

South Somerset Careline Annual Report 2014/15

Strategic Director: Vega Sturgess, Strategic Director (Operations and Customer Focus)
Assistant Director: Steve Joel, Assistant Director (Health and Well Being)
Service Manager: Alice Knight, Careline & Welfare Manager
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Purpose of the Report

Alice Knight, Careline & Welfare Manager will attend the meeting to give a presentation and update members on the South Somerset Careline service. A copy of the South Somerset Careline Annual Report 2014/15 has been circulated to members prior to committee. (Hard copies will be available at committee).

Background

South Somerset Careline is run by SSDC's Housing & Welfare team based at Petter's House. Work undertaken includes:

- Currently supporting **2,050** people across South Somerset to remain living independently at home.
- Careline provides clients with an emergency alarm pendant which links directly through to our 24-hour care centre, based at Sedgemoor District Council.
- When a client needs help, we are able to summon help immediately, through a friend, neighbour, relative or the emergency services.
- We also offer a range of Telecare equipment such as falls detectors, epilepsy sensors and bed sensors, linked to customers Careline alarms
- In 2014, our care centre took **38,556** calls for South Somerset Careline clients.
- We take approximately **50** new referrals a month from carers, social services, Occupational Therapists, GP's, fire service, family members and individuals.
- In 2014/15 we installed **508** alarms, averaging **42.3** new service users a month.
- **98.5%** of Careline customers are very satisfied or satisfied with the service.
- In 2014/15, the service cost **£207,931** to run; in the same year the service generated **£357,798** income for SSDC.

Recommendation

That members note the South Somerset Careline Annual Report 2014/15.

Financial Implications

None

Corporate Priority Implications

- To make optimum use of resources for home adaptations every year to enable people to live independently.
- To support communities which are healthy, self-reliant and have individuals that are willing to help each other

Carbon Emissions & Climate Change Implications

None

Equality and Diversity Implications

Our service provides support for people to remain living independently in their own homes. The majority of our customers are elderly – 75% of our customers are aged 80 or over. However there is no age limit for our service and we support many customers who have physical and/or mental disabilities.