

Forestcare

Helping you stay safe and secure



2017

Find out about our responder service

In November 2016, we launched the Forestcare responder service, which provides emergency personal care to people in their own homes at any time of the day or night. The service is Care Quality Commission (CQC) approved and runs 365 days a year.

Cllr Dale Birch, executive member for adult services, health and housing, said: "When a loved one is living alone, of course they and their relatives want them to remain doing so for as long as possible but naturally, there is a worry that an accident could happen.

"The responder service helps give vulnerable people and their families peace of mind that help is at hand should they need it. By offering quality personal care in an emergency, we are able to reduce the need for people to go into hospital following an accident such as a fall, helping people keep their independence for longer."

'How a Lifeline alarm saved my life' – a testimonial

We monitor more than 3,000 Lifeline alarms across Bracknell Forest and the surrounding areas. We pride ourselves on the service we deliver, so it's great to hear how our support helps our customers. Here, a Lifeline service user shares her experience of how having a Forestcare Lifeline alarm in her home reduced the impact of an accident:

"My red button was literally my life line in 2016. After showering I leant forward and dislocated my left hip which left me totally immobilised and literally screaming with intense pain. I managed to activate my alarm and in a short time the call centre spoke to me. Forestcare staff called the emergency services and then called me back over the Lifeline device. I asked the operator to contact a local friend who arrived and gave me a warm blanket while we waited for the emergency service.

"Without the Lifeline alarm button my chances of survival would have been nil. I had no arrangement to meet anyone until the following Saturday and had turned the heating off as I was intending on being out until late. The weather was very cold and I was only wearing a night dress and was perched precariously on the edge of my WC, unable to move. Worse case scenario I could have fallen, knocking myself unconscious. In this event, it is quite possible that I could have been lying there for a full six days until being discovered.

"Sincerest thanks to the staff at Forestcare. Keep up this fantastic service."

Looking back over past year



The Deputy Mayor of Bracknell Forest, Cllr Mrs Tina McKenzie-Boyle marks Forestcare's 25th anniversary.

2016 was a busy year at Forestcare. As well as the launch of our new responder service, we saw an increasing demand for our mobile lifeline alarm Pocket Pal.

We also marked Forestcare's 25th anniversary in October 2016. Here are some facts you might not know about the service we provide:

- In 1991 Forestcare launched with just one phone. Today the team answers more than 10,000 calls per week
- Calls to Forestcare increase by 25 per cent during the winter months
- We have retained our accreditation from the Telecare Service Association (TSA) for the 25th consecutive year, this means we are providing a continuously high level of customer service

Just a reminder that all our calls are recorded for quality assurance purposes.

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2016 FACTS AND FIGURES

How the service we provided compares to TSA targets:

- We handled 478,292 calls in total during 2016.
- 99.67 per cent of installation appointments were made within 15 days (9.67 per cent above TSA target) and 100 per cent within 20 days
- We repaired 94.64 per cent of critical faults within 48 hours (4.64 per cent above TSA target) and 100 per cent within 96 hours
- We repaired 99.22 per cent of non-critical faults within ten working days (9.22 per cent above TSA target) and 100 per cent within 15 working days
- When we visited you at home, 97.78 per cent of the time, we got there within 45 minutes, which is 7.78 per cent above the TSA target. 99.39 per cent of the time we got there within 60 minutes. The small number of instances which exceeded 60 minutes were call outs related to our key holder service.
- We answered 95.82 per cent of emergency calls within 60 seconds which means we were 1.68 per cent below the TSA target.
- 99.84 per cent of calls were answered within 3 minutes (0.84 per cent above TSA target).

Alarm calls received from Lifeline customers in 2016

A customer can activate their lifeline for a variety of reasons. In 2016 we received many different types of calls, including:

- 1,530 ambulance requests
- 3,233 calls due to a customer who had fallen and help was required
- 2,628 calls for non-emergency assistance (excluding falls)
- 80 smoke alarm activations



Benefits of using sensors with your Lifeline alarm

Did you know that you can link additional telecare sensors to your Lifeline alarm? A sensor is a device which automatically raises an alarm in the event of a specific incident such as:

- smoke – detects smoke in the event of fire
- if you suffer a fall
- floods, including detecting overflowing baths or sinks
- if an individual leaves bed or a chair and does not return within a specified time
- extreme temperatures
- epilepsy
- medication reminders

Multiple sensors can be programmed to an individual lifeline alarm so we can tailor your device to meet your individual needs, helping you stay safe in your home.

Customer survey results

Results compiled from our recent Lifeline customer survey sent to a random sample of customers showed:

- 100 per cent of customers surveyed are happy with the quality of service they receive from Forestcare

- 92 per cent are happy with the cost of service
- 100 per cent of respondents find our staff polite and helpful
- Of those respondents who used their alarm in an emergency, 98 per cent were happy with the response they received
- Of those respondents who had a fault or issue with their equipment, 97 per cent were happy with the solution we provided
- The majority of customers said the volume on the Lifeline device is fine when we speak to them, although a few said it is too loud. Please do ask us to adjust the volume if it is too loud, we're always happy to do so. It is always a good idea to turn off the sound on your television or radio when speaking to us so we can hear you better.
- Received just three written complaints. All were reviewed and resolved within our five day target.
- Received seven written compliments in 2016 and many more verbal. One happy customer said it is a "very good value as it gives me peace of mind. I have now introduced my sister to the service."

A big thank you to everyone who took the time to complete a survey. Your feedback is vital in helping us to improve the Lifeline service.

