

CARECALL POLICY

28 March 2019

Prepared by:	Lisa Delezio
Date effective from:	28/03/2019
Policy approved by:	Simon Welch
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EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	2
Lead officer:	Jane Allen

1 INTRODUCTION

- 1.1 Stockport Homes' Carecall offers a range of services that compliment a wider preventative offer that enables people to live independently in their own homes, reducing reliance on health and social care services. Such services include a monitoring and response service and additional sensors.
- 1.2 Carecall is a cost effective chargeable service that is mandatory to certain types of accommodation, (for example SHG sheltered schemes and 60 plus properties) and also available to other customers who choose to have the service or are referred by other agencies such as Adult Social Care (ASC).

2 STRATEGIC LINKS

- 2.1 The Carecall Policy links to a number of borough wide strategies that aim to ensure people are living safely, securely and independently within the community, and help prevent, delay or reduce needs for care and support amongst tenants.
- 2.2 Linked strategies and policies include:
 - Stockport Homes' Age Friendly Strategy;
 - Stockport Housing Strategy 2016 – 2021
 - Stockport Council Extra Care Housing Strategy 2013 – 2029
 - Ageing Well Strategy for Stockport 2018 – 2021
 - Stockport Homes' Safeguarding Children and Adults at Risk Policy and Procedure.

3 LINKED CARECALL PROCEDURES

- 3.1 This policy links directly to a number of Carecall procedures:
 - Customer Referrals procedure
 - Installation procedure
 - Managing Calls procedure
 - Routine & Emergency visits procedure
 - Charges, Cancellations and Withdrawal procedure
 - Lone Working procedure

4 KEY FEATURES OF THE SERVICE

- 4.1 Carecall services are aimed at people who are:
 - At increased risk of falls;
 - At risk of admission and/or readmission to hospital;

- Returning home from hospital or intermediate care;
 - In the early stages of dementia;
 - Needing support and reassurance.
- 4.2 Carecall's core business is to provide a 24-hour, 365 day a year service to Stockport Homes' tenants, and other customers via individual agreements/contracts.
- 4.3 Carecall offers a number of options to customers in order to be flexible and meet customers' individual needs including a monitoring only or monitoring and response service. Customers also have the ability to add sensors to their package thereby enabling flexibility depending on their needs and preferences.
- 4.4 Carecall is fully accredited by the Tec Services Authority who are the national governing body for technology enabled care providers.
- 4.5 As part of an installation, a demonstration of how the unit and any peripherals work is undertaken ensuring that the equipment is fit for purpose and meets the customer's needs.
- 4.6 Carecall carry out routine visits to customers who have a Stockport Homes or housing association agreement, where this forms part of the agreement.
- 4.7 Carecall carry out emergency visits for customer receiving the Monitoring and Response service.
- 4.8 Carecall provide 'check mate' to lone workers which provides an automated communication system which aids the safety of lone workers.

5 EQUALITY IMPACT ASSESMENT

- 5.1 An equality impact assessment (EIA) screening form has been carried out and a full EIA is not required. Stockport Homes acknowledges that customers of the Carecall service may be vulnerable and as such staff receive relevant training.
- 5.2 Training is provided for staff to enable them to support customers who may have disabilities, dementia and are hearing impaired from example. TSA training has been provided to all staff in dealing with customers on the phone as well as safeguarding those who may be vulnerable.
- 5.3 Following this assessment, it was determined that further work in regards to the EIA will be carried out in Carecall's individual procedures as outlined in the procedure.

6 OWNERSHIP, MONITORING & REVIEW

- 6.1 The policy is owned by the Neighbourhoods and Support Directorate and will be monitored by the Policy Review Group through the schedule for review.
- 6.2 Any queries with the policy should be forwarded to the Policy and Performance Officer on 0161 474 2859.