

Carecall news

Help at the touch of a button

Issue 6, Spring 2019

**Carecall
retains its TSA
accreditation!**

Page 3

**Staying
STEADY**

Page 4

**Refer a
friend and
get £10 in
Love2Shop
vouchers**

Page 5



**Make sure your
details are up to
date and you'll
be entered into
a prize draw
to win a £100
Love2Shop
voucher!**

Page 2

**Staying
safe at
home**

Page 8

Carecall

Proud to be part of SHG

www.carecall24.co.uk

[/carecallmonitoring](https://www.facebook.com/carecallmonitoring) [@carecallmonitor](https://twitter.com/carecallmonitor)

Test your pendant



Please press your pendant once a month to test that it is working. If you find it is not working, please call 0161 218 1655 to report this and we will visit you as a priority to fix the problem.



Going on holiday?

If you are planning a holiday this year, or will be unavailable for a period of time, please let us know so we can update our records. That way, we won't send someone out if you do not answer your **Carecall** unit.

Updating your information

Whenever information about you, or your nominated contacts, changes in any way please let **Carecall** know. This could be anything from a newly diagnosed medical condition to a change of phone number for a family member.



By ensuring we have the most up-to-date information, we can help you quickly in an emergency and pass on vital medical information to the ambulance service if needed.

We will contact you annually to ask you to update your details, but you can tell us about a change any time by simply ringing **Carecall** on **0161 218 1655**.

However, if you fill in the form that came with this newsletter you will be entered into a prize draw to win a £100 Love2Shop voucher!



Stay safe at home

Home is the place where we should feel the safest – but occasionally your sense of safety can feel compromised. This could be due to a number of reasons, but if you ever feel worried at all, please use your pendant to speak to one of our team members. You will **always** get a friendly voice who will be happy to help you. Just tell us what is happening and we will arrange the appropriate help.



In order to stay safe at all times, please remember these tips:

- Do not answer the door to anyone you don't know and be wary of any unusual requests (such as someone asking to use your telephone). If in doubt, put a call on by pressing your pendant – before you answer the door. Just tell our operator you are a bit concerned and ask them to stay on the line until you feel OK.
- Be wary of any unusual phone calls. If you are being told you owe money or you are asked to make a payment of any kind please **do not do so** over the phone without double-checking the details – we suggest you ask a friend or family member if you feel unsure. You should never feel pressured into making a payment over the phone. Legitimate companies will offer you the right to make payment in several ways and a bill will usually have been sent to you via letter before any payment is demanded.
- If you have people accessing your home for any reason (such as carers, cleaning companies, tradespeople) always check their ID badge and if you are not expecting them, refuse them entry. If you are ever worried the ID is not genuine, always ask the person to wait outside. Keep the door closed and try to call the company in question. If you need help, press your pendant and speak to **Carecall**.



Your pendant is not just for medical or falls assistance. It is there to provide reassurance 24/7- so please press it if you need our help.

TSA Accreditation

Carecall has once again passed its annual audit and gained full accreditation from the Telecare Services Association (TSA). TSA are the voice and industry body of technology enabled care (TEC) services, representing over 350 organisations including telecare service providers. In a largely unregulated industry, achieving TSA certification is the best way to show that our services reach the industry benchmark of safety and quality.

Carecall holds the safety and wellbeing of customers and staff in the highest regard. As such, we want to ensure all our working practices are accredited to the highest standard and we proactively learn from best practice across the sector.



**Code of Practice
Accredited Organisation**

Do you have a friend, family member or neighbour that helps you to carry out day-to-day tasks such as shopping or cleaning?

If you do, then please share this article with them, as it tells them about a local support service they can access.

Signpost Stockport for Carers is an independent local charity which provides free, confidential information and support to unwaged carers of all ages in the Stockport area.

A carer is someone who, without a wage, provides help and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness, addiction or disability.

Very often people do not recognise themselves as 'carers'; they are just family members, friends or neighbours who find themselves in a caring situation. A carer may not always live with the person they care for, but their help can often be essential in enabling that person to go on living independently.

Signpost Stockport's mission is to improve the quality of life for carers in Stockport.

They do this by working in partnership with statutory and voluntary organisations and by acting independently in the interests of carers throughout Stockport.

To find out more, visit www.signpostforcarers.org.uk or ring them on **0161 442 0442**.



Did you know that Stockport has its own dedicated Falls Prevention Service, which you could access for free advice and support?

The 'Steady in Stockport' falls and fracture prevention and bone health programme will support you to reduce your risk of falling and to keep your bones strong.

There are various simple things you can do to stay steady on your feet, keep your bones healthy and contribute to your quality of life. Maintaining strength and balance are especially important to help you carry on doing the things you enjoy and to stay independent.

If you would like to learn more about this and arrange an assessment from the team, you can ring them directly on **0161 835 6701** between 9am - 4.30pm Monday to Friday or email them at steadyinstockport@stockport.nhs.uk. When you call, let them know that you have read about the service in the Carecall newsletter.



The rules around data have changed...

This year there have been some changes to the way companies can use customer data – this is due to GDPR (General Data Protection Regulation) coming into effect.

GDPR brings in a variety of changes and we can assure you that **Carecall**, who operate within **Stockport Homes Group**, have made all the necessary changes to adhere to these new rules. An updated privacy policy is available upon request, to any customer unsure of how their data might be processed.

If you would like to view this policy it is on the **Carecall** website: www.carecall24.co.uk/privacy-notice or you can ring **0161 218 1655** to request a hard copy.





Refer a friend

Do you get a sense of relief from knowing Carecall are on-hand 24/7, 365 days a year, if you need help in an emergency?

Do you know of friends or family who would benefit from also having this feeling of reassurance?

If so, why not recommend them to Carecall and if they sign up to the service we will give you a £10 Love2Shop voucher (which can be used at more than 150 top brand stores) as a thank you.

We will also reward your friend by giving them a completely FREE installation!




There is no limit to the number of people you can refer – and you will receive a voucher for each one who signs up to Carecall!

Simply cut out this slip for your friend and tell them to contact us:

You may benefit from the Carecall Service, which is a monitoring and falls response service based in Stockport.

A friend has referred you and by doing so you can get a **FREE** installation!

Your friend will also be rewarded with a **£10 Love2Shop** voucher if you sign up!

Please call  **0161 218 1655** to discuss your requirements with our friendly team. Just remember to quote “refer a friend” and tell us who gave you this slip.

Carecall

Proud to be part of SHG



Total number of calls handled in 2018 =

175,353

98.22%

of alarm calls answered within one minute.

Target 97.5%

99.86%

of alarm calls answered within three minutes.

Target 99%



Total number of emergency visits in 2018 =

3906

99.35%

of visits attended in 45 minutes.

Target 90%

100%

of visits attended in 60 minutes.

Target 100%

100%

of complaints responded to with an interim reply within 5 days and a full reply within 20 days.

Target 100%

How we are performing

What our customers are saying...

“

A comforting backstop for my mum and me. The operators are always very pleasant to mum when she calls them by accident

”

“

There for you in your hour of need

”

“

A service I keep constantly with me

”

“

My wife can be more confident that I will be safe when left alone for a short period of time

“

“

A lifeline for people who are alone or incapacitated

”

“

You only need to call once to save your life

“

When my wife was ill they were brilliant”

”

“

Carecall are like Angels in disguise

”

“

Carecall is a lifeline to Emergency Services, being a faller

”



100%

of customers were satisfied overall with their Carecall installation

Target 90%

98.30%

Overall satisfaction with the Carecall Monitoring Service

Target 90%

96.44%

Overall satisfaction with the Carecall Response Service

Target 90%

97.67%

of customers said they were satisfied or very satisfied with the overall Carecall Service!

Customers scored the service an average of 9 out of 10 when asked!



What to do after a fall

Customers often tell us that having a fall in the home can leave them feeling a little shook up, meaning advice that they are given soon afterwards, can be easily forgotten.

Whilst **Carecall** will always undertake a thorough falls assessment with you before they attempt to help you up, the team cannot provide you with medical assistance like a GP or paramedic could. Sometimes the medication you take, or symptoms you can suffer after a fall, will need further review by a medical professional.

Therefore, we recommend you check all of the following things after a fall:

- If you are on any type of blood thinner (e.g. warfarin or other anti-coagulant medication / therapy) you should ring your GP and request a medical review within 24 hours of the fall. This is regardless of whether you think you have injured yourself or not.
- You should refer to any clinical information you have been given from your GP about any type of medication you take. Check whether a fall or bump requires you to take action, such as seeking medical treatment or review.
- You should check for signs of bruising or marks during the first 72 hours and report anything unusual to your GP. You may need to use a mirror to check areas you can't see easily, but remember not to over-stretch yourself.
- If you feel any pain, sickness or dizziness after a fall, always seek medical assistance. You can press your pendant and ask us to organise this, if you need help.
- Stay hydrated and well rested until you feel back to your normal self again.

If at any point you need our help, just press your pendant and tell us what you need.



Brain Puzzles



The Wellbeing Wordsearch

S F T M U F D M J G Y A L P N
 G M A T U P W I K J U H A N O
 O T U T L A G N G J O K U P I
 I U Z S L H P D G V E H G O T
 S R T K I E T F N S P A H P A
 W E I D E C M U I U R D T R T
 D N L L O F A L D T H K E K I
 G U S Z C O A N A Z A L R A D
 G X D J Z I R E E P A E T O E
 H M W I C U S S R X B W L I M
 U B T O D X P S A C R A F T M
 Z Z S P I A H T G N I K L A T
 N S R L E P I H S D N E I R F
 Y F G X T O S W I M M I N G G
 H B N O N A B F T C F X K B Z

See if you can find...

- ART
- FRIENDSHIP
- MINDFULNESS
- PUZZLES
- SLEEP
- TALKING
- CRAFT
- LAUGHTER
- MUSIC
- READING
- SOCIALISE
- WALKING
- DIET
- MEDITATION
- OUTDOORS
- RELAXATION
- SWIMMING

How many words can you make?



How many words can you make out of this Word wheel? We will be giving someone a very special prize if they create the most words!

Post your entries to **Carecall**, Cornerstone, 2 Edward Street, Stockport, SK1 3NQ to be in with a chance of winning a Gift Hamper.

The competition ends on **30th April 2019**. Any entries after this time will not be counted. All words will be checked against the Oxford English Dictionary.