



## **Care Connect**

### **Annual Customer Satisfaction Survey Report 2019**

#### **Introduction**

This past year has again been challenging for the Care Connect service. We are approaching, a new digital era and by 2025 British Telecom (BT) expect to have changed all UK telephone lines from analogue to a digital connection. We are working closely with our equipment supplier and other relevant bodies to ensure our equipment is digitally compliant thus enabling Care Connect to continue to provide a 24/7 supportive monitoring and response service.

In June 2019 our external annual audit was carried out by the Telecare Services Association (TSA) and we are pleased to advise that the service retained its accreditation to the code of practice. The audit looks at all our procedures and working practices to ensure we deliver a safe and responsive service.

The service continues with its main priority of enabling people to maintain their independence in their own home through use of technology.

#### **Survey content**

This annual survey has requested the views of current customers as to how we have delivered the service and asked for ideas on service improvements. We surveyed a random selection of 10% of our customers but, included a sample of new customers that had joined the service within the last 12 months. We also provided customers the opportunity to complete the annual survey on-line. The survey has enabled us to collect feedback from you, our customers. There were 1000 surveys sent and includes those that were completed on-line. Care Connect received an exceptionally high number of responses and 37.5% response rate.

#### **Survey Top-line Results**

The survey has produced some very positive headlines with 1 of the figures noted below, showing an improvement in customer satisfaction compared to the 2018 survey. Results show that:

- 98.62% of customers state that Care Connect helps them to remain independent and safe and secure in their own home;
- 97.98% state Care Connect helps to provide reassurance to their family/carers;
- 94.71% state that the Care Connect service provides value for money;
- 93.30% state that the services Care Connect provides are either very good or good.

The results from the responses provided by new customers are as follows:

- 99.93% reported that they were treated with dignity and respect by staff on installation of their equipment;
- 98.66% reported that they found Responder staff helpful;
- 95.27% of customers stated that a convenient appointment was made for the equipment installation;
- 97.93% stated that the service was fully explained to them.

Of the customers who had contacted us for assistance:

- 97.91% stated that Control staff handled their call appropriately;
- 99.58% stated Control staff, were polite and professional in dealing with their call;
- 98.70% stated that Responder staff, were polite and professional on arrival to their home;
- 98.48% stated their support needs were met on that occasion.

We asked our customers to advise what they liked best about the Care Connect service and we received 282 comments:

- 75.53% (213 comments) stated that, *customers feel reassured, safe and secure knowing that Care Connect is available 24/7, 365 days a year.*

Other comments included:

- I don't fear about falling now;
- I fell at home and could not get up. It is good to have someone at the press of a button;
- I like the professional manner and very helpful;
- I think because they live up to their title care and they do;
- In my 90's and living alone, I can reach help should I need it;
- It helps me to be able to remain in my home safe in the knowledge if I need help it's there;

- It is just like having another person in your home when you need help (Wonderful); It's better than an insurance policy and staff are always polite and reassuring;
- Just knowing that in an emergency someone is at the end of the line;
- Living alone, I can get help at any time if needed;
- My family don't need to worry about me.

Care Connect asked our customers what they liked least about the service and we received 138 comments. 51.45% (71) of the responses stated there was nothing they disliked about the service. Of the remaining 67 comments, the same 2 specific issues as in 2017 + 2018 surveys were raised. These were:

- 9.42% (13 comments) stated they disliked the fact the service had reduced the number of planned staff visits;
- 8% (11 comments) stated the cost of the service was an issue.

We asked our customers to provide any comments they had about the Care Connect service including any ideas for improvement. 103 customers responded and there are samples of the comments below:

- Care Connect service has been a must for us as my husband is becoming more dependent as he gets older;
- Came out many times to see to my dad who sadly is no longer with us and were thoroughly caring, professional and competent on every call out. Still there for my mam if needed;
- Doesn't need improving, it's complete in itself;
- I am lucky to not have needed to call for help up till now;
- I do think it would be nice if they could call now and again to say hello.;
- I do not think you could improve. I have only had to call the service about twice since joining, but found all staff very good and professional;
- I feel safe;
- I know I can call for help 24hours a day;
- I think phones should be answered more quickly;
- Should see someone regular, not once to test the equipment;
- I don't know, it's just nice to know help is only the touch of a button;
- It would be good to have an update of the services provided;
- When I needed an ambulance they were very good. They let my granddaughter know what was happening;
- When Care Connect attend a client they should fill in a book so the family are aware that they have been out.

There were 11 customers who requested we contact them to discuss comments they had made in their response. The two main issues raised were customers requesting additional telephone calls due to their circumstance and a quicker response in answering of calls. Care Connect telephoned each customer

explaining that telephone calls or visits could be arranged at a small charge and an explanation that the service had recently been audited and successfully retained its accreditation to TSA code of practice which included achievement of call handling targets. However we acknowledged that on occasion delays in answering of calls inevitably occur when there are high numbers of calls being received by the control centre at the same time.

Whilst the survey has provided some excellent feedback in support of the service, there were areas Care Connect management noted from our 2018 report that required improvement:

- Notifying new customers of additional services on offer - The survey results show 72% of customers, stated they were made aware which is an increase of 6% on our 2018 survey;
- Advising customers to place a test call using the equipment/pendant to demonstrate their understanding of its use – The survey results showed 88% of customers stated they had been made aware, which is an improvement of 8% on our 2018 survey.

All new customers on joining the service are issued with a Welcome Pack that includes a leaflet with the additional services on offer as well as a booklet explaining how to operate the equipment. Despite the improvements, we will continue to remind staff of the importance of improving satisfaction in these areas.

The age range of customers who completed the survey is as follows:

<b><u>16 - 24</u></b>	<b><u>25 - 59</u></b>	<b><u>60 – 74</u></b>	<b><u>75 – 84</u></b>	<b><u>85+</u></b>
0%	5.23%	17.08%	32.51%	45.2%

## **Conclusion**

This survey requested feedback from customers on the quality of service they received on initial sign up to the service, as well as how they viewed call handling by Control and the service provided by Responder staff when attending to support the customer in their home. It is positive that our customer satisfaction rates have improved in 1 of the 4 top-line survey results, with positive feedback.

Whilst the vast majority of feedback has been positive Care Connect recognise there is still areas for improvement in ensuring our customers are made aware of the additional services on offer and placing test calls demonstrating their understanding of using the equipment. We will be talking to staff to ensure there is improvement in this area.

All staff will be briefed on the results of the survey and a copy of the survey will be available on our website.

[www.durham.gov.uk/careconnect](http://www.durham.gov.uk/careconnect)

Bernie Malone  
Care Connect  
Business Development Manager

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