

# **Careline Pre-Procurement Residents Survey Resident Involvement Report**

**December 2020**

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## Report Purpose

The Careline system supports residents in their homes through a personal alarm and other support services. Our current contract with Careline is coming to end in March 2021, and we have started the process of obtaining a new contract to provide this monitoring service.

As part of this process we invited residents to complete a short survey to give us an idea on their views of the current service to feed into the procurement process.

## Consultation Themes

The themes were to ensure that all residents who may be affected by this procurement could tell us what they feel works well with the current service and if there are any improvements they would suggest.

## Consultation Methodology.

This report sets out the findings of the survey undertaken by residents who may have access to this system and live in our CASI, Cat 1 or Crown Simmons properties. The survey was sent to approximately 3,500 residents. The letters and survey were sent via post with the options to complete either by returning the survey, speaking to a Customer Involvement Offer or by completing an online version of this survey.

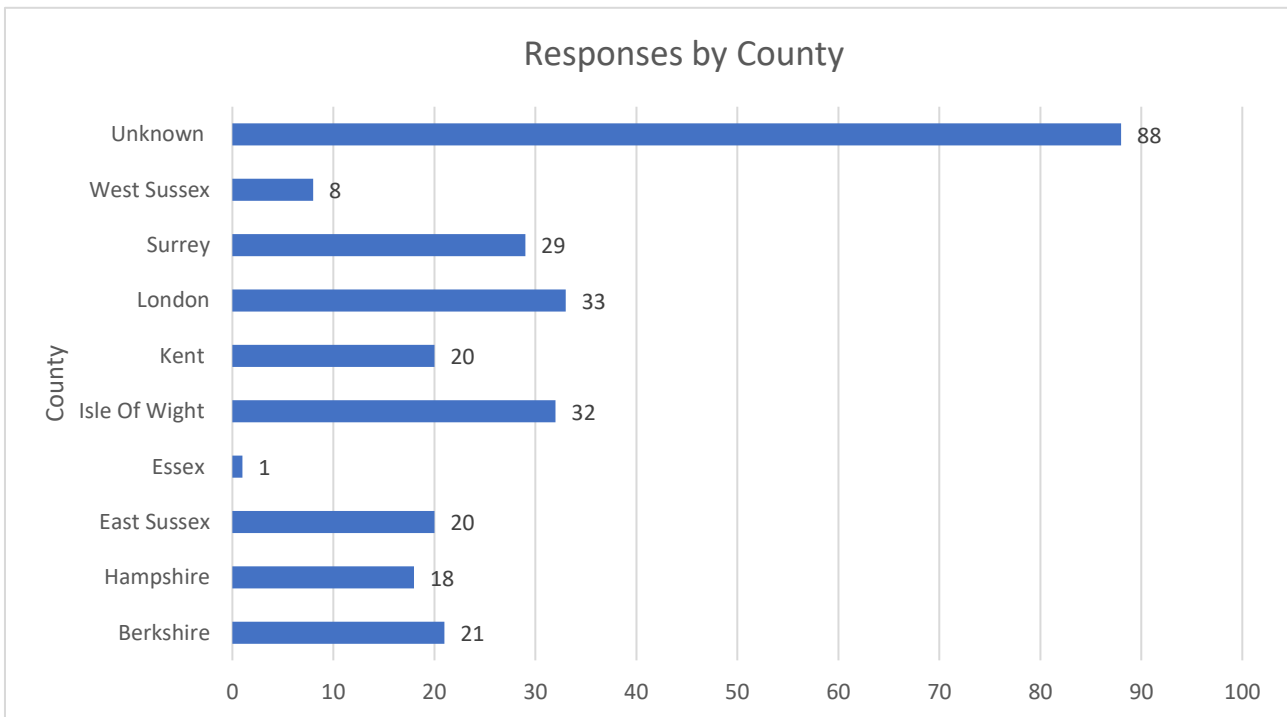
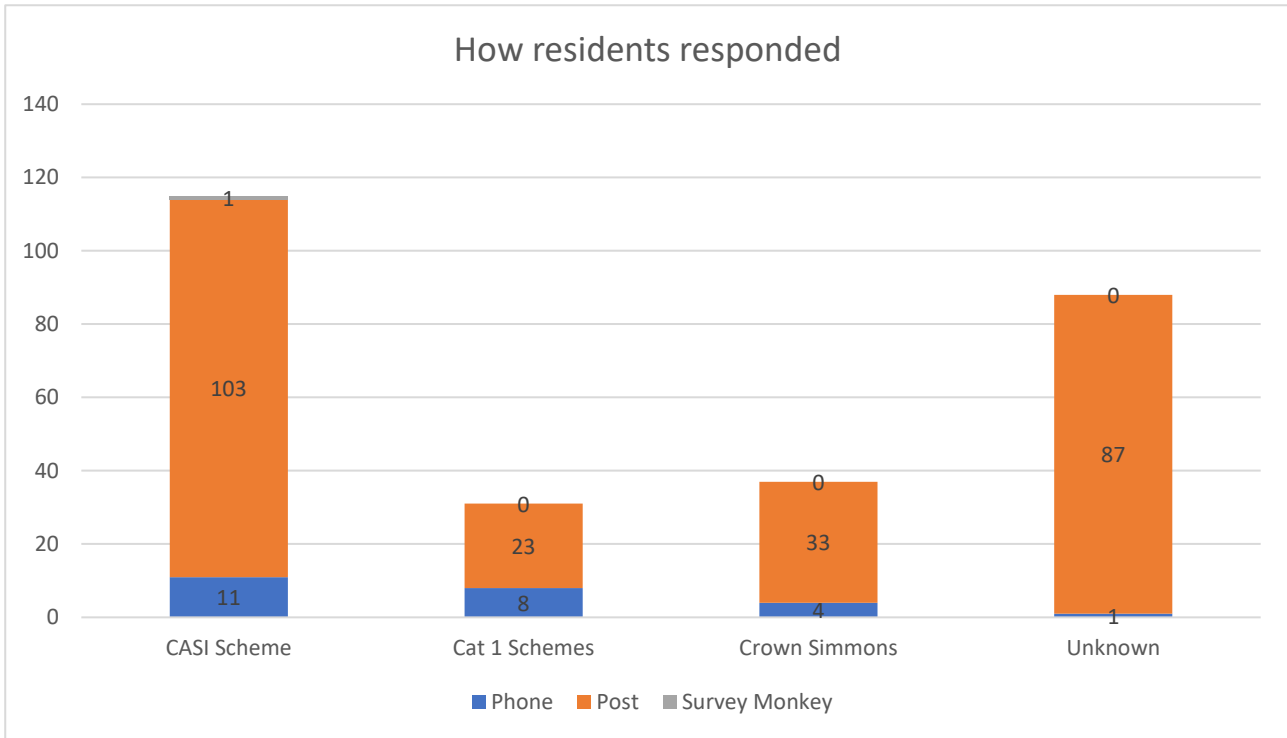
The Customer Involvement team were responsible for the design, co-ordination and delivery of the review and report findings to the Careline Procurement Project Team.

In line with standard research practice, and due to the numbers of residents involved, the findings of this review group cannot be viewed as providing representative feedback on the views of all the Group's residents. These results do provide an insight into the views and opinions of residents.

## Respondent profile

In total 270 residents responded. Please see below for a breakdown of how many residents responded by:

- Method
- County
- Schemes

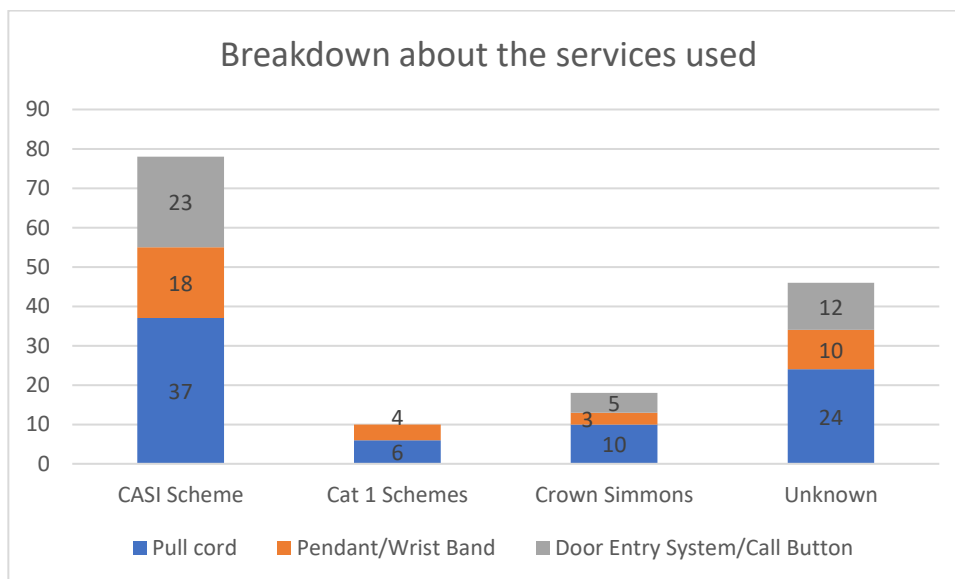
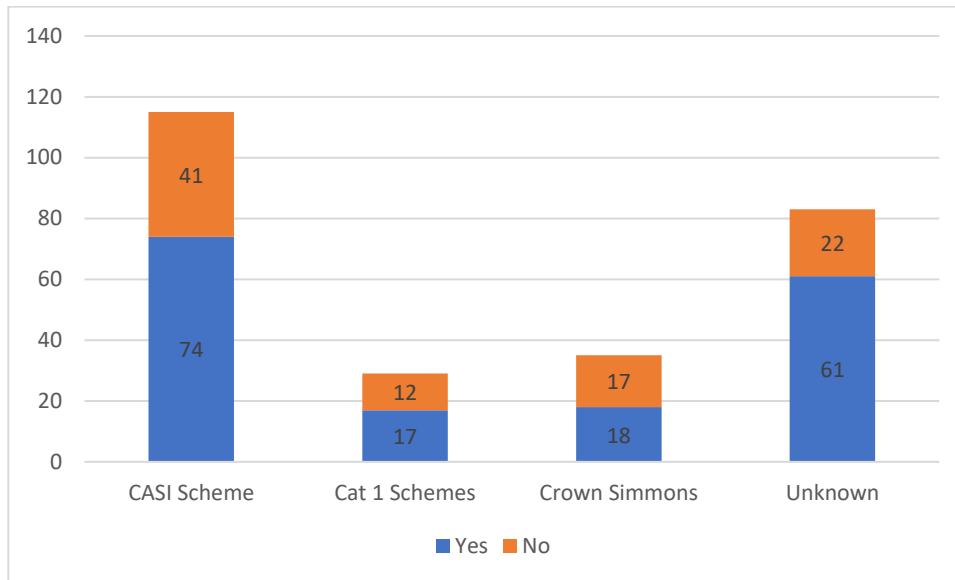


Responses by Scheme	No Responses	Responses by Scheme	No Responses	Responses by Scheme	No Responses
Abbey Walk	1	Heather House	1	Orchard House	1
All Saint Court	1	Hogarth Court	2	Pennington House	2
Ainsworth Court	2	Helen Court	6	Portsmouth Town Court	7
Barry Street	1	Imber Cross	1	Reading House	1
Beaver Court	1	Jubilee Court	2	Rope Walk	3
Bucklers View	1	John Knight Lodge	3	Rose Cottage	2
Byrnhill Grove	5	Janson Road	1	Samuel Lewis Trust- Gurney Rd	1
Charles Court	2	Knights Court	1	Schroder Court	1
Charles Utton Court	4	Lea Bon Court	2	Sherbourne Avenue	2
Christchurch Court	3	Loriner Court	1	Solent View	2
Columbus House	3	Manchester Road	1	Spring Court	3
Coombe Court	1	Marlborough House	3	St Marks Lane	2
Courtney King House	2	Mander Court	3	Street End Road	1
Catley Court	1	Martlet House	1	Swan Court	3
Elizabeth Hart Court	2	Mitchell House	1	Sydenham Court	3
Everst House	1	Ming Street	3	The Chestnuts	3
Furze Brake	5	Millam Court	1	The Fairings	3
Gill Avenue	4	Mapledeane Road	3	The Farriers	1
Grove Hall Court	1	Milligan House	1	The Mustchin Foundation	1
Gunters Mead	15	Mole Abbey	1	The Pumphouse	1
Greenacre Court	3	Nelson Terrace	1	Whitemore Court	3
Haughton House	1	Olley House	2	William Evelyn Court	1
Hannah House	1	Orchard Court	4	Williamson Cottages	9

## Consultation findings

(PLEASE NOTE: **red text** – to be passed to H&S and **Green text** – compliment)

### Question 1 - Do you currently use any Careline product or service?



### CASI residents' comments:

- Numerous comments that resident do not use the equipment or not needed to use it to date
- **Our careline has been out of use from June 2019 (Edgar Court)**
- Although I live in a bungalow where alarms are fitted these have never been used by me in an emergency. During many emergency admissions to hospital over 19+ years I have always preferred to use my phone to call for whatever help I may need directly



- I only use the intercom when the people phone to come in. The people I know and the people who visit me that I know.
- To reach on-call service out of hours or to call services
- Pull cord but feel they are a bit outdated. Rang them but got no answer, feel it is very old-fashioned system, is there no way to have a message when using the phone. Use emergency button instead. Look for more innovative ways to do monitoring and emergency calls
- Many comments that residents like it as a safety net even if they do not use it
- Many comments that residents have used it in an emergency or for an ambulance

#### Cat 1 residents' comments:

- Prefer to use mobile phone to call emergency services
- Cords haven't been working for over a year. Did get a letter saying there was going to be a change, but cost was £200 to £300 but no residents have this money and therefore they stopped the service. System in place but doesn't work. Pull cords have been cut off. Resident concerned that the scheme ousted elderly and vulnerable residents with no way to gain assistance with pull cords (Durrell Gardens)
- Lived at property for 5 years and it has never worked at Gill Avenue. Tried to be repaired a few times unsuccessfully. Therefore, unable to comment on this survey.
- Pull cords in every room within bungalow but only one works in the hall. Taken a number down as grandchildren were pulling them. Can replace but think mice has eaten cords causing an issue. This has been reported by a service engineer but still not rectified. (Gill Avenue)
- As per letter sent 4/4/2019 (20 months ago) no service used or in use. I asked SHG where payment responsibility lies, never received a call back. If each flat has to pay the cost for each item what happens if they vacate flat or die. What compensation do they get to leave a pendant and smoke detector? (Durrell Gardens)
- I cannot use the system as I am deaf and have to lip read

#### Crown Simmons residents' comments:

- Excellent service, Twickenham Careline Centre
- As I am mobile, I do not use hanging cords in all the rooms, they have been removed
- It is installed in our property. We do not use careline - have requested it to be taken out as paying a weekly fee which we do not use or need. It seems some residents have been able to opt out and a minority not able to do so. You cannot have 1 rule for 1 and another for someone else. Very discriminatory and am sure immoral if not illegal! (Williamson Cottages)
- I still have to pay to keep the line open, but I do not require this service. If/when I do need this type of support, I would like to be able to "shop around" (Williamson Cottages)
- I presume Careline is installed in my flat - I have never used it - don't even know if it works. I have however, pulled the cord in the entrance hall with regard to my next-door neighbour and

concerns for her health. The response was quick and put my mind at rest. She wasn't answering her bell because she was in hospital

#### Unknown residents' comments:

- No never heard of it!!! I have lived for 17 years!
- Peace of mind knowing it is there
- Numerous comments that resident do not use the equipment or not needed to use it to date
- Pull cords are broken they haven't replaced them
- I received a telephone call today 17th November 2020 from Ann Richmond regarding my welfare. Thank you, Ann.
- It is very nice to have a happy call in morning all callers are cheerful
- We only use the service when the alarms go off and the lady asks us if we are ok. She is very clear and concise with her questions and offers us help and advice as to how to avoid it going off accidentally in the future. She is very polite and helpful
- Daily phone contact.

#### Question 2. What do you feel works well with the current product or service?

#### CASI residents' comments:

- Very comforting, reassuring, gives confidence that it is in the flats, seems perfectly adequate, respond fast when needed, all seems a reasonable package, knowing it is there when there is an emergency and staff are not there, people are always helpful and polite.
- As we are all leaseholders at Edgar Court some of the residents have arranged their own service
- The Manager rings to check on our wellbeing. Nice person.
- I do like how a voice comes through the speaker if the fire alarm goes off.
- Nothing, bin it.
- Aware of 24-hour resident care support and emergency contact
- Some cords, to me, are in the wrong place, easy to get caught without realising it (Spring Court)
- In my experience the operator has always sounded interested in the problem and quickly taken steps to deal with the matter as necessary
- When pressing the pendant, the receiver can't be heard properly therefore have to shout as it is too far away, I'm in a wheelchair, so it may be me
- I have found the people who call me are always on time and are very caring. They always let me know they're there if I need them. When I had a bad fall at night, I was on the floor for 6 hrs waiting for an ambulance and they continually checked on me.



**Cat 1 residents' comments:**

- Come through so quick. Used cord a number of times and even in false fire alarm they were very quick to check the resident was ok.
- Answers quickly within 5 minutes whereas the old one use to take 15 to 30 minutes to answer.
- Use to get through quite well but the last couple of times haven't been able to answer the call here and ended up ringing resident.
- Used by accident but cancelled quickly
- They were very prompt when my fire alarm was activated. They came the following day to check that all was working ok
- The people who answer the calls are always very pleasant and they listen to what you need. Very well lovely staff at the end of the line and quick response times
- I live alone and it provides peace of mind that I am not alone if I get sick or fall. The person on the careline will be there to get the right help or service for me. I need that support as I am on my own and am vulnerable with disabilities
- The careline speaker does not work (Durrell Gardens)

**Crown Simmons residents' comments:**

- Accidentally pulled it and explained made mistake. This is easily done in bathroom due to similar to pull light switch
- The product installed here has not been working for over a year now. When I moved in, a neighbour told me that if his smoke alarm went off, a voice from the call centre would ask if he was alright. Usually burnt toast. But hearing that made me feel safer here - just in case (Edgar Court)
- Not working since June - no comment (Edgar Court)
- Nothing - not having the door service is disgraceful. It has not been in place since September 2019 (Edgar Court)
- Excellent service when I have fallen in the flat and had to be taken to hospital for broken bones. Peace of mind
- I always feel more confident when I know that I can press my button and get somebody to help me should I request it, it's nice that there is a voice at the other end, it also gives access to emergency services when needed, very reassuring, the system is efficient, I have call for help- 24 hours a day
- Accidentally I have set off the fire detector as it is placed just outside the kitchen which has no door, twice this has happened. Each time the careline had contacted me within one minute asking if I needed assistance, which I did not. I thought it was a good service.
- Satisfied with status quo.
- Don't know I don't think we know exactly what we **can** use it for

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**Unknown residents' comments:**

- Hardly use it as been lucky used it once
- I find them very helpful. Not that I have to use them much, thank goodness
- There were many comments that residents feel it works well and generally had a fast response as well as when in need of an ambulance.
- The lady already does an excellent job
- There were many residents that felt that the service was always available, friendly, caring, efficient, polite helpful and works well
- The service has always responded very quickly except on one occasion at 2.30 am. When water was flooding from the overflow pipe onto the landing. Otherwise always works well and promptly
- I think they give very good service; do we need to change?
- Everything up to standard about service
- I moved into sheltered accommodation 2 years ago to have the service form the careline, in case I am poorly again with cancer, as I live alone
- Knowing that I can call upon this service and get a very good response at the press of a button
- It makes me feel safe when staff not on site, it's handy there is an emergency
- I am profoundly deaf, but I know if I pull the cord or push the button and ask for help you will contact the correct people
- Regular contact and verbal discussions with other people is very helpful. It is easy to complain but I am thankful that all you of to make my latter days more calm and peaceful
- There were many comments that residents felt that the regular testing, checks and alarms for emergencies worked well.
- Some residents added that what worked well was how easy the system is to use and that there was no room for improvement.
- If it's not broke don't fix it
- There were comments from residents that hadn't used the service but felt that it was good to know that its available for them and that they felt reassured and safe by the pull cords and that help is available if needed
- My intercom doesn't work been reported still waiting. So not happy
- It doesn't work, was reported on Sunday 15th November and still waiting for a replacement. I live alone and I am 93 years old so rely on this for help if I fall
- Regarding the system in my flat. (Pull cords- personal alarm, never been explained the procedure. Ann explained to me on hearing the personal alarm as this year since January to date 4 falling over mishaps
- Other than the system being tested, we are unaware of its effectiveness
- There were some comments that told us that careline doesn't always answer quick enough and sometimes they keep you waiting too long for them to answer the call

### Question 3. How can we improve the current product or service?

#### CASI residents' comments:

- Resident was surprised at the length of time to have a response after pulling the cord (25 rings). Other resident's cords have mentioned broken cords that take a while to replace
- As long as it provides a quick response at any time, I think that this would be sufficient. There should be regular checks to ensure it is working
- Just keep in touch, let us know what is going on
- I feel better with life than year ago. Going out on a Thursday afternoon with one of the carers shopping and eat.
- Resident thought they had signed up to a welfare call once a week but doesn't have this. Is seeing the manager face to face count as this?
- Put an alarm in the bedroom
- We can do with an intercom we understand, an easier one. I find it not easy to follow and understand (Furze brake)
- I would like to be able to use not only in emergency
- Wasn't happy with the response when called for a neighbour. Response 'old people make funny noises' Didn't know the building well as a new resident and couldn't help. Somebody arrived to check on resident eventually. Why can't SHG have their own staff rather than external. Work shifts, young people to do this, explore more ways to do the monitoring internally.
- This service is useless to me
- Renew and replace. After lockdown can be improved all service. (Marlborough House)
- I don't think improvement is needed. Very pleased with current system it works as it is.
- I have been here 33 years and I don't think there is anything wrong with careline as it is
- They said they could not hear properly so maybe have a few speakers around the flat (Portsmouth Town Court)
- No improvements- just don't decrease service
- The ugly equipment could do with an overhaul. Not very nice around your home. Looks too medical and unsightly (Byrnhill Grove)
- I think you have already got a good product/service. People often need your help in the flats
- Satisfied with recently updated system
- I am hard of hearing and am almost deaf in one ear and have great difficulty hearing the buzzer on the entry system, could do with being louder. We are also missing a pull cord in the living room / kitchen area
- There are pull cords in the living room, bedroom and bathroom but not one in the kitchen and hallway. Unfortunately, the other day I fell in the hallway and did not have my button on so could not call for help and had to wait on the floor until my daughter came in.

- I'm deaf there is no way I can understand a word through intercom at all. I am waiting to improve with deaf social services to help me solve this problem
- On site ladies should be here more often also porters could do more like small electrical jobs, lifting etc for oldies not all this H&S staff
- **Pull cord plastic connection pulls out leaving difficult to reconnect (Portsmouth Town Court)**
- If door entry system is connected to doors functioning correctly, needs looking at i.e. total door failures and partial door failures make entry difficult! (Whitmore Court)
- Numerous comments that residents are happy with it as it is

#### **CAT 1 residents' comments:**

- None as have saved the resident a few times
- **Why isn't the system working, why was it down to affordability for residents which meant it was removed. Will this be relooked at through this procurement process for this scheme? Will the costs be passed to residents? Would have been happy to pay over a number of weeks rather than a lump sum. (Durrell Gardens)**
- Rectify issues and answer calls quicker
- **The equipment doesn't work but would like these to be reconnected. Raised case on CD CAS-1371049-Z7Z7Z6 (Durrell Gardens)**
- Check in with customer once a week to ensure that the alarm is working well
- For other residents that need it, keep it free of charge
- Just to make sure product works and checks are done regularly and the person on the other end of call will definitely go out of their way to help residents as quickly as possible.
- Faster response times
- **Please repair the system so that in an emergency I can ask for help (Durrell Gardens)**
- A spare lanyard so 2 in total

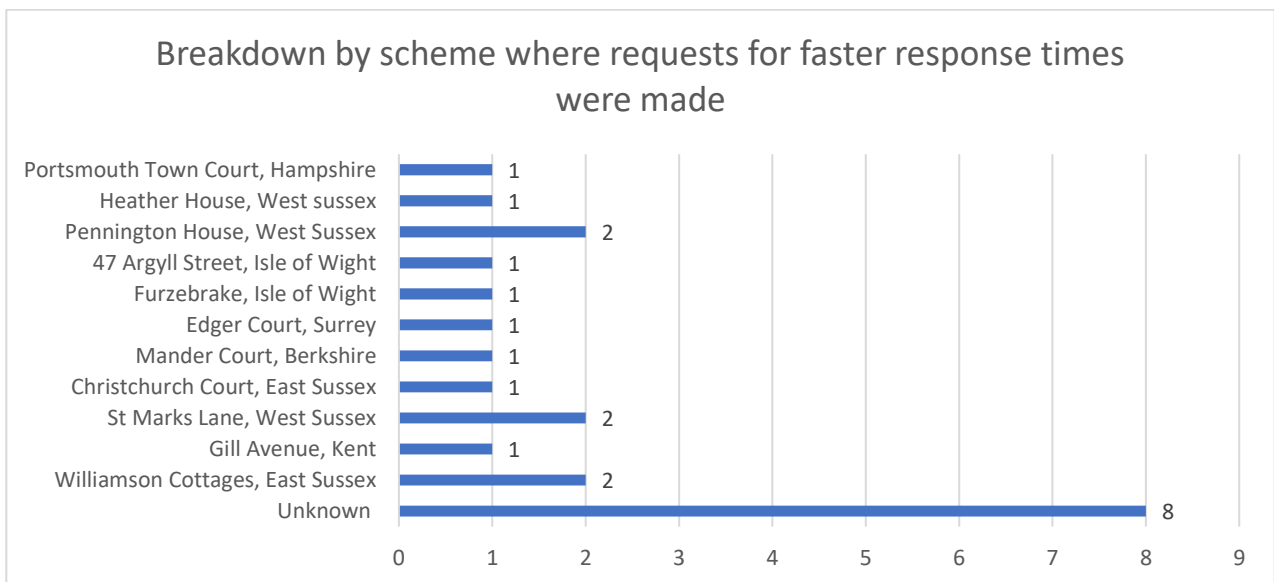
#### **Crown Simmons residents' comments:**

- No as answered very quickly when pulled the cord and a nice feeling they are there
- **Fix it so that it works or change it. But perhaps it would be more sensible to allow residents to choose their own system when occasion arises. The bracelets seem better than pull cords as if someone falls, they may not be able to reach a cord. Perhaps the smoke alarms should be connected to somewhere though? (Edgar Court)**
- I resent the amount of time it takes for H Q to take my details and then find out how to operate the system to let me in
- I have always been satisfied with current service, I do not have red pull in my lounge, but they gave me a bracelet to 'buzz for help'
- **Repair quick. Fix it (Edgar Court)**
- Widen the range to cover garden area
- I think the current service is fairly good. Maybe a more modern system or an update?

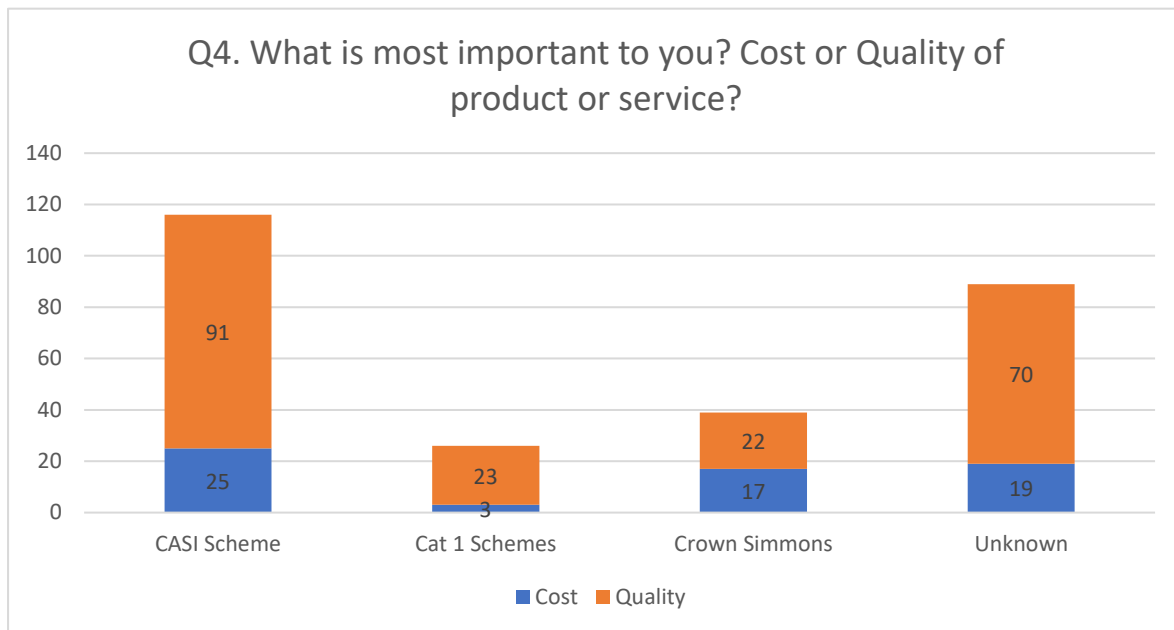
- Listen to the residents who have requested for years not to have to pay for service not needed or used! Please respond and act upon as you have a duty of care to residents i.e. all and not some!!
- Tenants should be given the option to subscribe to such a service or not. We are NOT sheltered or supported housing do it should not be compulsory
- I think maybe updating and modernising the system would be beneficial to all residents at The Fairings
- Tell us exactly what it can be used for and what not
- Instead of a pull cord system in the property, an alarm worn around the resident's neck would be preferable (Gunters Mead)

**Unknown residents' comments:**

- It could be a lot faster as the response time on the slow side. They need to speed up the call response time. The length of time it takes to get through could be quicker
- **Yes, when checks are done if repairs needed, need to be done quickly**
- Ensure any change in provider that all my current assistance information is transferred over and the same level of service is maintained
- Leave instructions, if I have to use it, I don't know the correct way to operate it!
- **Replace much faster, not leave vulnerable people without help also not enough pull cords in flat**



#### Q4. What is most important to you? Cost or Quality of product or service?



#### Question 5. Do you have any other comments?

##### CASI residents' comments:

- Originally James Butcher, use to have a warden who rang every resident for welfare check. Opted out for SHG. James Butcher had a toney system in the scheme to notify of water being off, etc but now it feels resident are not informed of what's going on. Relayed experience of a fire alarm going off and that newer residents didn't know what to do when fire alarm went off. Nepalese resident burnt incense and caught alight and they wouldn't come out of the flat. Concerned that new residents don't know the procedures.
- **As we have been so long without this service and residents have made their own arrangements. Due to the expense perhaps just replace the door entry system (Edgar Court)**
- **No call centre for over a year and managed fine. Some of us have made other arrangements. Front door is the only thing that needs replacing due to the cost to us leaseholders (Edgar Court)**
- Numerous comments that happy with present service, good to know it's there, feel comfortable with set up.
- Would like to see disabled parking bays as a rentee. I find it very difficult to get out of car, as parking bays are not wide enough (Portsmouth Town Court)
- They take ages to answer. When they are told we are going away we pull cord when we are back (which they tell you to do) and promptly say 'ok have you been away?'
- The estate needs cameras or security as your place is unprotected to robbers and thieves. Need young people to live on the estates also so that thieves and robbers, etc do not see that is over 75 people live here (Samuel Lewis Trust)

- Neighbour is always on careline and therefore resident couldn't get through. Can we make sure that if once someone is on the line then no one else can get through, is this correct? Resulting in using 111 service at times.
- COVID – the number of carers that don't believe in it and are not wearing masks and residents are also not wearing. Concerned that carers are not wearing masks, what is SHG policy for carers? (Charles Court)
- The cost must be agreed by the resident. Costs are going up due to Covid situation? Concern discount now but costs may go up when covid has finished
- Want a quicker service
- Quality comes before cost and some people can't afford the cost. If residents unable to afford the call system resident would be interested in a 'buddy' supportive friend system / project / schemes – Community Investment Team happy to share contact details. Worked for salvation army café.
- I have complained to you (careline) and my HSM (Vanessa) for several years about sleepless nights and noise / movements from Flat 21 at various hours between midnight and 6 am with various people living and entering the property (Flat 21). I am on medication from my GP to sleep and I get no rest. I have seen, several times, different people both of male and female sexes take residence in Flat 21 of my address. They make a lot of noise overnight. This suggests more than 1 or 2 people live there and also that they return from work or go to work at odd hours. I have also spoken to members of an Asian family who said the flat belongs to their mother. they have admitted their mother cannot live alone upstairs and that she lives with them elsewhere. These people living now above me are not aged or elderly. they have taken over the mother's / older women's' flat and probably have many lodgers in flat 21. The noise they make overnight on a daily basis gives me many sleepless nights. As of today, 24/11/20 I have been up since 4.30 am because of the constant noise/movement in the middle of the night to early hours of the morning
- **My unit after goes wrong and just beeps it don't work at all. Can sometimes hear other conversations through unit. Not very data protective (Byrnhill Grove)**
- None as none speaking person
- **The yearly maintenance man is always friendly and polite (Charles Utton Court)**
- As I'm in a wheelchair I am more or less static. I would like response nearer
- **Most important of all: response and repair times need to be improved and guaranteed (Whilst I appreciate, we live on an island we should still receive a prompt service) (Whitmore Court)**
- If lead is pulled it takes too long to answer. It would be urgent, and the ring goes off on its own too long.
- I hope you don't have to change to a different company, because the group have become my friends. So, I hope I don't lose them.

**Cat 1 residents' comments:**

- I would like a caretaker regular to clean and someone to ask questions on the pathways and bins all right taking the rent built everything is left
- I am happy with the service at the moment and hope that the new contract will be an enhancement or improvement of the service without any reduced features.
- I haven't got one, we have been here for four years and haven't had one. Someone removed it but we are paying for a service, about a year ago the service broke down round here, an engineer asked if he could look in our loft. He found a fault and repaired it for everybody else but said our had been cut away, but did nothing about it, we haven't even got the intercom button
- The existing system came with the flat and I presumed cost/maintenance was included in the monthly rent. Will the new system (if it is changed) be handled in the same way?
- I am very grateful to have this service and I'm sure the other residents on their own will feel the same. Hopefully you will find another careline company to offer a good service. Thank you for the careline service.
- There have been a number of malfunctions and false alarms (St Marks Lane)
- **All I ask is that my careline service works. Which at the moment doesn't work. (Durrell Gardens)**
- I would like the company to have my next of kin details in the event that I cannot be contacted after a fall etc

**Crown Simmons residents' comments:**

- Need to use now as broken hip 3 weeks ago and will be possibly need it more now. Advised that he can get support through CI Hotline with food, etc and sent resident contact number for hotline.
- Please continue with this service
- Can't fault them at all. Would like to know if they are being carried on with the current contractor
- Those who need the careline more (possibly myself in the not too distant future?) may well be living on state pension so the cost is very important. However, it should be a well organised system that works properly - after the warranty expires (unlike our new lift!)
- Wish we could not have this service
- **I would like to add that the intercom system for 23b and 23a continues to give problems. The trade button does not work which means the door is left on the latch during the day to allow postman etc access. it has been reported to SHG. it may not be your responsibility of course. (Williamson Cottages)**
- I do not have or need the Careline System. I have been contacting Crown Simmonds for the last 3 years to ascertain why I have to pay for a service that I do not need. On a fixed income I could use that money to pay my electricity account and not have to think if I can afford to have the heat on. There is a careline box in my hallway. When I took over the



property in 2017, I was not aware that the charges for this were on top of the rent (never having been in rented accommodation of this kind before). I requested the system to be cancelled and received no reply for over a year. I requested again and was told the contracts with Careline could not be cancelled. When I contacted Careline direct they said they could be cancelled. Another year passed and I again contacted Crown Simmons this time to be told it was not the contract I was paying but the maintenance of the system. Again, a question as to why I am paying maintenance for the system when others in the property are not but still have the system. no reply. I do not want nor need this facility. Furthermore, it is at a cost at present of £6.39 per week. I cannot afford to have the heating on and with the £300+ amount going to the careline scheme cancelled I could have a headed property instead of hoping each winter will be mild or if not going to bed early to switch off the heating.

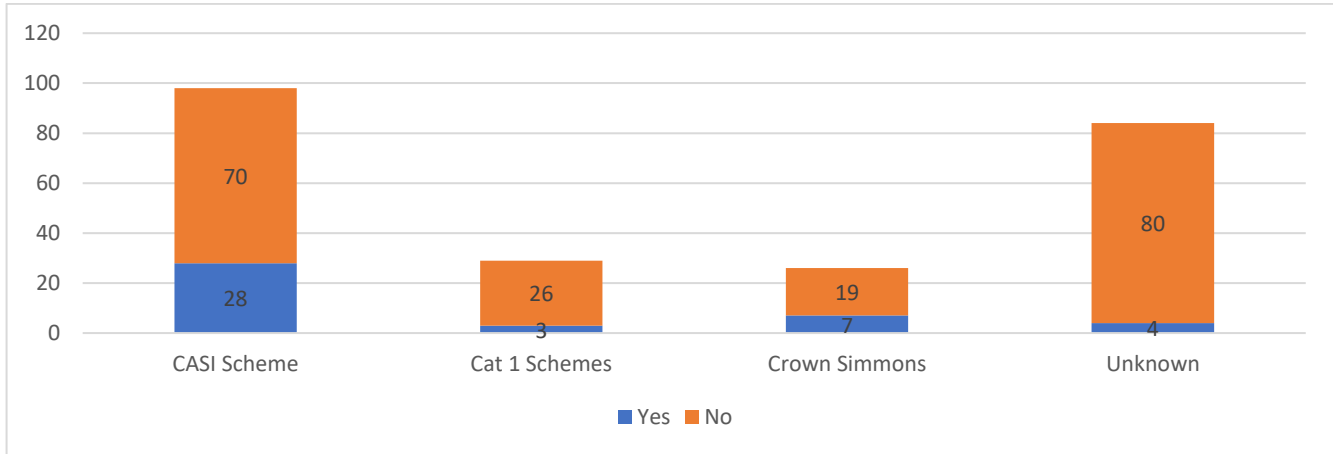
- Waste of money caused lots of stress in the past due to bleeping like a smoke detector but louder. System is now so old cannot get parts and have to source second hand parts. When needed it in the past pressed it and got no response. Expensive rubbish as pays for it but doesn't use it. If I have any issues, I use my mobile phone now. Issue are reported and told it is my end and bleeping so bad I threatened to break it with a hammer, move out and it even got to my cat who hid under bed. Only way to resolve bleeping was to beg Tunstall's to stop it bleeping. Also, when I did use it after a year of moving in, they didn't have my details and was told no one is at 48. Crown Simmons. Not seen housing manager who started then went on long term sick. (Gunters Mead)
- I signed out of the careline system many years ago. I feel it is an antiquated system, loud and I object to speaking to the wall! I do not want to be party to your new contract, thank you (Williamson Cottages)
- One of the reasons for buying this flat was the careline service being in place. When it is put in place, I will request a button bracelet for added safety
- When I moved into my flat, I was asked if I wished to opt out of the service. So, I have not been part of the service for 6 years. I do not have health problems, and also could not afford the amount as I am on pension credit
- As I am disabled in a wheelchair and live alone this is a very important service to have. We used to have a resident warden- without her we are on our own
- As Gunters Mead we are owners of all flats not tenants. It is very important if we are in a health problem and can pull cord in 3 main rooms. It gives a feel of security. We are all elderly. I am 95 yrs.
- Respond to your customers' needs
- I have lived here for 8 years and have never used Careline. I've applied a number of times to opt out. I know of 3 people who moved here long after me, who choose not to participate, so the reason for refusing me is not valid. This is the perfect time to exclude me and I will no longer be paying for something I have no use for
- Service Charges need to be more transparent. I am unable to answer the above questions without information about the particular contract being considered- Think Grenfell. It is possible to be pennywise but pound foolish. But also, over-pay for services underdelivered e.g. BSW Heating

- At the movement I am subscribed to another provider and wear an alarm around my neck so if I call, I can press the alarm. If I fall and am not near the pull cord, it is useless to me!

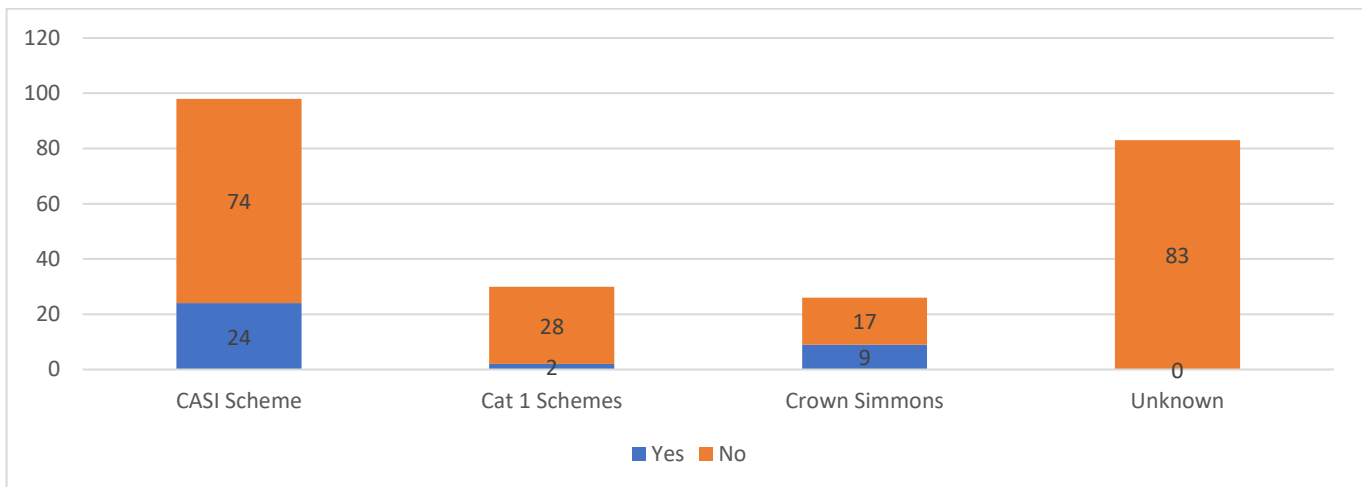
#### Unknown residents' comments:

- Works for me, so long as it works when you need it, new contract must still be reliable
- **Yes, they need to sort out pull cords as if I needed them in emergency I can't as cords not in place**
- Due to my age and health the current level of service is paramount. Also having John come in and test the system regularly help confirm the service is continuing at its maximum safety level
- I have always thought in my 25 years of tenancy that this system is flawed, by reason of access to residents flat and estate in cases of emergency. If the system is activated the emergency services to get through a car park barrier, the front door to the flats and then the residents front door, if the resident is incapacitated how is this to happen? I was contacted by a resident at 3 am by phone to open these obstacles to allow an ambulance crew in to take the resident to hospital due to hear problems. I think this is a service issue and needs to be addressed.
- My health has been moderate throughout my 6 years here. I've been able to do most things myself. January this year fell backwards in kitchen which has caused much distress along with COVID. 3 other falls since. Frightened to pull cord for help not knowing procedure. Family member assisted.
- Too expensive
- 3 times I have an ambulance arrive, however, I did not request these, and I did not pull the cord. There's seemed to be an error
- Although I haven't used the service very much and only moved to my current flat 15 months ago, I do feel this current company is not as warm and friendly compared to the company operating when I moved in last year, plus I feel they take longer to answer a call
- Don't understand why you got to keep changing contractors all the time

**Question 6. When the new contract is in place, we will be looking for residents to help monitor the contract. If you are interested in finding out more about this opportunity, please tick here and a Customer Involvement Officer will contact you.**



**Question 7. Would you like to find out more about how you can become an involved resident?**



**Additional information**

During the survey consultation period the following issues were raised:

1. Resident raised that the whole scheme did not have careline currently working and that the Housing Services Manager (HSM) required support to resolve this issue. Following emails between senior managers the HSM has given the following update:

Letter has been sent to all residents at the scheme updating them on the situation with careline resulting in a request for a standalone unit.



M&S Officer gave the following update:

The mains wired warden call system at Carroll Court no longer works and hasn't for about a year which is why we asked last year for properties requiring standalone units.

SHG Management are currently looking into how to move forward with CAT 1 schemes where the warden call systems no longer work and Carroll Court is part of that.

2. Resident raised concern that following window replacement, they were unable to find medication, etc. This was followed up by contacting the Resident Liaison Officer who confirmed a safeguarding case had been raised for this resident.
3. An HSM raised confusion around Crown Simmons property which was later confirmed as Cat 1 scheme. At this scheme there used to be an option for careline but was removed 5-6 years ago and there is no opportunity to opt out now and would be a good opportunity to re-procure it.
4. Resident requested for his careline cords to be reconnected. HSM explained they were not involved in careline and the query should be passed on to SMS. This was done via our internal case management system.
5. Residents daughter asked how they could check if their parent had the careline service in the flat. After contacting the Area Service Manager (ASM) and trying other colleagues a message was left on the daughter's phone asking them to pull the cord to see if it works. If yes, explain it was a test, if no, call the Contact Centre and raise it as a repair. The difficulty was no one knew the building as the HSM had left the organisation, the other staff member is on long term sick and it was then suggested to contact the gardener who works for SHG and lives at the scheme to see if they were aware of any issues in the building.

## Recommendations

These recommendations have been summarised and reflect majority opinion from the qualitative and quantitative data:

**Recommendation 1** – To consider including questions for tender interviews around the following subjects:

- Residents concerns for quicker response times
- How false alarms are dealt with

- Reassurance about transference of information if changing contractor, ensuring it is correct and up to date.
- If more than one resident in the scheme is using careline will other residents be able to get through still?

**Recommendation 2** – Explore how residents who are hard of hearing or deaf can utilise the system. Issues raised around not able to hear door or be heard from a distance by call box or lip reads and unable to do this with current call system.

**Recommendation 3** – Explore how we can ensure residents know and understand how and when to use the careline systems. This may be due to dementia, memory loss, etc.

**Recommendation 4** – Explore and explain to residents why they are paying for the service even if they have opted out. If there are any charges going forward for all residents to agree first.

**Recommendation 5** – Sharing this report with our Health and Safety colleagues who are reviewing the careline equipment.

**Recommendation 6** – Learning points from first joint procurement project.

- **Timescales** – with the large number of residents involved in the contract resulted in nearly 2 weeks to agree and mailout letters. This needs to be factored in procurement projects going forward.
- **Communications** – ensure all officers whose residents are involved are notified of the project and contacting residents. Include Communications Team in first meeting.
- **Data** – more understanding of which residents were being contacted as list did not match many of the responses received.
- **Understanding of the procurement** – Resident Involvement Teams understanding of what the procurement was about i.e. after the survey went out came to understand it was just monitoring of the system not equipment. Potentially survey introduction and questions could have been worded differently.
- **Wider projects** – Reach out to other departments to find out if they are working on a similar project for a link up.
- **Responses and report** – When contacting a large number of residents (3,500) Resident Involvement Team to factor more time to upload responses and draw up report.

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## Feedback from Project Lead

- **Recommendation 1** – action during the interview phase of the procurement process to clarify response times, how false alarms are dealt with, transference of information and confirmation of line usage that may block the system
- **Recommendation 2** - review during the interview process and on confirmation of the successful provider to ensure there is improved communication with residents who are hard of hearing or deaf to support them to utilise the system in a person-centred way. The providers shortlisted may have a different approach or resource available to assist with this. In addition, liaise with sheltered colleagues to identify and review residents in their patch who may need assistance.
- **Recommendation 3** – Review information available with the successful provider to ensure communication on how to use the system is effective and accessible to all residents. Liaise with sheltered colleagues to implement at scheme/service level, either individually or collectively. Engage with SSM's and SSC's through the implementation process.
- **Recommendation 4** – there is a service charge project in place to review costs associated with the provision of careline services and charges for residents in the next financial year. An initial meeting has been arranged for January with a forward plan will be implemented thereafter. Residents will be communicated with once the scope of the project has been agreed.
- **Recommendation 5** – the report has been shared with Health and Safety colleagues
- **Recommendation 6** – arrange a lesson learnt session on completion of the procurement process to outline future improvements

Thank you, once again for your feedback and we do hope that you find this information useful.

We look forward to your continued involvement.

