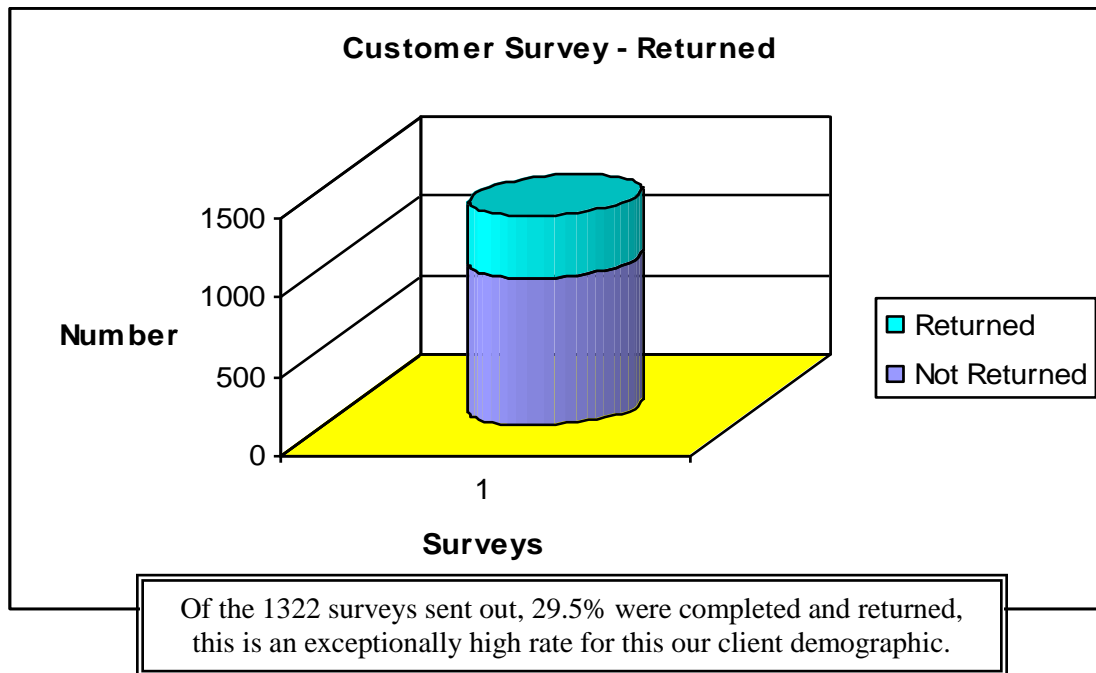
1. On 31st October 2008 we held our first RedAssure customer forum. 16 people attended, this was a great opportunity to hear exactly what services our customers wanted and we were able to learn about what is really important to you our customers.
2. RedAssure has built very strong links within the community. We have very effective referral systems in place with the Pension Service and West Sussex Fire and Rescue. This ensures our customers are receiving all the money or benefits they are entitled to and will benefit from a linked smoke detector when a risk is identified. We continue to work closely with West Sussex County Council through the telecare pilot programmes. We are supporting customers experiencing mental health problems at home with a range of telecare products. We also support those customers who receive intermediate care from social services.
This year we have also worked in partnership with a local care agency called Carewise to provide a Roving Night Service, this helps prevent unnecessary admissions to hospital and aids a faster hospital discharge.
3. RedAssure has held presentation stands at Worthing hospital on two occasions. We have advertised in the Herald series and community newspapers and magazines. In July 2008 we held a stall at the Lions seafront fair. We have run a series of training presentations to local hospitals, social workers and community groups.

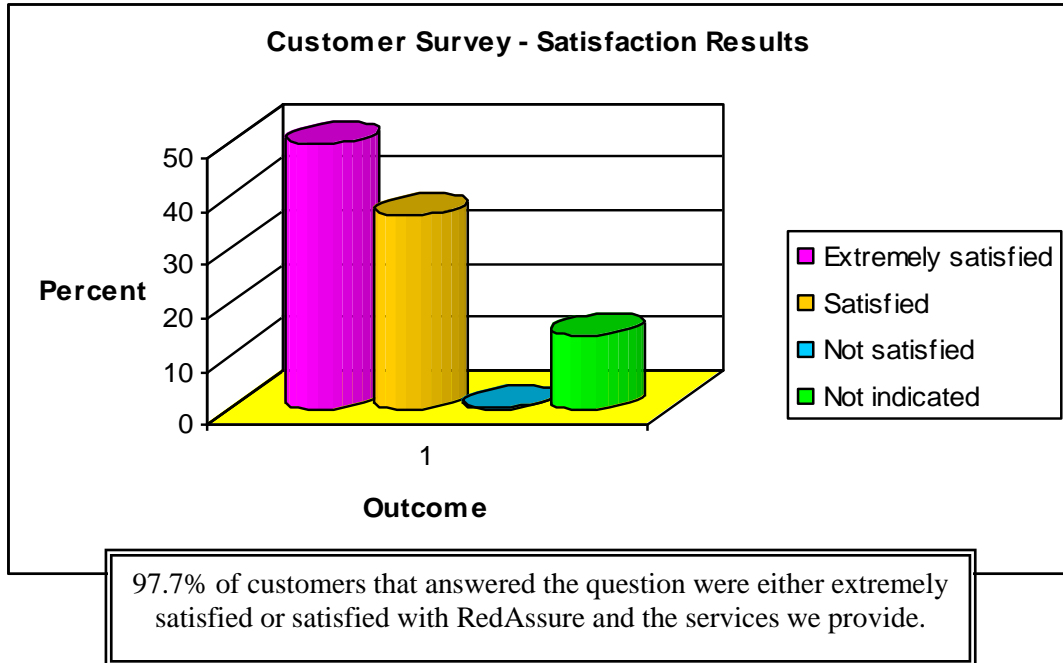
What has RedAssure Achieved?

TSA (Telecare Services Association) Code of Practice accreditation – We identify that quality is key to customer satisfaction. We believe that everything we do impacts on quality, from staff recruitment and training of personnel through to purchasing equipment. All our policies, procedures and processes are developed to enable us to deliver high quality services to our customers. One way this standard is measured is through the TSA accreditation process, we are independently audited against a strict code of practices and procedures and we are pleased to say that we successfully passed the audit and RedAssure is now a fully accredited member of TSA.

Customer satisfaction survey – We wanted to find out direct from our customers how you really felt about the service you receive from RedAssure and am delighted the results were fantastic, 97.7% of our customers were either satisfied or extremely satisfied. As we are continually looking for ways to improve our service and standards we are holding the customer forums twice a year. If you would like to be involved please email info@redassure.org.uk or telephone 01903 703103.

RedAssure Customer Satisfaction Survey – October 2008





RedAssure Operational results 2008

KPI	Target	Achieved	Traffic light
Repair times	98.5% resolved in 24 hours	100%	●
DSM response times	85% reached within 45 mins and all customers within 1 hour	100% within 45 mins	●
Post install survey results	70% satisfaction	100% satisfied or extremely satisfied	●
Annual customer satisfaction survey	70% satisfaction	99.6% satisfied or extremely satisfied – see graph below	●
Installation times	90% of installs to be completed with 5 days of first visit	100% (2 customers choose appts outside of target time)	●
Update records / maintenance checks	All customers to have a review annually	All customers have been reviewed or contacted for their annual visit.	●

Testimonials

“Everyone should have a RedAssure button, especially if they live alone. I cannot remember how long I have had my own and could never be without it. We are joined.”

“...the Epilepsy Bed Sensor has changed my life. Without it and all the other equipment I would have to have a 24hr live-in carer which takes away all my independence. This way I get to live alone in my flat and be as independent as possible.”

“I also decided to use your calling service to phone me in the morning to check my well being; with this I also use your personal response service. Should I ever not answer the call from you I know that the personal response officer will come to my house and check I am ok. Lock up my house and make arrangements for my cats to be looked after if necessary. This has given me the confidence to live alone and it gives me a great feeling of independence, without having to rely on the kindness of friends and family”

“I feel the Telecare system has given me independence to live my life and still care for my wife. I found the sensors to be very effective.”

Our commitments for 2009/2010

- Continue to develop our services to meet the needs of our customers
- To pass the annual audit for the TSA Code Practice
- Develop a structured training programme assist key referrers
- Promote our services throughout Worthing and surrounding areas