

Telecare Services for Adults and Children Survey

Insight Report

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Introduction

This report presents the responses to the service user evaluation of Hackney Council's Telecare Services for Adults and Children. The service user evaluation exercise ran from Monday 20 September 2021 until Friday 12 November 2021.

Background

The Council plans to redesign the existing Telecare Service for Adults and Children in Hackney.

Telecare is the traditional term used to describe 'care at a distance' services for vulnerable people and their carers to enable them to live independently at home. The service consists of sensors and alarms which when triggered, call for help and assistance from a call centre. The call centre can contact a friend, relative or a commissioned response service to attend the home and assist if required.

The key deliverable outcome for the service is for people to remain safe and comfortable living in their own home and their community for longer, and therefore delay or prevent escalation to higher levels of need.

Telecare is made up of three parts:

- Equipment that monitors people at home (often a pull cord or wearable device) and can raise an alarm in an emergency
- A call monitoring service that is open 24 hours a day, seven days a week, and can call listed friends and family members, or the Telecare response service and emergency services if needed
- A response service with trained staff who work 24 hours a day and can visit people at home if required

To inform the redesign commissioners have completed a full review of the existing Telecare service in Hackney. As part of the review the Council sought to engage with Hackney residents who use the Telecare service, and those who care for someone who uses the service. The aim of this engagement was to better understand resident views about Telecare and request feedback on their experience of using the service. We also sought people's view on some of the changes to the service that are being considered as part of the redesign.

Feedback received will be used to further inform the redesign, with an aim to make improvements where residents have indicated these are needed, whilst retaining the things that residents have told us are already working well for them.

Service Evaluation Methodology

The eight week service evaluation started on Monday 20 September 2021 and ran until Friday 12 November 2021.

A hard copy survey was made available to 2,200 (62%) Telecare service users and an online version made available to all residents on Citizen Space, the Council's online consultation and engagement platform.

The service evaluation was publicised directly to Telecare service users, and more widely in Hackney using the Council's corporate communication channels.

Targeted Activity

The Telecare service evaluation pack, which included a survey (see Appendix 1) and freepost return envelope, was distributed to 2,200 Telecare service users for the evaluation start date of Monday 20 September 2021.

Community Clients: 2,000 evaluation packs were posted to residents who live in the community in their own homes. These residents were randomly selected from the Telecare community client database. The 2,000 clients selected, represented 62% of the total community client base, which totalled 3,262 service users at the time of selection.

Sheltered Housing Schemes: There are 12 sheltered housing schemes in Hackney that offer residents access to the Hackney Telecare service through the provision of hard wired alarms, commonly referred to as 'pull cords', in their flats. There are approximately 795 hard wired alarms across these 12 schemes, which service a maximum of approximately 305 residents. 200 evaluation packs were distributed across these 12 schemes. The packs were delivered to scheme managers who asked their staff to support the evaluation by encouraging and supporting residents to complete the survey either in hard copy or online. 200 packs provided the opportunity for 66% of residents to respond; however, scheme managers were able to request further evaluation packs from the Council should they be needed.

Wider Promotional Activity

The service evaluation was also:

- Available on Hackney Council's online consultation and engagement platform (consultation.hackney.gov.uk/adult-social-care/telecare/)
- Promoted on the Council's Facebook and Twitter Feed.
- Paper copies of the evaluation survey were made available to anyone who requested them, and all had freepost return envelopes provided
- Promoted by other community organisations including Healthwatch Hackney and Age UK Hackney.

The e-mail address of the lead commissioner was provided within the survey so that clients or members of the public could contact them directly about the consultation.

Further Engagement

As part of the survey we asked people to let us know if they would like to provide further feedback by selecting one of the below engagement options:

- I would like someone to contact me so I can give my feedback over the telephone.
- I would like to be invited to take part in an online focus group - using video conferencing.
- I would like to help and advise the Council through the redesign process by being part of a co-production group.
- I have provided my feedback and do not want to be contacted further.

Telephone interviews: Ten staff members from the Adult Commissioning team attempted to complete telephone interviews with 32 Hackney residents over a 3-week period, from Monday 1 November to Friday 19 November 2021. A Telecare discussion guide was provided to support staff when conducting their interviews. Where residents gave permission, staff were encouraged to record their interviews.

Recording the call allows the staff member to give their full attention to their conversation with the resident, rather than trying to make notes at the same time. The staff member is able to replay the recording of their conversation once the telephone interview has ended, allowing them to capture an accurate and complete record of the feedback provided by the resident on a Google Form (see Appendix 2). The staff member deletes the audio recording immediately after the record of feedback has been completed.

Resident Focus Group: residents who said they would like to part in a focus group will be contacted and invited to attend a focus group in Spring 2022. The focus group will be used to consult with these residents on plans for the new service and will use their comments and feedback to inform the final plans for the redesign service specifications.

Co-production Group: The purpose of the co-production group is to help and advise the Council by providing feedback on the intended future service model and service specification based on their own experiences of using the current service. Through engagement with these 'experts by experience' we aim to identify and make improvements where residents have indicated these are needed, whilst retaining the things that residents have told us are already working well for them.

The co-production group will be formed once the draft service model and specification are readied.

Data Collection Methodology

The primary method of collecting data was through the surveys that were completed by residents. Residents had the option to complete a hard-copy survey and return it using the paid return envelope provided, or to complete the online version of the survey by visiting <https://consultation.hackney.gov.uk/adult-social-care/telecare/>

A Google Form was used to record the responses given by participants who took part in the telephone interviews. Common themes from the telephone interviews will be discussed alongside the analysis of the qualitative data.

Executive Summary

Hackney Council plans to redesign the existing Telecare Service for Adults and Children in Hackney. To inform this work the Council completed a full review of the existing Telecare service in Hackney, this included an eight week service evaluation.

Through the service evaluation the Council sought to engage with Hackney residents who use the Telecare service, and those who care for someone who uses the service. The aim of this engagement was to better understand resident views about Telecare and request feedback on their experience of using the service. We also sought people's view on some of the changes to the service that are being considered as part of the redesign.

The 8-week service evaluation started on Monday 20 September 2021 and ran until Friday 12 November 2021. A hard copy survey was made available to 2,200 (62%) Telecare service users and an online version made available to all residents on Citizen Space, the Council's online consultation and engagement platform. The service evaluation was publicised directly to Telecare service users, and more widely in Hackney using the Council's corporate communication channels.

A total of 188 surveys were received (as of Friday 19 November 2021), 95% (178) of these were hard-copy surveys received by post and 5% (10) were online surveys received via Citizen Space. Additionally, telephone interviews were conducted with 20 survey respondents who had indicated they wished to provide further feedback over the phone.

Executive Summary of the Data

Main Questions

Evaluation Survey (Base 188):

- **Who is providing the feedback?**
 - The majority of respondents, at just over 80%, were adults who used the telecare service themselves. The remaining respondents were people who care for an adult who uses the service. Two people responded to the survey to say they do not access the Telecare service. There were no

responses received from parents of children who access the Telecare service. (Base 188)

- **What type of Telecare device(s) do you or the adult/child you care for use?**
 - The majority of respondents, just under 90%, stated that they used a Telecare pendant alarm. (Base 186)
- **How satisfied or dissatisfied are you with the following?**
 - **Quality of Telecare device(s) you have been provided?**

The majority of respondents, at 85%, stated that they feel very satisfied or fairly satisfied with the quality of the Telecare device(s) they have been provided. (Base 179)
 - **Installation you received for your device(s)?**

The majority of respondents, at 76%, stated that they feel very satisfied or fairly satisfied with the installation they received for their device(s). (Base 164)
 - **Maintenance you received for your device(s)?**

The majority of respondents, at 48%, stated that they feel very satisfied or fairly satisfied with the maintenance received for their device(s). (Base 161)
 - **Repair service you received for your device(s)?**

The majority of respondents, at 52%, stated that this question was not applicable to them, or chose not to provide an answer. 36% of respondents stated that they were very or fairly satisfied with the repair service they received for their device(s). (Base 154)
- **Thinking about the last 12 months, how often have you needed to use the service?**
 - The majority of respondents, at 46%, said they had never used the service in the last 12-months. 41% of respondents stated that they had used the service a few times in the last year. (Base 184)
- **How satisfied or dissatisfied are you with the Telecare call monitoring service?**
 - The majority of respondents, at 80%, stated that they felt very satisfied or fairly satisfied with the Telecare call monitoring service. (Base 177)
- **Do you have access to the Hackney response service?**

- The majority of respondents, at 47%, stated that they had requested for the response team to provide them with support when their friends and/or family are unable to do so. (Base 188)
- **Thinking about the last 12 months, have you ever received support from the Hackney response team after activating an alarm?**
 - The majority of respondents, at 45%, stated that this question was not applicable to them, or chose not to provide an answer. 19% of respondents stated that they had never received support from the response service. In total, only 36% of respondents confirmed that they had received support from the response service either on one, a few or many occasions respectively. (Base 168)
- **How satisfied or dissatisfied are you with the Telecare response service?**
 - The majority of respondents, at 48%, stated that they felt very satisfied or fairly satisfied with the Telecare call monitoring service. (Base 119)
- **We are looking at the benefits of our response service being skilled to be able to help with more health related issues. The ambulance will always be available to you in emergency situations. How much do you agree or disagree that this would be a benefit to you and/or the person you care for?**
 - The majority of respondents, at 60%, stated that they strongly agreed or somewhat agreed that the response service being skilled to be able to help with more health related issues would be of benefit to them and/or the person they care for. (Base 130)
- **How satisfied or dissatisfied are you with the overall service you have received from the Hackney Telecare service?**
 - The majority of respondents, at 81%, stated that they felt very satisfied or fairly satisfied with the overall service they have received from Hackney Telecare. (Base 175)
- **Do you have internet access at home?**
 - The majority of respondents, at just over two thirds, confirmed that they have access to the internet at home with a third of respondents stating that they do not have access to the internet at home. (Base 181)
- **If you do not currently have access to the internet, is this something you are considering or would like to arrange?**
 - Of those respondents who do not have access to the internet at home, just under two thirds stated that arranging access to the internet is not

something they are currently considering. However, over a third said arranging access to the internet is something that they would like, or may like to do. (Base 68)

- **What are the challenges (if any) preventing you from getting internet access at home?**
 - Of those respondents who said they would like to arrange access to the internet at home, the most common challenge reported was the need for support to use the internet and online devices, the next was affordability and then the need for support to arrange access to the internet. (Base 69)
- **What (if any) smart devices are people already using to support them in their daily activities.**
 - Nearly two thirds of respondents confirmed that they currently used one or more smart devices. The most common device selected was a smart phone, closely followed by a tablet device, laptop and/or home computer. Eighteen people said they used a Smart Speaker e.g. Amazon Alexa, Google Home and four said they used a smartwatch e.g. fit bit. (Base 105)

Telephone Interviews (Base 21):

- **Why do you (or the person they care for) need the service? (Base 21)**
 - The majority of respondents said that they needed the service because they or the person they cared for were at risk of falls.
- **Have you ever fallen in your home? (Base 21)**
 - Nearly three quarter of respondents confirmed that they had fallen in their home.
- **Do you have friends or family members who are able to come and help you if you ever have to call for help using the Telecare service? (Base 20)**
 - The majority of respondents (60%) confirmed that they have friends and/or family members that are able to help them.
- **We would like to start offering an 'assistive lifting' service to help people who have fallen, are uninjured, but cannot get up themselves. What do you think about that? (Base 20)**
 - Of the 20 respondents who answered this question, all except one (95%) agreed that an assistive lifting service would be helpful. One person said they had no need for such a service at the moment.
- **Response officers currently wear their own clothes - they do not wear a uniform. We are considering whether to introduce a uniform for response officers. How do you feel about that? (Base 20)**

- Over two thirds of respondents (14) said they didn't mind whether the responders wore uniforms or not, 6 respondents thought a uniform would be beneficial. The need for responders to carry identification was found to be most important to respondents, with good hygiene also being raised as important by most people.
- **Response officers currently provide practical and emotional support and can get you help from other services. We are thinking about training them to be able to also help with health related issues e.g. if you're feeling a bit dizzy or unwell, or have had a fall but you're not badly injured. How do you feel about that? (Base 20)**
 - 90% (18) of respondents were in support of responders being trained to deal with more health related issues; 10% of respondents (2) did not express an opinion; one said they didn't feel they had the clinical knowledge to be able to answer this question and the second said the decision should be left up to the Council.

Demographics

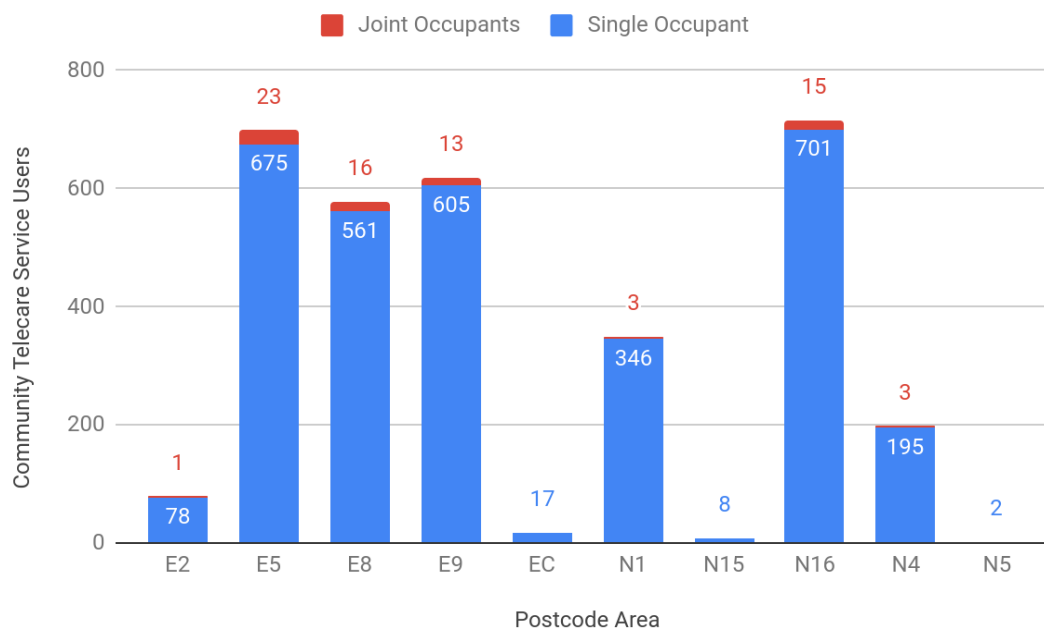
- **Which of the following best describes the ownership of your home?**
 - The majority of respondents stated that their home ownership status is 'rented from a 'Local Authority / Council'. (Base 167)
- **What is your age group?**
 - The highest percentage of respondents were in the '75-84' year age group. (Base 168)
- **What is your gender?**
 - There was a higher response from 'Females' (108) than 'Males' (42) in this service evaluation. (Base 150)
- **What ethnicity are you?**
 - Nearly half of respondents (45%) identified their ethnicity as being 'White/White British' (45%) and just under a third of respondents (30%) identified their ethnicity as being 'Black/Black British'. (Base 162)
- **What is your Religion or beliefs?**
 - The majority, over half of respondents (56%), stated that their religious beliefs were 'Christian' (Base 152)
- **Do you consider yourself to be disabled?**

- The majority of respondents (71%) stated that they considered themselves to be 'disabled'. (Base 159)
- **What sexual orientation are you?**
 - Nearly two thirds of respondents stated that they identified as 'Heterosexual'. 3% of respondents identified as a 'Gay man', 2% as a 'Lesbian / Gay woman' and 1% as 'Bisexual'. A large proportion of respondents (31%) chose not to answer this question. (Base 129)

Postcode Analysis

Resident address and postcode information was not collected as part of the evaluation survey, telephone interviews or focus groups. However, postcode information is available from the Telecare client database for all community Telecare service users (3,262). We also have postcode data for the 2,000 community clients selected, and for the 305 units across the 12 sheltered housing schemes. This data has been presented below.

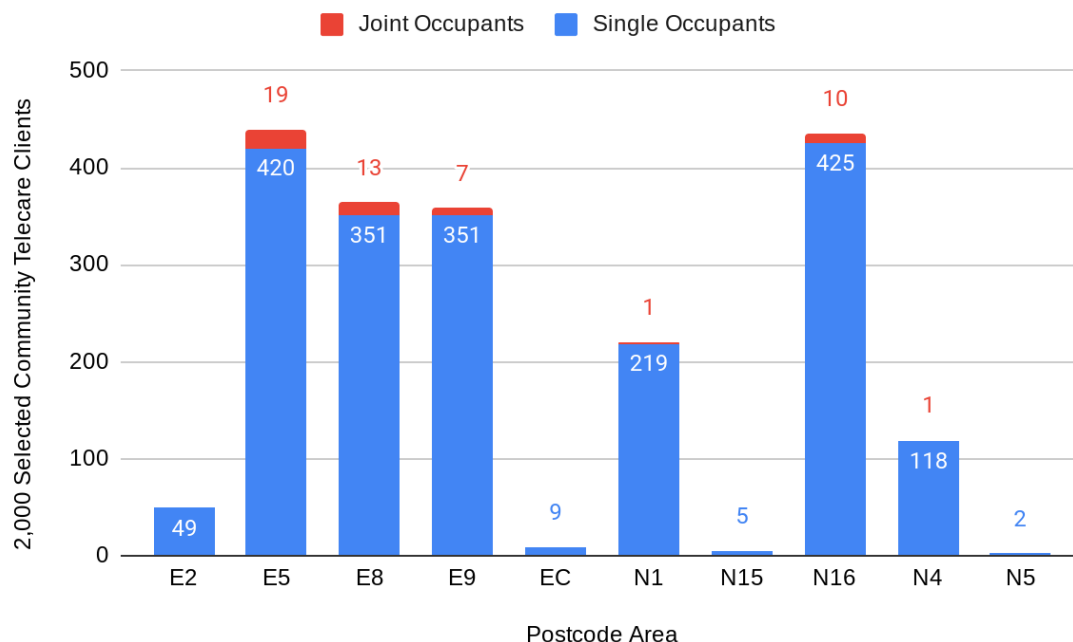
Figure 1. Distribution of single and joint occupancy across postcode areas for all community Telecare service users (3,262, as of 23 August 2021)



The chart above shows the breakdown of postcodes areas for all community Telecare service users (as of 23 August 2021). The majority of Telecare community clients are residents of N16, E5, E9 and E8 respectively. The N5 postcode area has the lowest number of residents who access Telecare.

The chart below (Fig 2) shows the breakdown of postcode areas for the 2,000 community telecare service users that were randomly selected to receive a service evaluation pack through the post. The majority of those selected reside in the E5 postcode area, then N16, E9 and E8. The N5 postcode area had the lowest number of Telecare service users who received a service evaluation pack.

Figure 2. Distribution of single and joint occupancy across postcode areas for the 2,000 community Telecare service users who received a Telecare service evaluation survey.



The two charts below (Fig. 3) show that the distribution of postcode areas for the 2,000 Community telecare Service Users was broadly comparable to the distribution of postcode areas for all Telecare Community Service Users. This suggests the random sampling method was successful in obtaining a sample that was geographically representative of the Community client base.

Figure 3. Comparison of postcodes area distribution between all Community Telecare Service Users and the 2,000 selected for the posted survey evaluation packs.

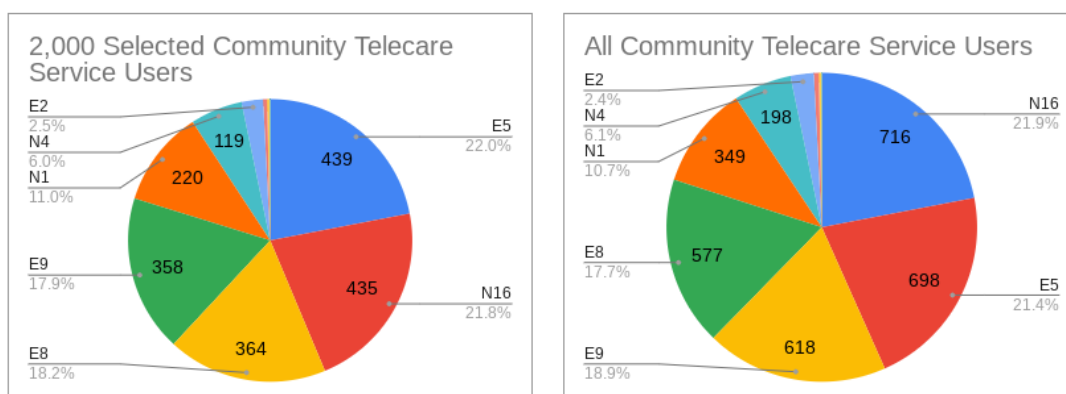
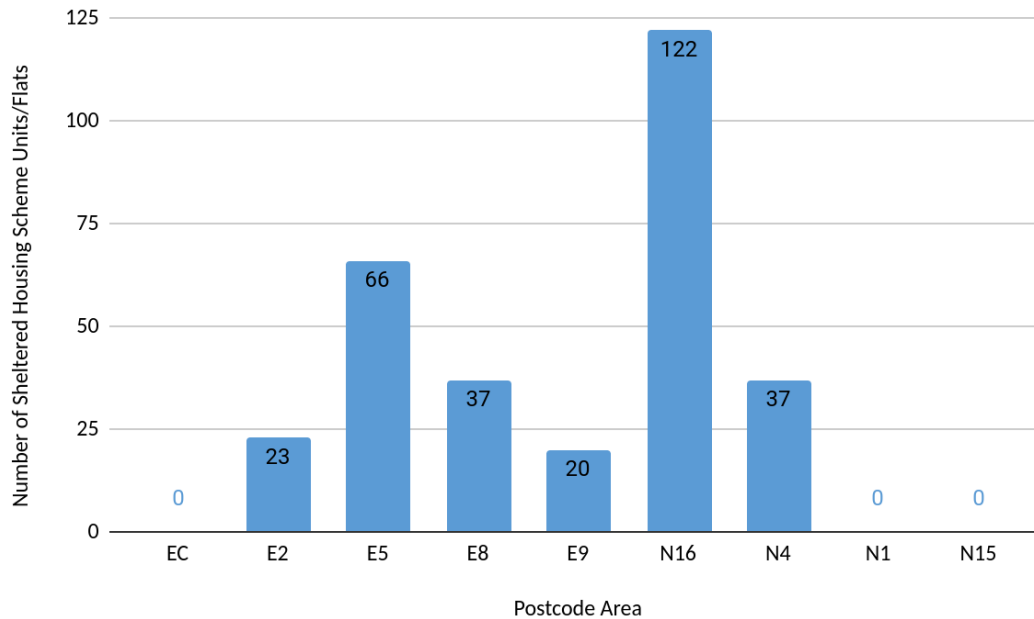


Figure 3. Distribution of 12 sheltered housing schemes (max. 305 units) across postcode areas.



The chart above shows the distribution of units/flats across the 12 sheltered housing schemes that access the Hackney Telecare service via hard-wired alarm systems on behalf of their residents. Four of the schemes are in the N16 area, which also has the majority of flats/units (122). There are currently no schemes within the EC, N1 or N15 areas that access the Hackney Telecare service via a hard-wired alarm system. The table below shows the breakdown of schemes and units/flats per postcode area.

Table 1. Distribution of schemes and flats/units across postcode areas.

| Postcode Area | No. Schemes | No. Flats/Units |
|---------------|-------------|-----------------|
| EC | 0 | 0 |
| E2 | 1 | 23 |
| E5 | 3 | 66 |
| E8 | 1 | 37 |
| E9 | 1 | 20 |
| N16 | 4 | 122 |
| N4 | 2 | 37 |
| N1 | 0 | 0 |
| N15 | 0 | 0 |
| TOTAL | 12 | 305 |

Overview of Results

Response rate

A total of 188 surveys were received (as of Friday 19 November 2021) via the online and paper response mechanism. The majority received were paper responses, which made up 95% (178) of the consultation responses. Only 5% (10) responses were received via the online response mechanism.

A total of 35 (19%) survey respondents indicated that they would like to provide further feedback by completing a telephone interview.

A total of 5 (3%) survey respondents indicated that they would like to take part in an online focus group discussion, using video conferencing. One of these individuals also indicated they would like to provide feedback by completing a telephone interview and as such they were contacted as part of the telephone interview exercise. We will attempt to contact all 5 individuals during 2022 and invite them to take part in an online focus group discussion.

A total of 8 (4%) survey respondents requested to be part of the future co-production group. These individuals will be contacted during 2022 and will be invited to become a member of the co-production group to help and advise the Council through the redesign process. The scope of the co-production group will be to provide feedback on the new service model and service specification. Additionally, should the redesign lead to a competitive procurement of Telecare services, 1-2 members of the group will be invited to sit on the ?? panel - tbc

The service evaluation received no responses from parents of children who access the Telecare service. Due to this commissioners will liaise with children's social care colleagues during 2022 to understand the possible reasons for this lack of engagement. Through his work we aim to understand how could better facilitate and support residents from this cohort so that they feel able to engage and provide their feedback.

Interpretation of the Data

Throughout the evaluation report, percentages in a particular chart may not always add up to 100%. This is because the requirement to answer certain questions, was dependent upon the respondents answer to a previous question. Therefore not all questions were applicable to all respondents. Results are also further affected by the fact that some respondents chose not to answer some of the questions in the survey.

It is also worth noting that the results are subject to sampling tolerances, and not all differences between sub-groups will be statistically significant. We need to exercise appropriate caution where a small group of respondents has been analysed.

The questionnaire consisted of 16 questions, in addition to a 'Getting Involved' question at the end of the survey. In this question respondents were asked to provide a contact name, email and/or telephone number should they wish for us to contact them for further engagement. Hackney Council's standard monitoring questions were also included at the end of the service evaluation survey.

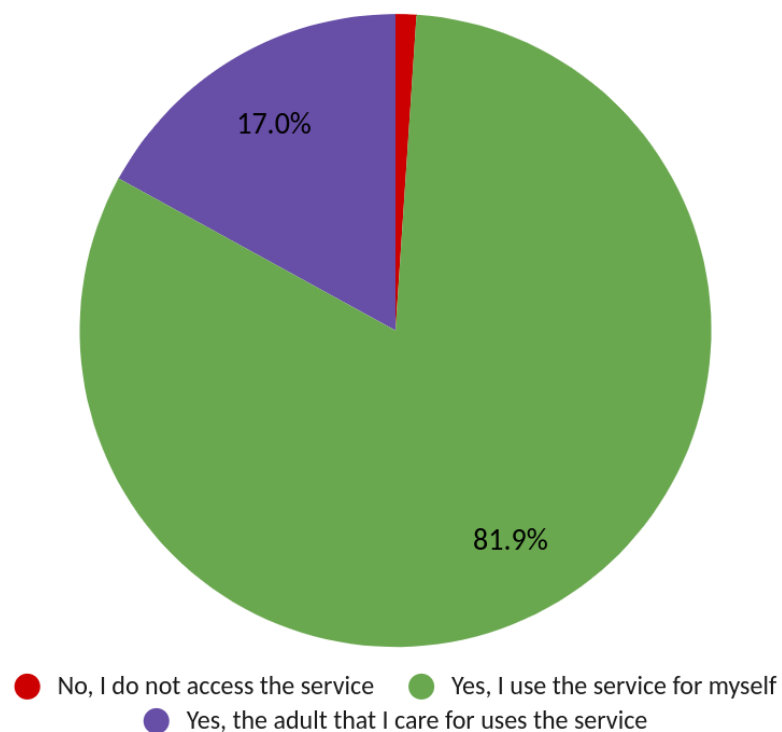
The telephone interviews consisted of 19 questions; 13 of these produced qualitative data and 6 quantitative data.

Quantitative data collected from each question in the survey and telephone interviews has been analysed, and the results presented in graph form.

Thematic analysis has been performed on the qualitative data collected through the surveys and telephone interviews. Results of this thematic analysis have been presented as a discussion of the themes raised, with the table of themes available to view in the appendices of this report (see Appendix 4).

Evaluation Survey Results

Q1. Do you or someone you live with access the Hackney telecare service?
(Base 188)

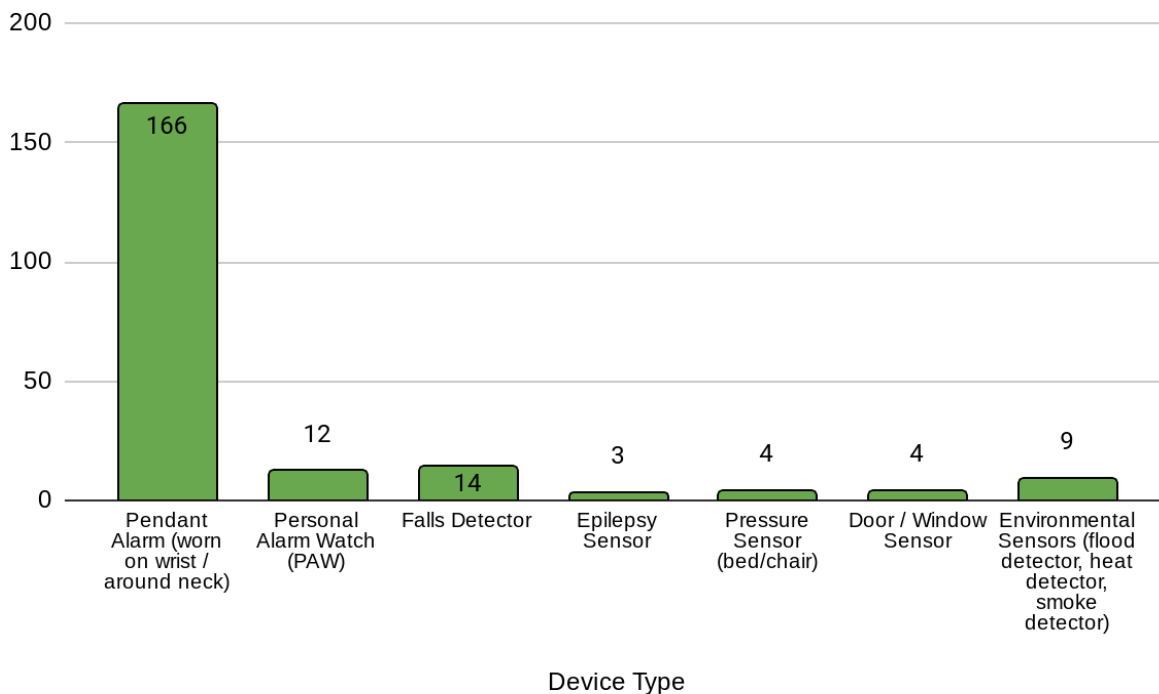


The majority of respondents confirmed that they used the Telecare service themselves (154). Just under a fifth of respondents stated that the adult they cared for uses the Telecare service (32). 1% of respondents (2) completed the survey to let us know that they do not use the Telecare service.

The service evaluation received no responses from parents of children who access the Telecare service.

Equipment Service

Q2. What type of Telecare device(s) do you or the adult/child you care for use? (Base 186)

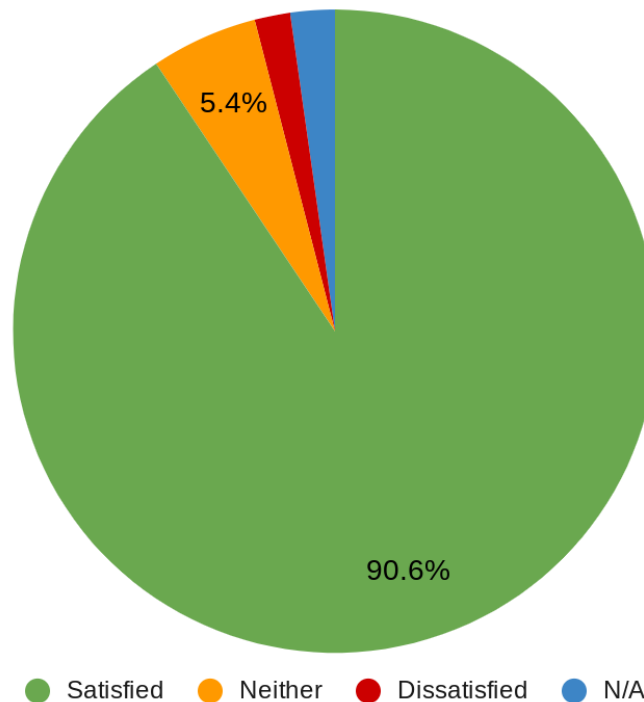


The chart above shows the number and type of devices that are being used by the respondents or the people they care for. The pendant alarm is by far the most commonly used by respondents (89%). This is in line with the monthly performance reports for the Telecare equipment service. Based on the performance reports we would have expected to see a higher number of respondents state they have a falls detector. The pendant alarm requires the user to activate the alarm by pressing the button, the falls detector activates automatically when a fall-like movement is detected i.e it requires little to no engagement from the user. It may be that automatic devices such as falls detectors and environmental sensors are under-reported because the user does not actively engage with them and therefore these devices may not be as present in the client's mind when completing the survey.

Twelve respondents to the survey were residents who have been provided with a personal alarm watch (PAW), one of the Council's piloted technology enabled care devices. The PAW works like a pendant alarm but has the added benefit of looking like a smart watch and is able to be used outside of the home. It also has GPS capabilities that can support people who may be at risk of wandering due to cognitive issues e.g. dementia, a learning disability, brain injury. The device is not currently available on the current Telecare catalogue, however learning from the pilot suggests a device of this

type may be beneficial for residents who have low level mobility or cognitive issues but who are still able to access the community on a regular basis.

Q3a. How satisfied or dissatisfied are you with the quality of the Telecare device(s) you have been provided? (Base 179)



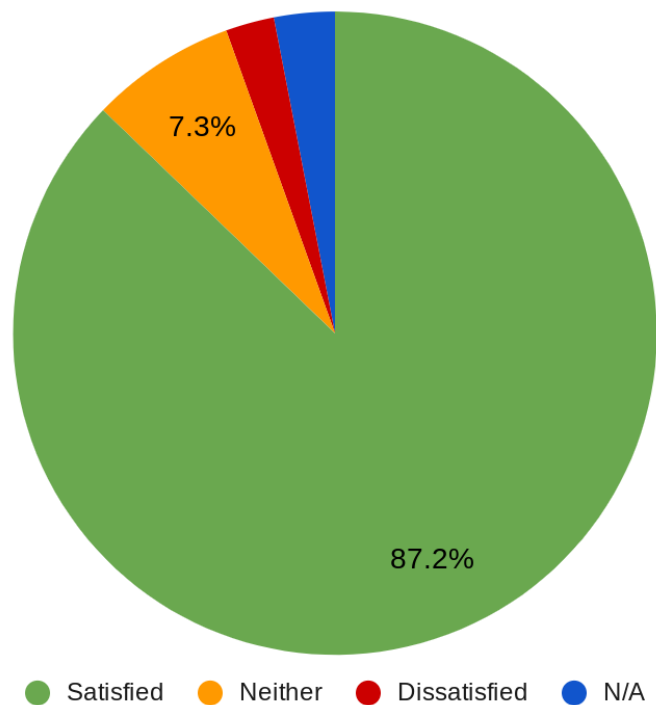
The majority of respondents (159) stated they felt 'very satisfied' or 'fairly satisfied' with the quality of Telecare device(s) they have been provided with. Ten respondents stated they were neither 'satisfied' or 'dissatisfied'. Two respondents stated this question was not applicable to them as they do not use the Telecare service.

A small number of respondents said that they felt 'very dissatisfied' (2) or 'fairly dissatisfied' (4). Respondents did not state their reasons for this as part of this question. However, responses by these residents to question 16 of the survey, 'Is there anything we could do to improve the service', suggests issues may be around a lack of device maintenance and the accessibility of devices, see comments below.

'To keep an eye on the apparatus'

'Technology does not necessarily work for someone with dementia. It is reliant on the understanding how the device works.'

Q3b. How satisfied or dissatisfied are you with the installation you received for your device(s)? (Base 164)

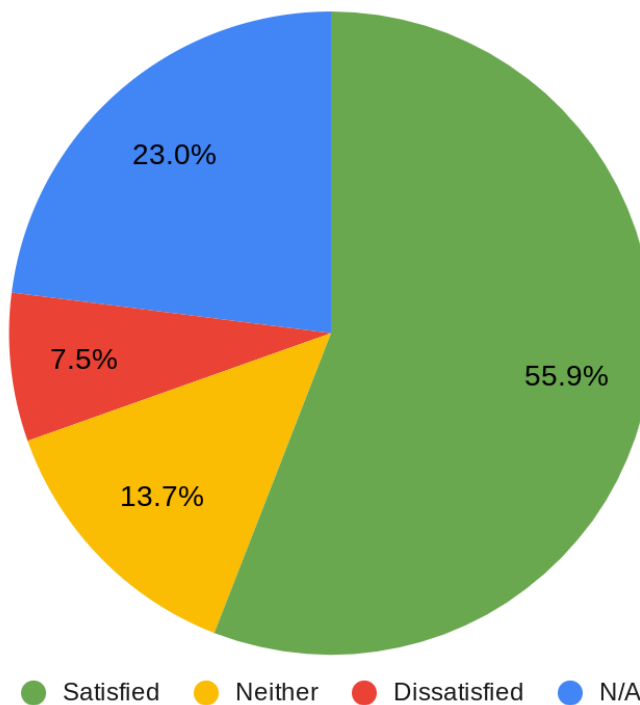


The majority of respondents (143) stated they felt 'very satisfied' or 'fairly satisfied' with the installation of their device(s).

Twelve respondents stated they were neither 'satisfied' or 'dissatisfied', five respondents stated this question was not applicable to them and 24 did not answer this question.

A small number of respondents said that they felt 'very dissatisfied' (2) or 'fairly dissatisfied' (2). Responses made by the clients to other questions in the survey do not make clear their reasons for dissatisfaction with the installation of devices.

Q3c. How satisfied or dissatisfied are you with the maintenance you receive for your device(s)? (Base 161)



The majority of respondents (90) stated they felt 'very satisfied' or 'fairly satisfied' with the maintenance of their device(s). Nearly a quarter of respondents (37) stated this question was not applicable to them and nearly 14% of respondents (22) stated that they were neither 'satisfied' or 'dissatisfied'.

A small number of respondents (12) said that they felt 'very dissatisfied' (5) or 'fairly dissatisfied' (7). Respondents who reported feeling 'dissatisfied' suggested improvements around increasing checks on equipment, with some reporting that there was an issue with their device that either hadn't been resolved yet or that had not been resolved quickly or easily. Relevant comments have been provided below for context:

'Maintenance - never had a check in 7-8 years - occasionally press the button to check it is working.'

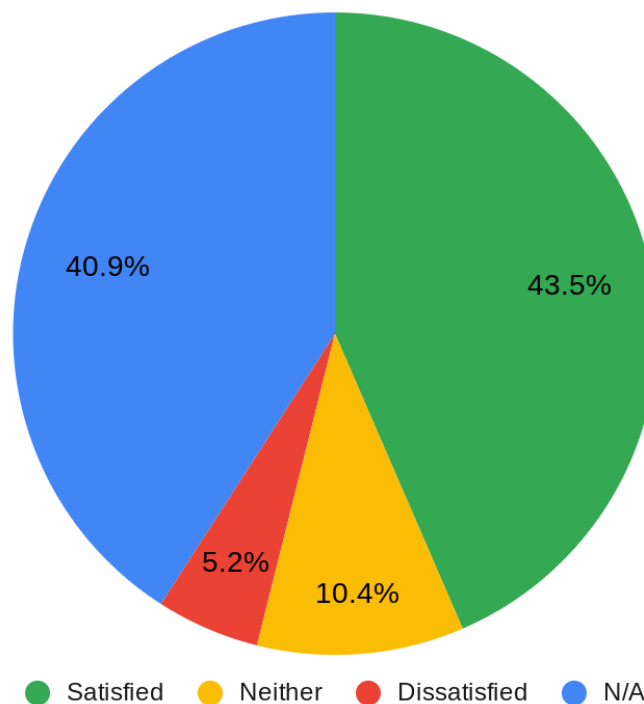
'To check the alarm, I've been 3 months without service due to BT not putting my telephone line on. I am concerned because no one has called from Telecare to ask what is happening - not even tested it. I've left two messages and no-one has contacted me.'

'The repairs were not communicated to the maintenance team and so they were unable to repair my alarm. The item has not been serviced since installation and I didn't know it wasn't working.'

'My pendant doesn't work so they should respond to these problems asap.'

All functionality issues communicated through the survey have been reported to the Telecare service for resolution.

Q3d. How satisfied or dissatisfied are you with the repair service you receive for your device(s)? (Base 154)



The majority of respondents (67) stated they felt 'very satisfied' or 'fairly satisfied' with the repair service. However, there were nearly as many respondents (63) who stated that this question was not applicable to them, and just over 10% (22) stated that they were neither 'satisfied' or 'dissatisfied'.

A small number of respondents (8) said that they felt 'very dissatisfied' (1) or 'fairly dissatisfied' (7). The majority of these respondents also stated they were dissatisfied with the maintenance of their device(s). Comments made by these respondents regarding suggested improvements are the same with one exception below:

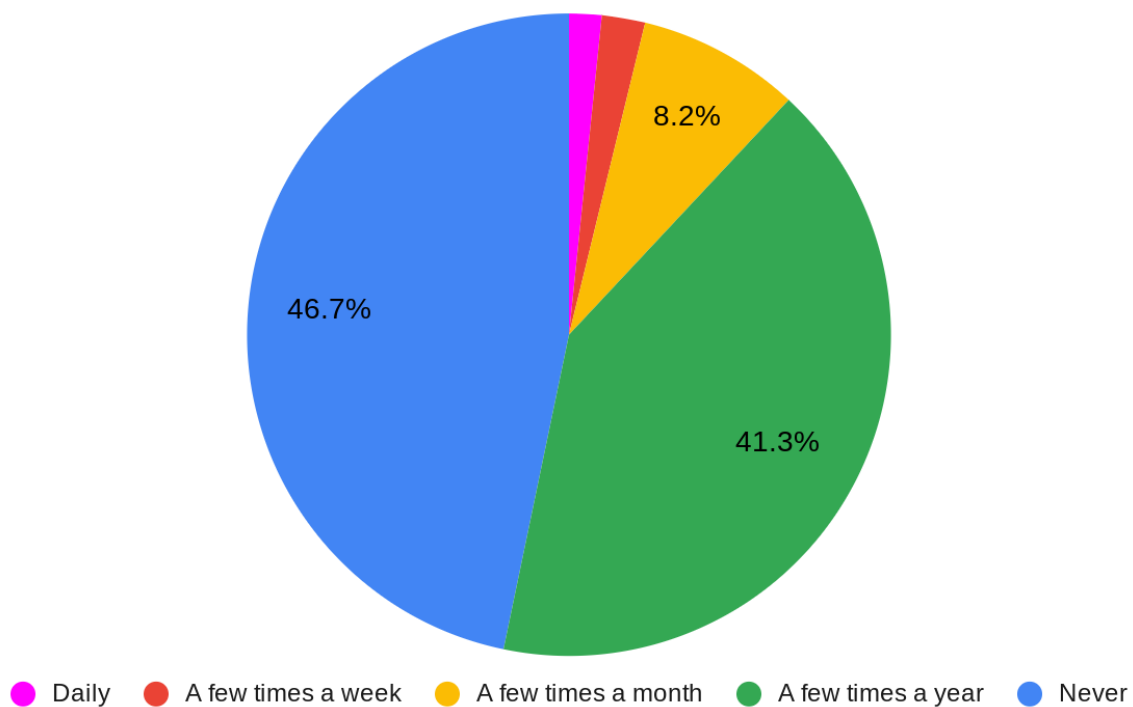
'This person did not understand that their telecare stopped working when they failed to pay their phone bill, they thought they could cancel their landline as they had a mobile phone now.'

Also they switched off the socket that the device and phone were connected to, to save money, thus also disabling the telecare alarm.'

This suggests there is a need to improve communication and awareness around the functionality of Telecare and also to ensure clients are aware of how to report an issue with their device.

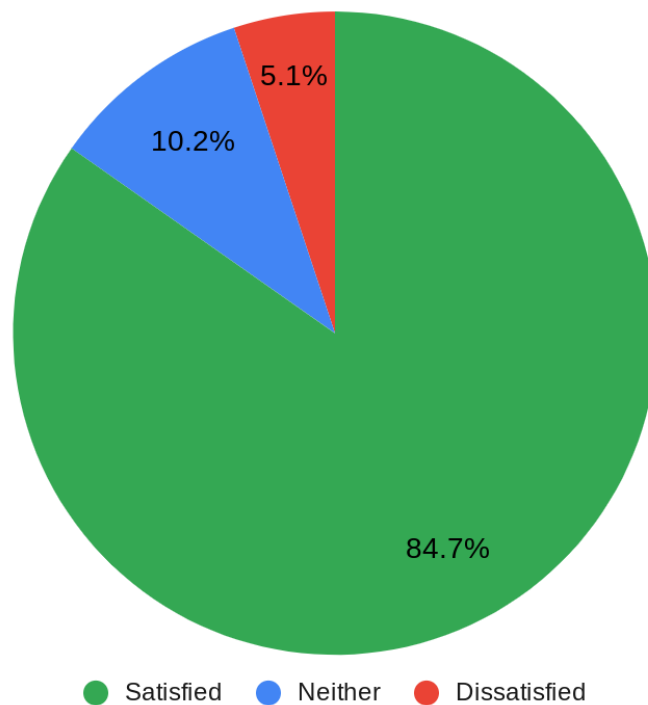
Call Monitoring Service

Q4. Thinking about the last 12 months, how often have you needed to use the service? i.e. called for help/assistance using your Telecare device(s)? (Base 184)



The majority of respondents, nearly half (86), stated they have never used the Telecare service to call for help. A significant proportion of respondents (76) stated that they use the service to call for help a few times a year. The number of respondents decreases as the frequency of use increases.

Q5. How satisfied or dissatisfied are you with the Telecare call monitoring service? (Base 177)



The majority of respondents (150) stated that they are 'very satisfied' or 'fairly satisfied' with the Telecare call monitoring service. Just over a tenth of respondents (18) stated they were neither 'satisfied' or 'dissatisfied' with the service, only 5% of respondents (9) said they were 'very dissatisfied' (6) or 'fairly dissatisfied' (3).

One of the respondents who stated they were very dissatisfied was found not to be a customer of Telecare. Of the remaining five respondents, two said they felt positive about the service overall and did not suggest any improvements to the service.

Suggested improvements by the remaining three respondents indicate that they would like the call centre to make welfare calls to check on their wellbeing and to help detect issues with the functionality of devices, see example comments below.

'Telecare has never contacted me just to see if I'm okay.'

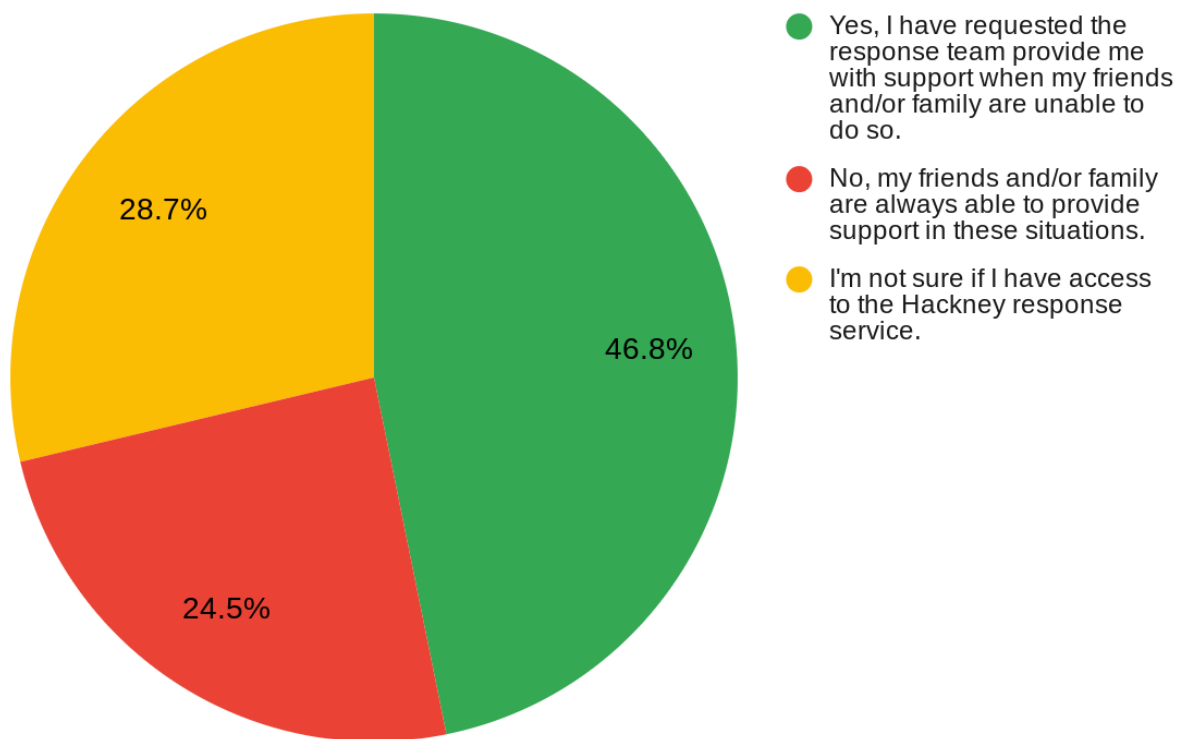
'My pendant doesn't work so they should respond to these problems asap.'

In order to check functionality of devices, Telecare clients are responsible for completing monthly test calls by pressing the button on their base unit, which calls the call centre. The requirement for monthly test calls is communicated to the client and/or their carer as part of installation and entry to the service. In sheltered schemes the housing staff are responsible. This suggests there is a need to remind clients and/or their carers of

operational processes for maintenance and repair of Telecare, and their responsibilities within this.

Response Service

Q6. Do you have access to the Hackney response service? (Base 188)

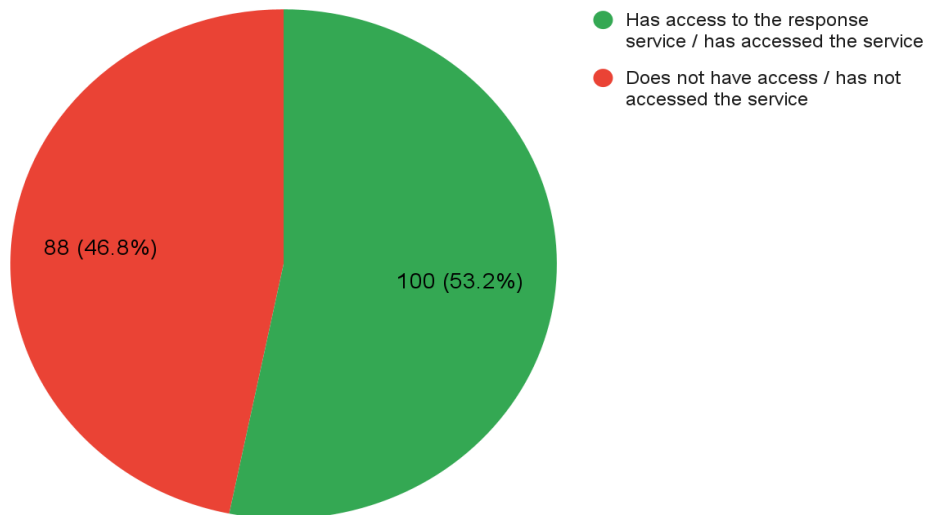


The majority of respondents, nearly half (88), confirmed that they have requested access to the Telecare response service. Of the remaining respondents, just over a quarter (54) were unsure if they had access, and nearly a quarter (46) confirmed that they did not have access, as they have friends/family who are always able to respond when they call for assistance.

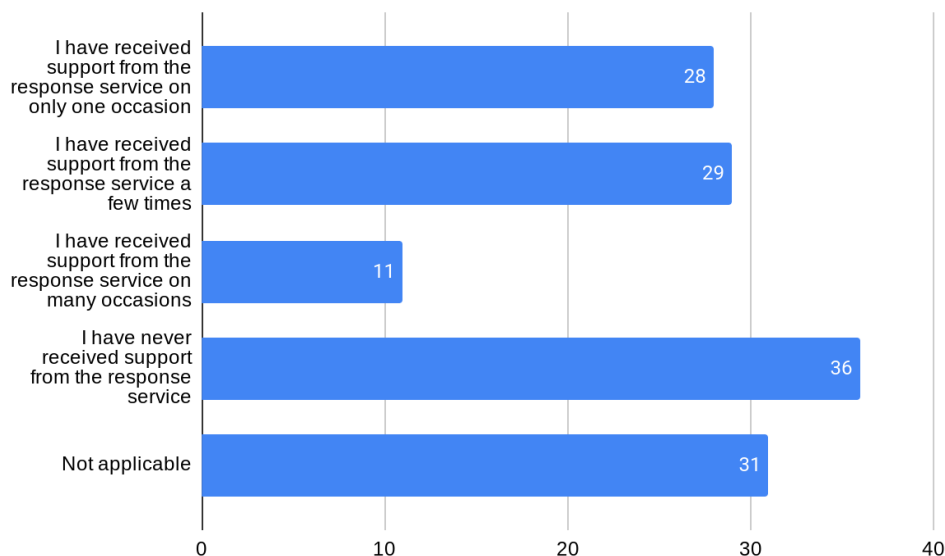
Of the 54 respondents who were unsure if they had access to the response service, eight went on to state that they had received support from the response service on at least one occasion. This suggests 46 who were unsure, do not have access or at least have never used the service.

Of the 46 respondents who said they do not have access to the service, four went on to state that they had pressed their telecare alarm to call for help on only one occasion, and 26 chose not to answer this question.

The below chart shows the proportion of respondents who have access to the response service, taking into account the responses to question 7 below. The assumption has been made that respondents who did not answer the question have never used the response service.



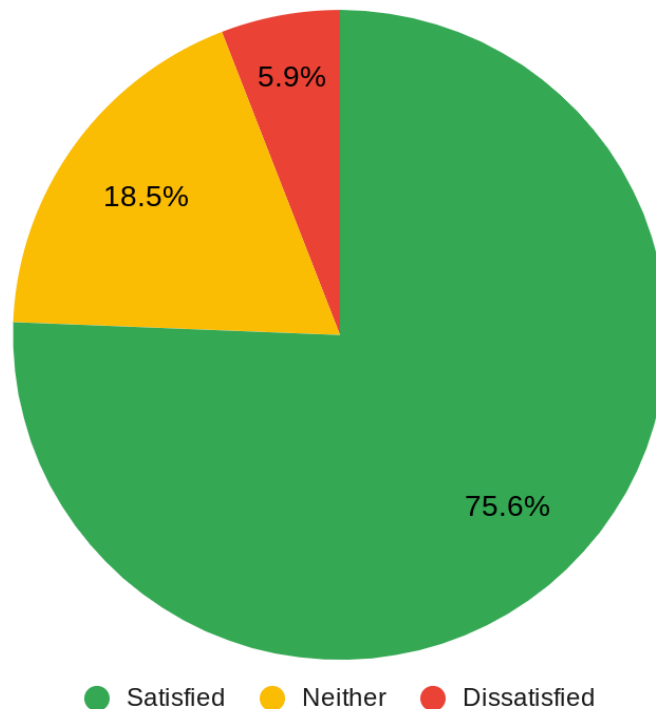
Q7. Thinking about the last 12 months, have you ever received support from the Hackney response team after activating an alarm? (Base 135)



68 respondents, approximately two thirds of those who have access to the service (100), state that they have received support from the response service on at least one occasion. So, just over a third who have access state that they have never used the response service. However, if we assume that this is true for respondents who have

stated 'Not applicable' or have chosen not to answer this question, this suggests that the majority of all (188) respondents (64%) have never received support from the response service.

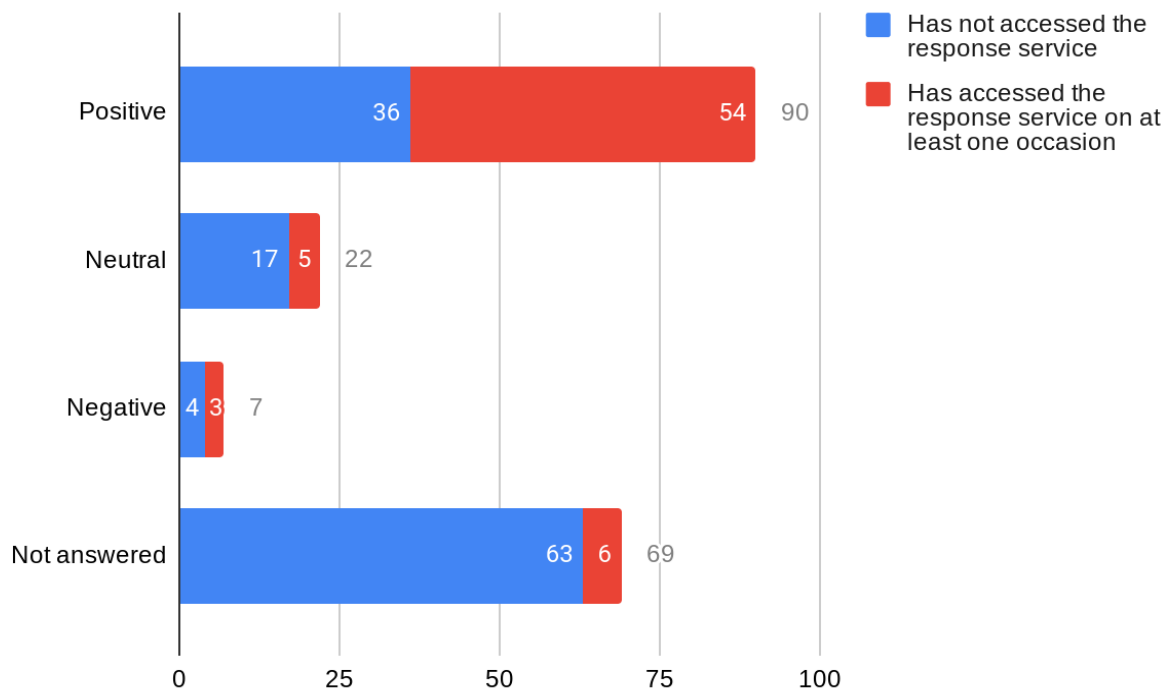
Q8. How satisfied or dissatisfied are you with the Telecare response service?
(Base 119)



The majority of respondents, approx three quarters (90), have stated they are 'very satisfied' or 'very satisfied' with the Telecare response service. 22 stated they were neither 'satisfied' or 'dissatisfied' and 7 said they were 'very dissatisfied' or 'fairly dissatisfied'. 69 people chose not to answer this question.

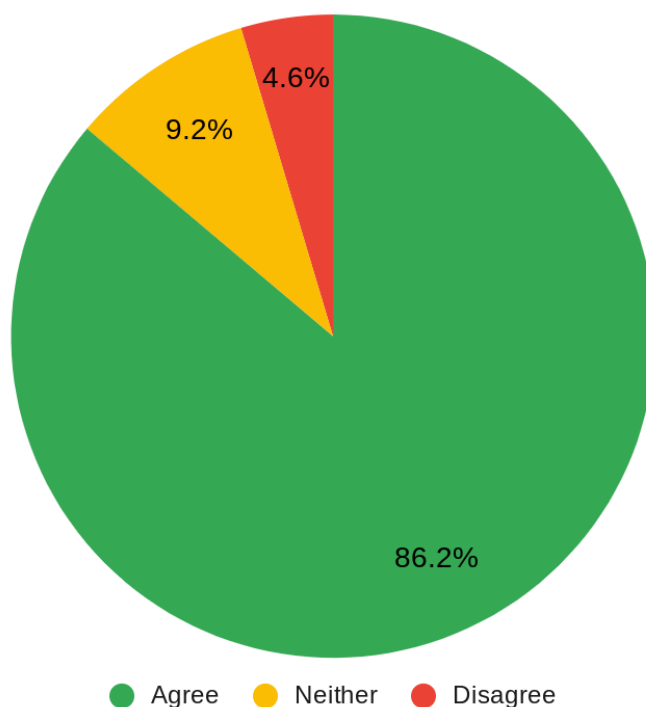
Of the seven respondents who responded negatively to this question, four stated they have never received support from the service. The three remaining respondents all state they have accessed the service a few times but none have left comments to help us understand what has caused them to feel negatively about their experience.

A total of 119 people answered question 8, however previous analysis of responses to questions 6 and 7 suggests that approx. only 100 respondents have access to the response service, and only 68 of these people have used the service. The chart below (Base 188) compares reported satisfaction between those who state they have accessed the service (68) and those who state they have not (120).



The majority of responses by those who have not accessed the service still report feeling positive about the response service. Satisfaction reported by this cohort cannot therefore be based on user experience, so may in fact represent satisfaction felt by these people simply from knowing that the service is available to them should they ever need it.

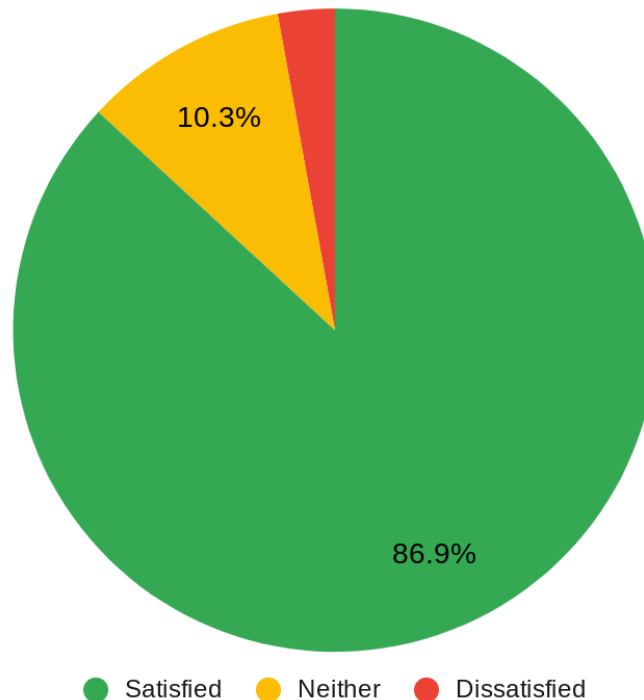
Q9. We are looking into the benefits of our response service being skilled to be able to help with more health related issues. The ambulance will always be available to you in emergency situations. How much do you agree or disagree that this would be a benefit for you and/or the person you care for? (Base 130)



The majority of respondents (112) stated that they 'strongly agree' or 'somewhat agree' that they, or the person they care for, would benefit from the response service being able to help with more health related issues. Just under 10% of respondents neither agreed or disagreed. Only 6 respondents (5%) stated they 'strongly disagreed' or 'somewhat disagreed' that this would be beneficial to them or the person they care for. One of these respondents commented that they would *'Prefer ambulance support'*.

Overall Satisfaction

Q10. How satisfied or dissatisfied are you with the overall service you have received from the Hackney Telecare service? (Base 175)



The majority of respondents (152) have said they are 'very satisfied' or 'fairly satisfied' with the overall service they have received from the Hackney Telecare service. Just over 10% (18) provided a neutral response to this question. Only 5 respondents (3%) said that they were 'very dissatisfied' (2) or 'fairly dissatisfied' (3) with the overall service they have received.

Of the five respondents who responded negatively to this question, two have previously stated that they are not clients of the service. Two have used the service a few times during the last year and one a few times a month; of these three individuals, only one has accessed the response service. Four of these five respondents have left comments regarding improvements. One simply states 'Thank you'. The remaining three have made comments that have been dealt with under previous questions, stating they would like the call centre to make more welfare calls, the other two have requested improvements in relation to communication and the speed in which repairs are completed by the service.

Your Views

Q11. What are the benefits of having access to the Telecare service for you, or the adult/child you care for? (Base 146)

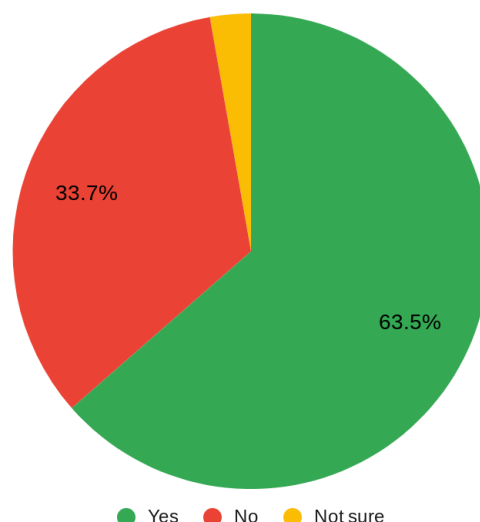
77.66% (146) of respondents left comments to this question. These comments were analysed thematically. The results of this analysis are summarised in the discussion below, but a full table of the themes that arose from this analysis can be viewed in Appendix 3.

Q12. Is there anything we could do to improve the service? (Base 98)

52.13% (98) of respondents left comments to this question. These comments were analysed thematically. The results of this analysis are summarised in the discussion below, but a full table of the themes that arose from this analysis can be viewed in Appendix 3.

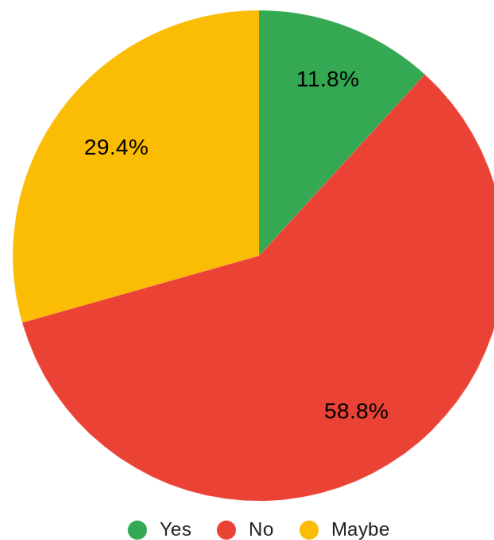
Digital Readiness/Capabilities

Q13. Do you have access to the internet in your home? (Base 181)



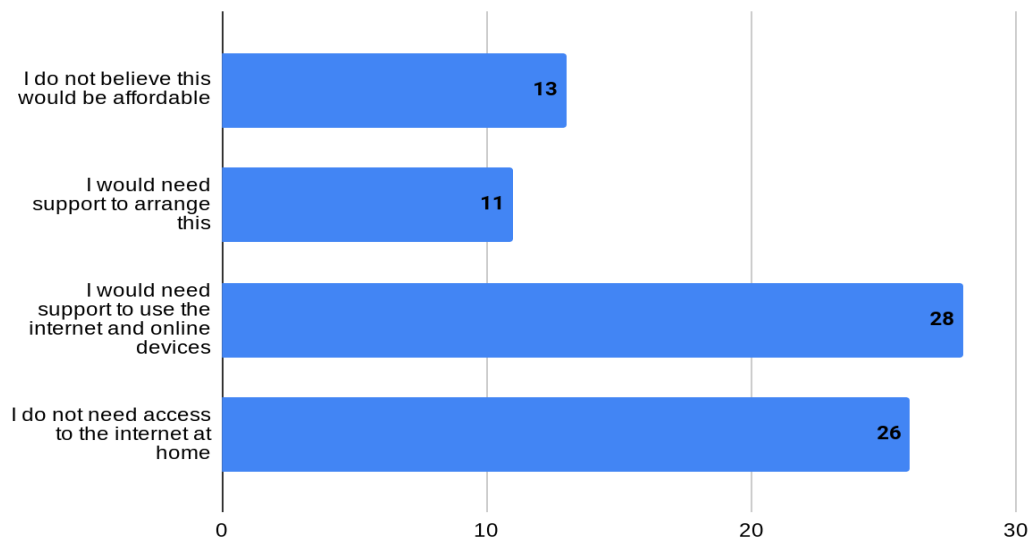
The majority of respondents (115) stated that they have access to the internet at home. Around a third of respondents said that they do not have internet access at home (61) and five respondents said that they weren't sure if they had access to the internet at home.

Q14. If you do not currently have access to the internet, is this something you are considering or would like to arrange? (Base 68)



Of those respondents who said they do not have access to the internet at home, the majority, 58.8% (40), said that getting the internet was not something they were considering or would like to arrange. Eight said that they would consider this and 20 said that they might consider this.

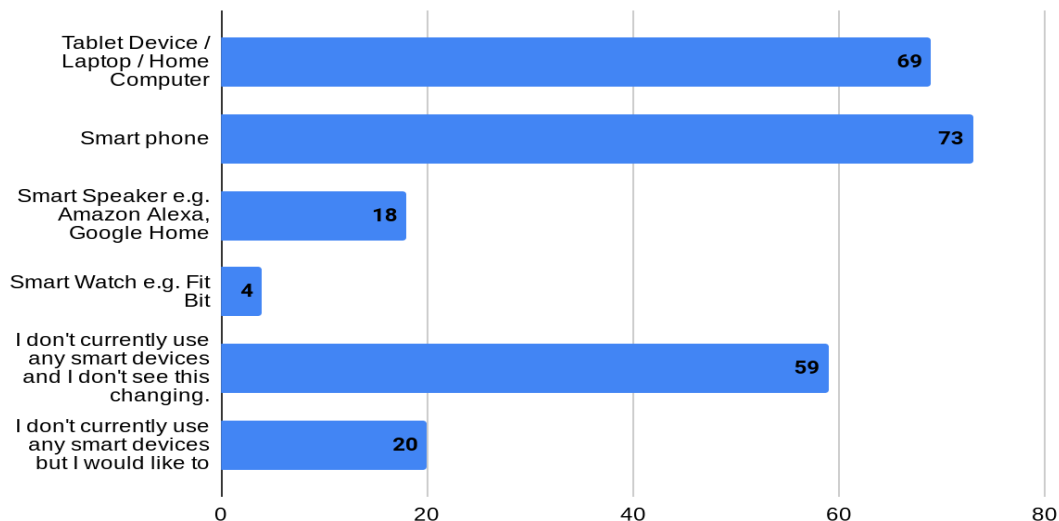
Q15. What are the challenges (if any) preventing you from getting internet access at home? (Base 69)



The main challenge to getting the internet at home, according to around 40% of respondents, is the need for support to use the internet and online devices. Just under a

fifth of respondents said they did not believe that it would be affordable for them and 16% said they would need support to enable them to make the necessary arrangements. Over a third of respondents said that they did not need internet access at their home.

Q16. There are now lots of assistive technologies or 'smart devices' available to buy commercially. What (if any) smart devices are you already using to support you in your daily activities? (Base 105)



Of the 105 individual who answered this question, 79 respondents (75.24%) confirmed that they did not currently use any smart devices, and of these only 20 people (25.32%) said they would like to.

The most common smart device reportedly used by respondents was a 'smart phone', closely followed by a 'tablet device / laptop / home computer'. Only 18 people said they used a 'smart speaker e.g. Amazon Alexa or Google Home', and four people said they used a 'smart watch e.g. fitbit'.

Telephone Interviews

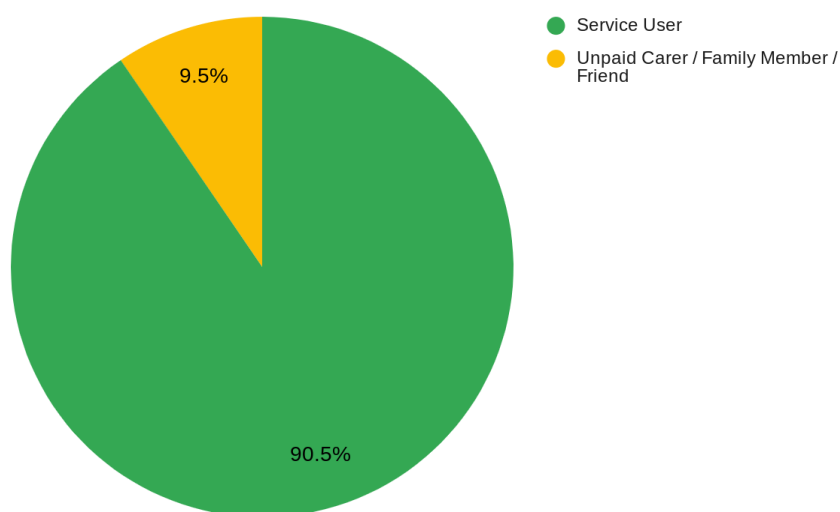
A total of 35 respondents indicated on their evaluation survey that they would like to be contacted to provide further feedback over the telephone. Two of these individuals were not contacted as their surveys were received outside of the 8-week service evaluation period.

We were able to speak to 26 of the 33 respondents and 21 people agreed to take part in the interview. It was not possible to speak with seven of the 33 respondents despite multiple attempts being made over the 3 week period.

| Contact made? | |
|----------------------------|----|
| Attempted but unsuccessful | 7 |
| Yes | 26 |
| Grand Total | 33 |

| Interview completed? | |
|----------------------|----|
| No | 12 |
| Yes | 21 |
| Grand Total | 33 |

Q1. Who is completing the interview? (Base 21)



Of the 21 respondents who took part in the telephone interviews, 18 used the service themselves and two confirmed that the adult they care for used the Telecare service. During the interview of one individual, 'Service User 7', it was discovered that they were not a customer of Telecare and the interview was discontinued. Therefore the below questions focus on the responses from interviews with 20 respondents in total.

Question 2a, 'Can you tell me a little bit about yourself?' was used as a warm up question and as such has not been included in the qualitative analysis.

Q2b. Do you have access to the internet at home?

100% (20) of people interviewed provided comments in response to this question. These comments were analysed thematically. The results of this analysis are summarised in the discussion below, but a full table of the themes that arose from this analysis can be viewed in Appendix 3.

Q3. Do you use any devices at home? E.g. smart watch, smart tablet, smart home assistant (Amazon Echo / Google Home)

29 extracts from 20 responses.

Q4. Can you tell me what you know about the Telecare service?

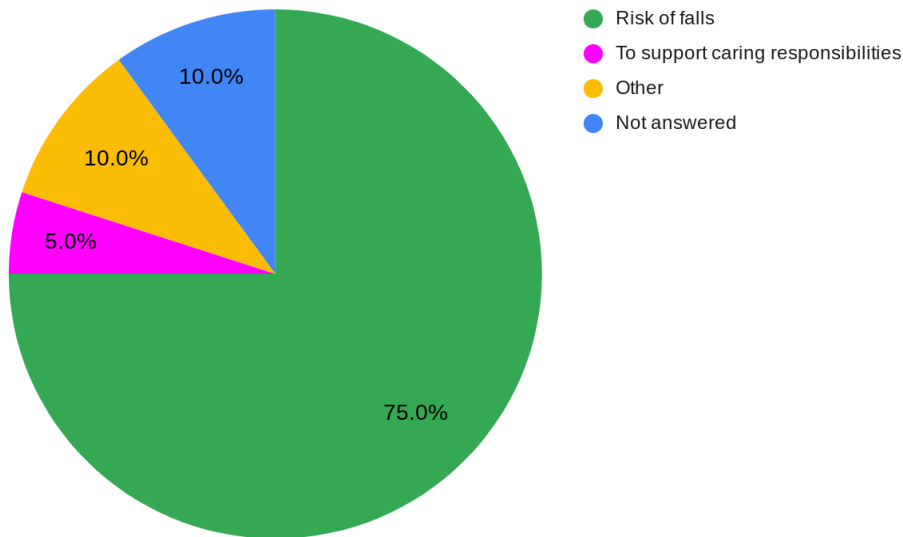
24 extracts out of 20 responses.

The majority of people interviewed (19) were able to give a basic explanation of what they thought the Telecare service was; 3 people needed prompting before they were able to do this. In general most people viewed the service as being a way to call for help in an emergency. Although some people were able to provide a basic explanation of how they believed the alarm system worked. One person said that they would like a pendant alarm that works outside the house as they had experienced falls in the community.

Only two people interviewed said that they did not know what Telecare was, and required a full explanation by the interviewer.

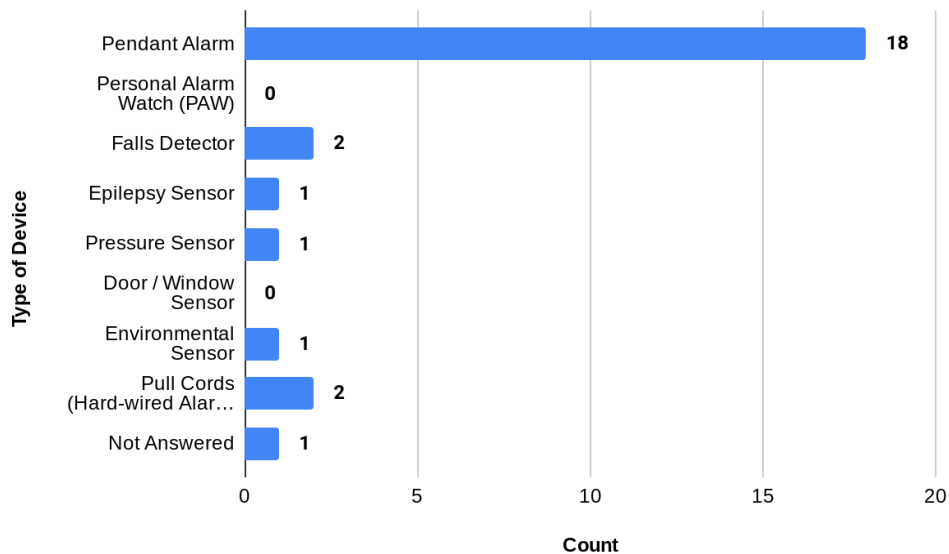
Q5. Why do you, or the person you care for, need the service?

The majority of people (15) said that they need the service because they are at risk of falling at home. One person said they need the service to support caring responsibilities. One person said that they used the service if they felt low or unwell, and another said it was there 'just in case I need it.' Two people did not respond to this question.



Of the 15 people who said they use the service primarily for falls, two said they also use it when they feel low or unwell, and one said they have used it to call for help with emergency housing repairs after several flooding incidents.

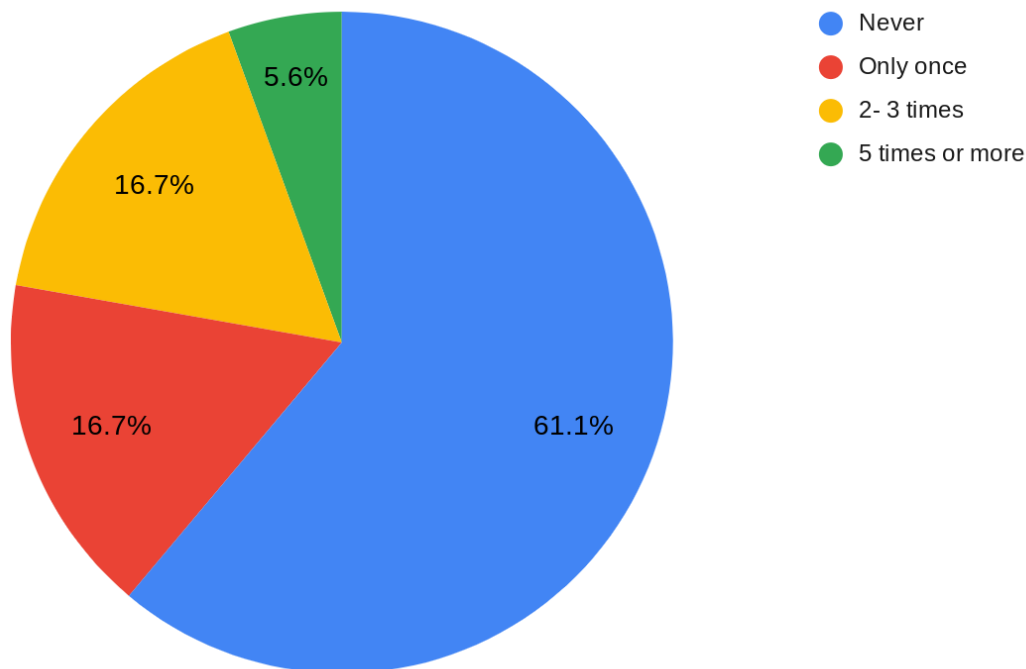
Q6. What type of Telecare device(s) do you or the adult/child you care for use?



One person chose not to answer this question. Of the 19 who did, 18 confirmed that they used a pendant alarm. Two people said they had pull cords in their properties, which they used to call for help. These individuals are likely residents of a sheltered housing scheme. One of the two sheltered housing scheme residents said they did not have any other devices apart from the pull cord, the second said they also had a pendant alarm.

One person said they had a pendant and a falls detector, and one said they had a pendant plus an environmental sensor. One person said they had a pendant, falls detector, epilepsy sensor and a pressure sensor (used on chair / bed).

Q7. How often have you needed to use the service i.e. called for help/assistance using your Telecare device(s)?



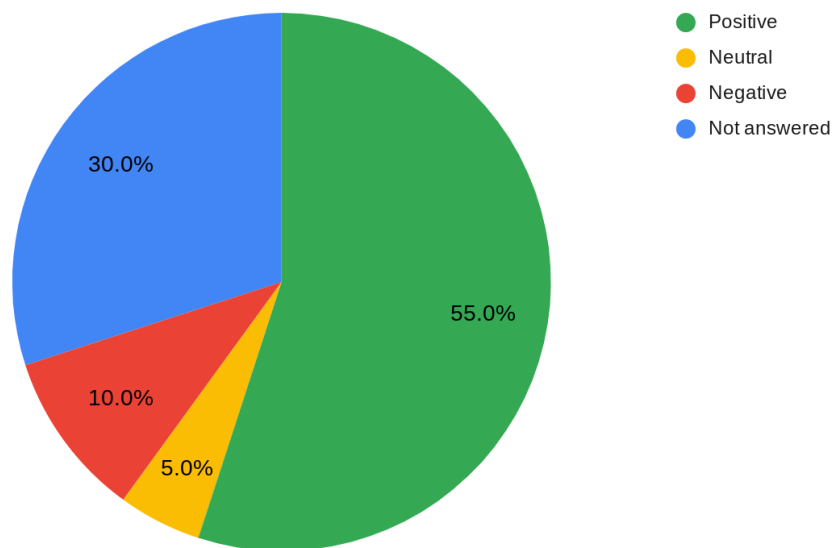
The majority of people (11) said that they had never used the Telecare service during the last 12-months. All of these people had a pendant alarm, one also had an environmental detector and one had pull cords in their home.

Three people said they had only used the service once, of these 2 had only pendant alarms and one only had pull cords.

Three people said they had used the service 2-3 times. All had pendant alarms and one had a falls detector. Only one person said they had used the service 5 or more times. This person had a pendant alarm and no other devices.

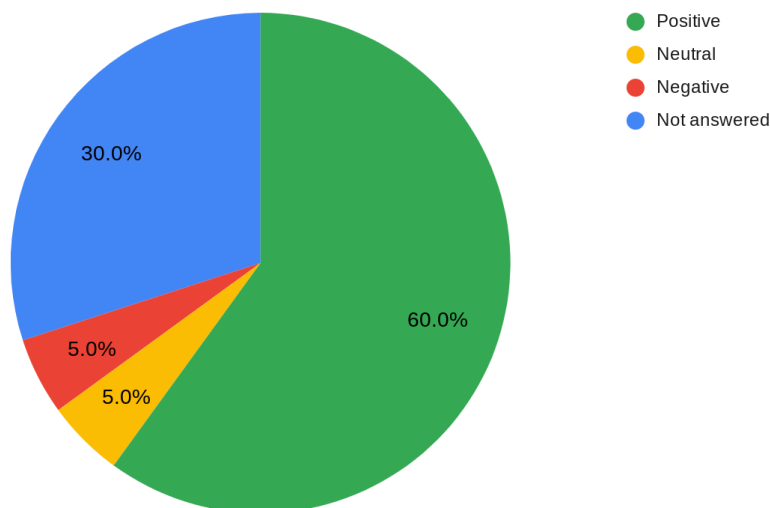
Two people did not provide responses to this question; one also chose not to say what devices they used and the other person told us that they used a pendant, falls detector, epilepsy sensor and pressure sensor.

Q8. How would you rate your experience using the Telecare equipment?



The majority of people interviewed (11) gave a positive rating (very good or good) regarding their experience of using their Telecare equipment. One person gave a neutral rating of their experience. Two people gave a negative rating of their experience (poor or very poor). Six people interviewed did not provide a rating.

Q9. How would you rate your experience of the overall Telecare Service?

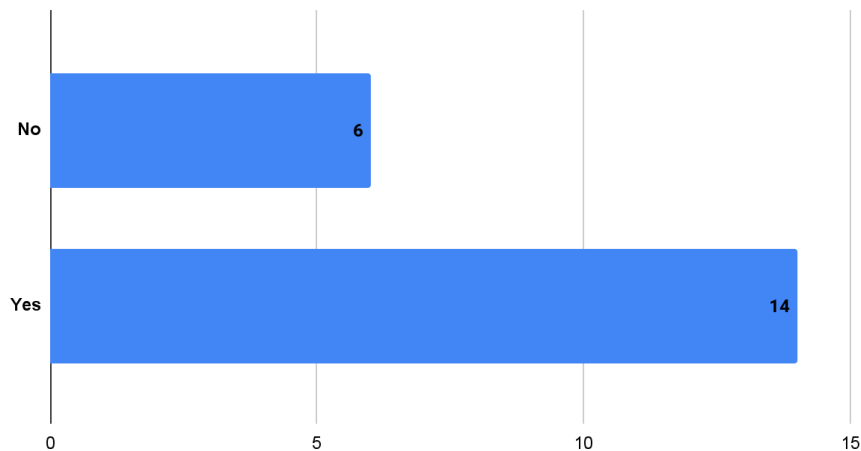


The majority of people (12) interviewed gave a positive rating (very good or good) regarding their overall experience of the Telecare service. One person gave a neutral rating of their experience, and one gave a negative rating of their experience (poor or very poor). Six people interviewed did not provide a rating.

Q10. Is there anything we could do to improve the service?

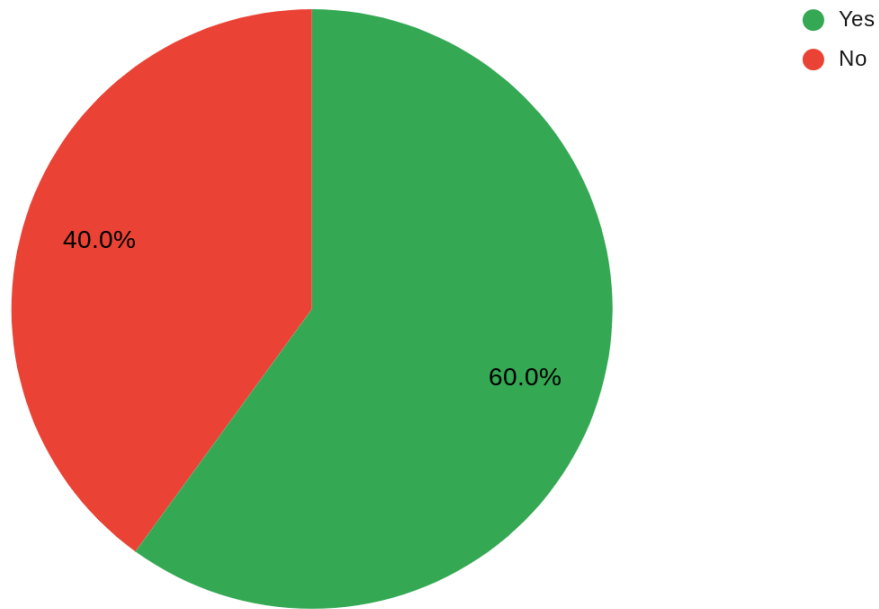
Q11. Have you ever fallen in your home? If yes, tell me about what happened? If not, what would you do if you did have a fall?

Have you ever fallen in your home?



Just under three quarters of the people interviewed (14) said that they had experienced falls in their home. Six people said they had not fallen at home.

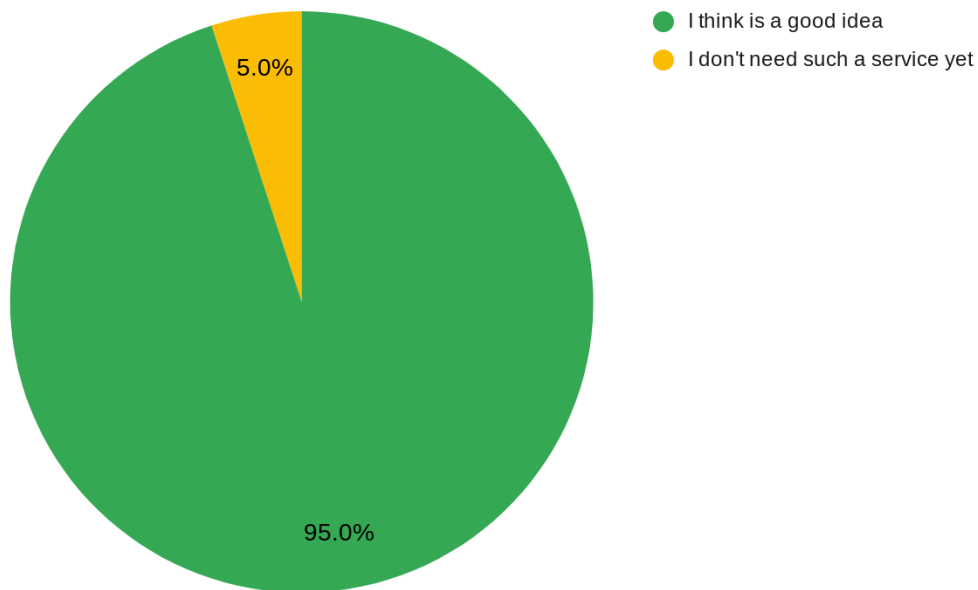
Q12. Do you have friends or family members who are able to come and help you if you ever have to call for help using the Telecare service?



The majority of people interviewed (12) said that they had friends and/or family members nearby who support them and could respond if they needed help at home. Eight people said that they had nobody nearby that could respond if they ever had to call for help.

Q13. We would like to start offering an 'assistive lifting' service to help people who have fallen, are uninjured, but cannot get up themselves. What do you think

about that?



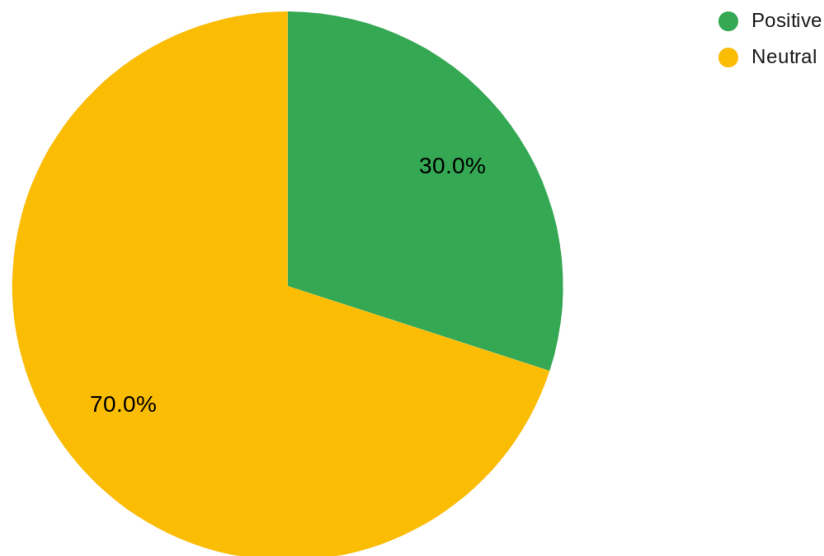
All respondents bar one (19) said that they thought introducing an assistive lifting service to the response service was a good idea. One person said that they didn't need such a service at the moment but did not make any negative statements about the proposal.

Q14. A response officer is someone that will come to your home when you have called for assistance using one of your Telecare devices. If you called for assistance and a response officer came to your home, what would your

expectations be?

< insert qualitative analysis table >

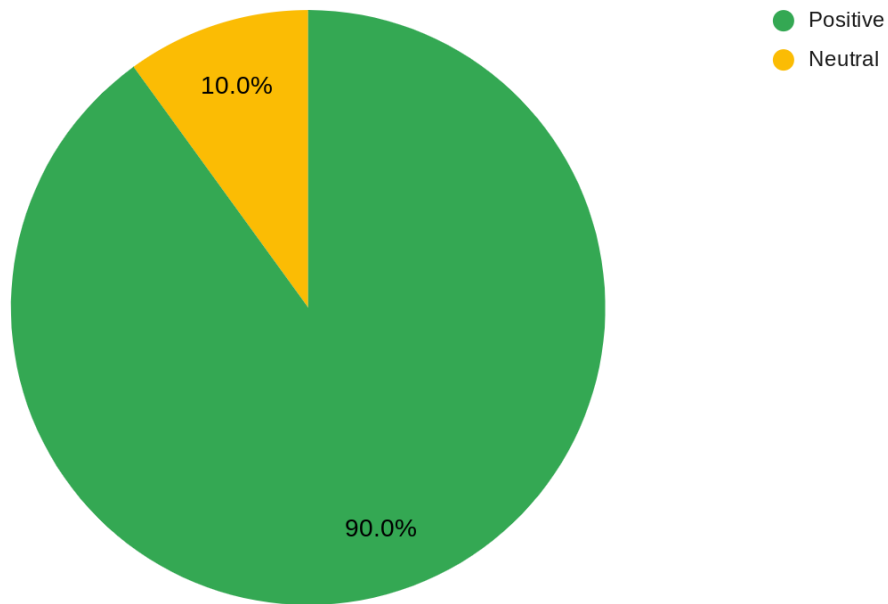
Q15. Response officers currently wear their own clothes - they do not wear a uniform. We are considering whether to introduce a uniform for response officers. How do you feel about that?



The majority of people who responded to this question (14) said they 'did not mind' whether the response officers wore uniforms or their own clothes; the remaining 6 respondents said they felt positive about a uniform being introduced.

Q16. Response officers currently provide practical and emotional support and can get you help from other services. We are thinking about training them to be able to also help with health related issues e.g. if you're feeling a bit dizzy or

unwell, or have had a fall but you're not badly injured. How do you feel about that?

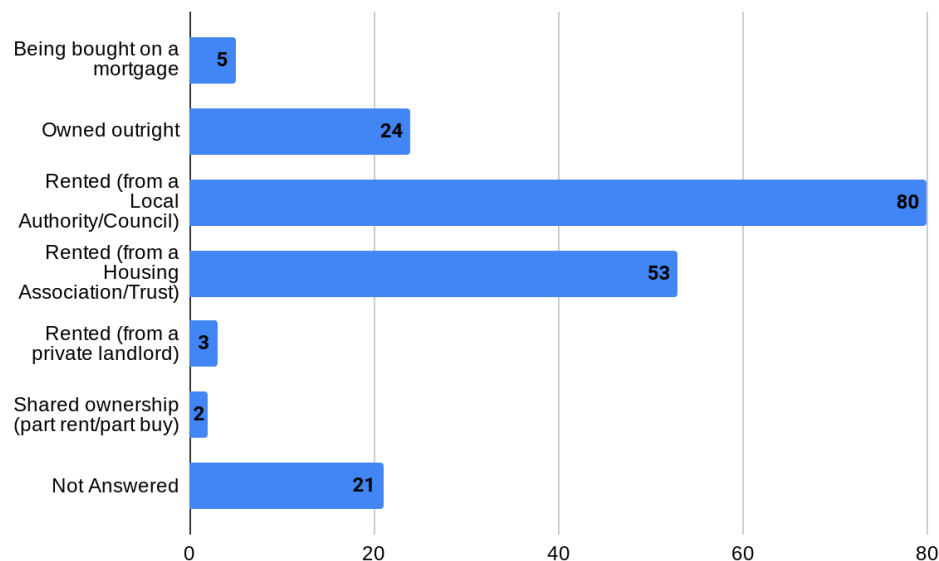


The majority of respondents said they felt positive about having responders trained to be able to help with health related issues; one person said they felt neither positive nor negative about this. No-one responded negatively to this question.

Q17. Is there anything else you'd like to tell us about the Telecare service before you go?

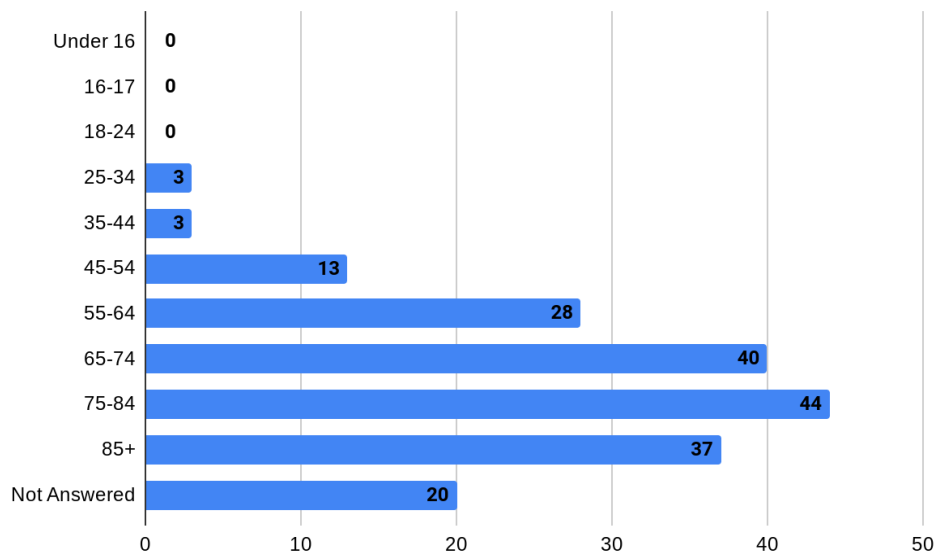
Profile of Respondents

Housing Tenure: Which of the following best describes the ownership of your home? (Base 188)



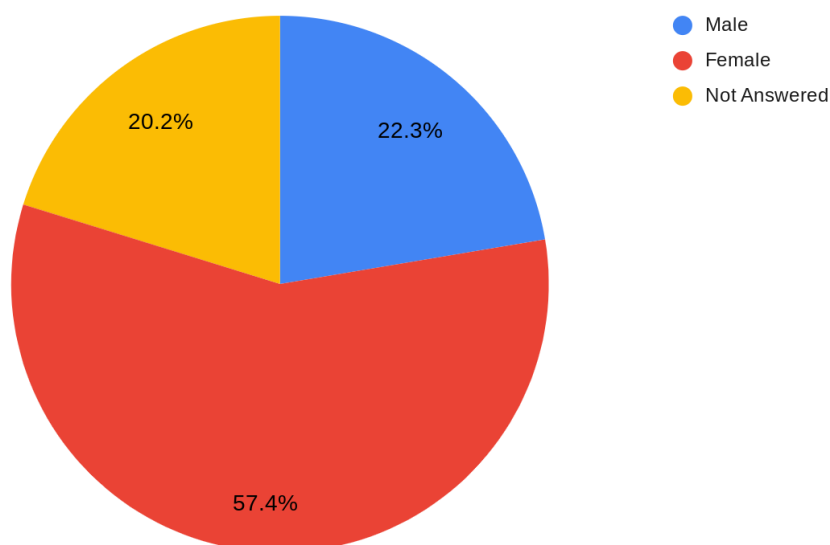
Over 70% of respondents rent their homes; 43% rent their home from the Council and 28% from a Housing Association/Trust. Only 15% of respondents won their home outright or are in the process of buying it on a mortgage.

What is your age group? (Base 168)



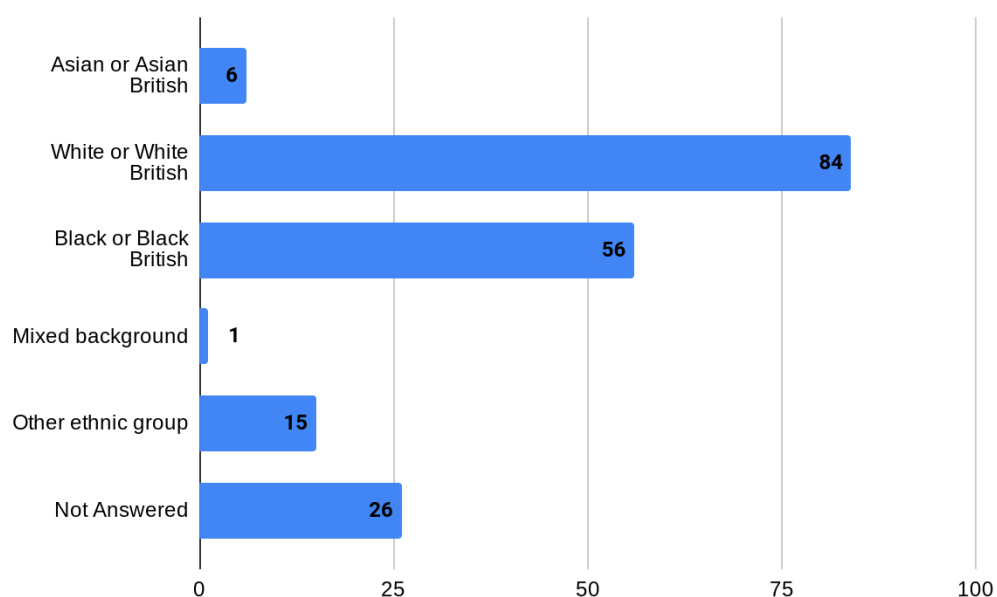
79.3% (149) of respondents were over the age of 65, which is slightly higher but broadly in line with the profile of Telecare clients.

What is your gender? (Base 150)



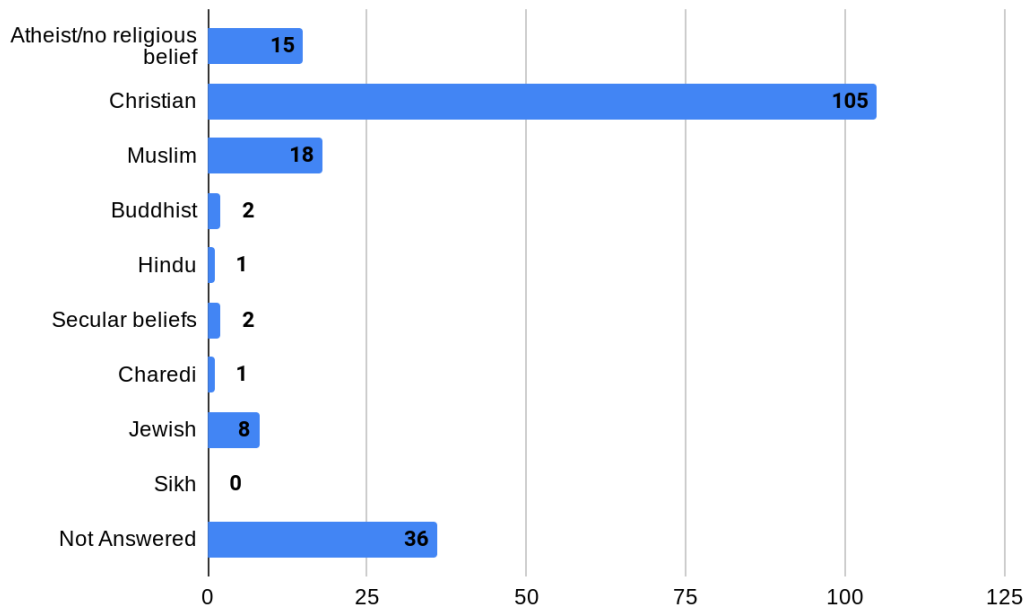
57.4% (108) of respondents were female, compared to 22.3% (42) who were male. This is in line with the gender split of those who use the Telecare service.

What is your ethnicity? (Base 162)



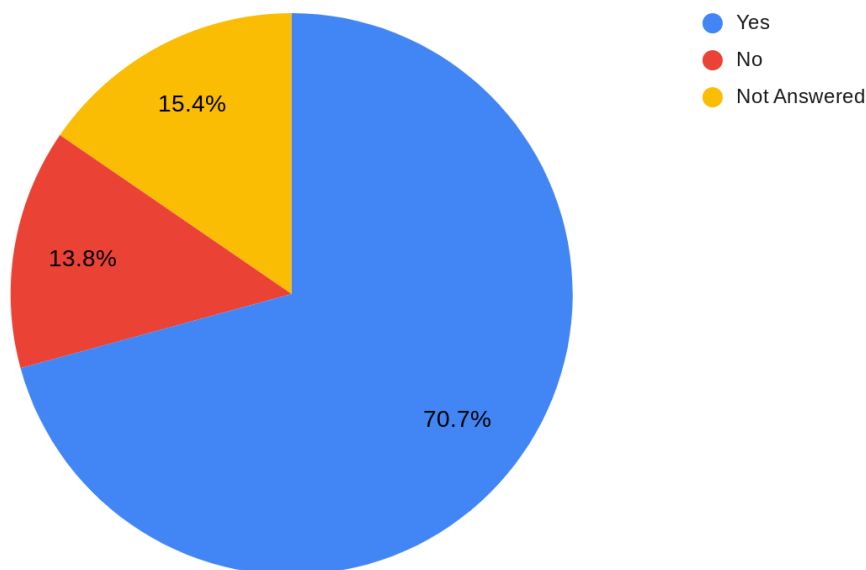
44.7% (84) identified themselves as 'White or White British', 29.7% (56) identified themselves as 'Black or Black British', 3.2% (6) identified as 'Asian or Asian British' and 0.5% (1) as being from a 'Mixed background'. 7.9% (15) identified themselves as 'Other ethnic group' and 11 respondents included comments in the 'Other (please state if you wish)' section of this question.

What is your Religion or belief? (Base 152)



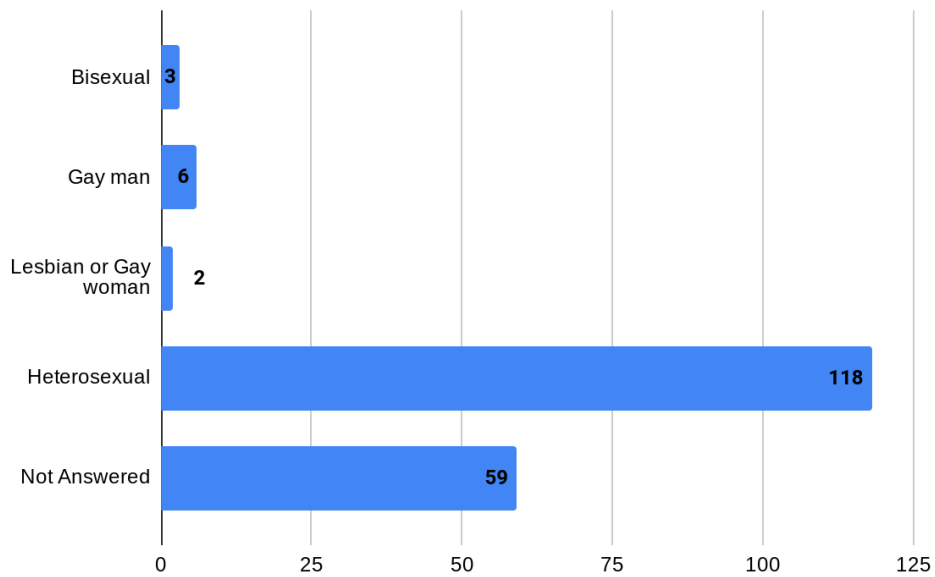
55.9% (105) indicated that they were Christian, 9.6% (18) that they were Muslim, 7.9% (15) indicated they were 'Atheist / no religious beliefs' and 4.3% (8) indicated that they were 'Jewish'. Eight respondents included comments in the 'Other (please state if you wish)' section of this question, 5 of these respondents indicated that they were 'Catholic'.

Do you consider yourself to be disabled? (Base 159)



70.7% (133) of respondents indicated that they consider themselves to be disabled compared with 13.8% (26) who indicated that they didn't. 15.4% (29) of respondents chose not to answer this question.

What sexual orientation are you? (Base 129)



62.8% (118) of respondents described their sexual orientation as being 'Heterosexual', 3.2% (6) as being a 'Gay man', 1.6% (3) as being 'Bisexual' and 1.1% (2) as being a 'Lesbian or Gay woman'. The remaining 31.9% (59) of respondents chose not to answer this question.

Conclusion

APPENDIX

Tell us about your experience with Telecare

Questionnaire



Please return the completed questionnaire by Friday 12 November, using the pre-paid return envelope supplied.

If you would rather complete the survey online you can do this by visiting hackney.gov.uk/telecaresurvey



Tell us about your experience with Telecare

Overview

Hackney Council is committed to improving its services. We know people using our services are best placed to help us do this.

With you, we want to evaluate the Telecare service for adults and children in Hackney. This is to help us understand how the current service is performing in terms of helping your recovery, maintaining your independence, supporting unpaid carers and working in a holistic way to meet the needs of its customers. Also, it will help us ensure we have the right balance of services to meet the diverse and changing needs of Hackney residents.

We are keen to hear from you if you use the Telecare service in Hackney, or if you care for someone who uses this service. This will really help us understand Hackney residents' views about the service, how and where they feel the service can be improved and where there might be gaps in the current service.

We will use the feedback received to inform a planned redesign of the service. The aim of the redesign will be to make improvements where resident feedback has indicated that these are needed, whilst retaining the things that residents have told us are already working well for them.

At a later stage we would like to involve you in the redesign by seeking your views on the proposed changes to this service in Hackney. This will help us finalise the design of how Telecare is to be delivered in the future. We very much want to work together with a small number of people who use the service to feed in to the final service specifications. You can let us know at the end of the survey if you would like to be more involved and how you would want us to contact you.

Many thanks

What is Telecare?

Telecare is the traditional term used to describe technology that is available that could help you live independently and stay in control of your health and wellbeing.

Telecare detects when there's a problem and sends alerts to a call centre which then organises help for you. For example, the alert might get sent if you left the gas on by accident, or a personal alarm would allow you to call for help if you had a fall. The call centre can contact a friend, relative or the Telecare response service, who can then come to your home and assist you if required.



If you have further questions on this consultation then please contact:
charlotte.smith@hackney.gov.uk

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1. Do you or someone you live with access the Hackney Telecare service?

- ☐ Yes, I use the service for myself
- ☐ Yes, the adult that I care for uses the service
- ☐ Yes, my child uses the service

If other, please specify below

2. What type of Telecare device(s) do you or the adult/child you care for use? (Tick all that apply)

- ☐ Pendant Alarm (worn on the wrist / around the neck)
- ☐ Personal Alarm Watch (PAW)
- ☐ Falls Detector
- ☐ Epilepsy Sensor
- ☐ Pressure sensor (used on chair / bed)
- ☐ Door/Window sensors
- ☐ Environmental sensors (flood detector, heat detector, smoke detector)
- ☐ None of the above

If other, please specify below

3. How satisfied or dissatisfied are you with the following?:

| | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | N/A |
|--|--------------------------|--------------------------|------------------------------------|--------------------------|--------------------------|--------------------------|
| Quality of the Telecare device(s) you have been provided | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Installation you received for your device(s) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance you received for your device(s) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Repair service you received for your device(s) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

4. Thinking about the last 12 months, how often have you needed to use the service? i.e. called for help/assistance using your Telecare device(s)

- ☐ Daily
- ☐ A few times a week
- ☐ A few times a month
- ☐ A few times a year
- ☐ Never

Telecare Service

5. How satisfied or dissatisfied are you with the Telecare call monitoring service? These are the people who contact you when your Telecare alarm has been triggered, ask you what help you need and will then arrange this for you.

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

6. Do you have access to the Hackney response service? These are the response officers who can visit you at your home in response to a call and provide or arrange the support you need. You will have provided them with a key to your home if so.

(Required)

- | | | |
|---|--|---|
| <input type="checkbox"/> Yes, I have requested the response team provide me with support when my friends and/or family are unable to do so. (Go to Q7) | <input type="checkbox"/> No, my friends and/or family are always able to provide support in these situations. (Go to Q10) | <input type="checkbox"/> I'm not sure if I have access to the Hackney response service (Go to Q10) |
|---|--|---|

Telecare Response Service

7. Thinking about the last 12 months, have you ever received support from the Hackney response team after activating an alarm?

- | | |
|---|--|
| <input type="checkbox"/> I have received support from the response service on only one occasion | <input type="checkbox"/> I have never received support from the response service |
| <input type="checkbox"/> I have received support from the response service a few times | <input type="checkbox"/> Not applicable |
| <input type="checkbox"/> I have received support from the response service on many occasions | |

8. How satisfied or dissatisfied are you with the Telecare response service?

- | | | | | |
|---|---|---|--|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Fairly dissatisfied | <input type="checkbox"/> Very dissatisfied |
|---|---|---|--|--|

9. We are looking into the benefits of our response service being skilled to be able to help with more health related issues. The ambulance will always be available to you in emergency situations. How much do you agree or disagree that this would be a benefit for you and/or the person you care for?

- | | | | | |
|---|--|---|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Tend to disagree | <input type="checkbox"/> Strongly disagree |
|---|--|---|---|--|

Overall

10. How satisfied or dissatisfied are you with the overall service you have received from the Hackney Telecare service?

- | | | | | |
|---|---|---|--|--|
| <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Fairly satisfied | <input type="checkbox"/> Neither satisfied nor dissatisfied | <input type="checkbox"/> Fairly dissatisfied | <input type="checkbox"/> Very dissatisfied |
|---|---|---|--|--|

Internet Access

11. Do you have access to the internet in your home?

- | | | |
|--|---|--|
| <input type="checkbox"/> Yes (Go to Q14) | <input type="checkbox"/> No (Go to Q12) | <input type="checkbox"/> Maybe (Go to Q12) |
|--|---|--|

12. If you do not currently have access to the internet, is this something you are considering or would like to arrange?

- | | | |
|------------------------------|-----------------------------|--------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Maybe |
|------------------------------|-----------------------------|--------------------------------|

13. What are the challenges (if any) preventing you from getting internet access at home?

(Tick all that apply)

- | | |
|--|--|
| <input type="checkbox"/> I do not believe this would be affordable | <input type="checkbox"/> I would need support to use the internet and online devices |
| <input type="checkbox"/> I would need support to arrange this | <input type="checkbox"/> I do not need access to the internet at home |

14. There are now lots of assistive technologies or 'smart devices' available to buy commercially. We are interested in understanding what (if any) devices our residents are already using to support themselves in their daily activities. Please let us know if you are currently using any of the smart devices listed below.

(Tick all that apply)

☐ Tablet Device / Laptop / Home Computer

☐ Smart Speaker e.g. Amazon Alexa, Google Home

☐ Smart phone

☐ Smart Watch e.g. Fit Bit

If none of the above apply to you, please select one of the options below:

☐ I don't currently use any smart devices and I don't see this changing

☐ I don't currently use any smart devices but I would like to

Your Views

15. What are the benefits of having access to the Telecare service for you, or the adult/child you care for?

16. Is there anything we could do to improve the service?

Getting involved

17. If there is anything else you would like to tell us about your experience of receiving Hackney Telecare service then we would love to hear from you. If you would like to be more involved in the proposed redesign of the service or simply want to share your experience of using our Telecare services then please let us know by selecting one or more of the engagement options below:

(Tick all that apply)

☐ I would like someone to call me so I can give my feedback over the telephone

☐ I would like to help and advise the Council throughout the redesign process by being part of a co-production group

☐ I would like to be invited to take part in an online focus group - using video conferencing

☐ I have provided my feedback in this survey and do not wish to be contacted further

18. If you are happy for us to contact you, please provide your contact details below:

Full Name:

Email address:

Telephone No:

About you

This information will help us to understand our service users and residents. All information is used under the strict controls of the 1998 Data Protection Act and the 2018 General Data Protection Regulations (GDPR). This information is optional and will not be used in a way that identifies you.

Which of the following best describes the ownership of your home?

- | | |
|---|--|
| <input type="checkbox"/> Being bought on a mortgage | <input type="checkbox"/> Rented (from a Local Authority/Council) |
| <input type="checkbox"/> Owned outright | <input type="checkbox"/> Rented (from a Housing Association/Trust) |
| <input type="checkbox"/> Rented (from a private landlord) | <input type="checkbox"/> Shared ownership (part rent/part buy) |

What is your age group?

- | | | |
|-----------------------------------|--------------------------------|--|
| <input type="checkbox"/> Under 16 | <input type="checkbox"/> 35-44 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 16-17 | <input type="checkbox"/> 45-54 | <input type="checkbox"/> 85 or over |
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 55-64 | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 65-74 | |

Gender:

- ☐ Male ☐ Female

If you prefer to use your own term please provide this here: _____

Ethnicity: Are you

- | | | |
|---|---|---|
| <input type="checkbox"/> Asian or Asian British | <input type="checkbox"/> Mixed background | <input type="checkbox"/> Other, please tell us if you wish: <input type="text"/> |
| <input type="checkbox"/> Black or Black British | <input type="checkbox"/> Other ethnic group | |
| <input type="checkbox"/> White or White British | | |

What are your religious beliefs?

- | | | | |
|--|------------------------------------|--|---|
| <input type="checkbox"/> Atheist/no religious belief | <input type="checkbox"/> Christian | <input type="checkbox"/> Muslim | <input type="checkbox"/> Other, please tell us if you wish: <input type="text"/> |
| <input type="checkbox"/> Buddhist | <input type="checkbox"/> Hindu | <input type="checkbox"/> Secular beliefs | |
| <input type="checkbox"/> Charedi | <input type="checkbox"/> Jewish | <input type="checkbox"/> Sikh | |

Disability: Do you consider yourself to be disabled?

Under the Equality Act you are disabled if you have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on your ability to do normal daily activities.

- ☐ Yes ☐ No

Sexual orientation: Are you

- | | | |
|-----------------------------------|---|--|
| <input type="checkbox"/> Bisexual | <input type="checkbox"/> Lesbian or Gay woman | <input type="checkbox"/> Other please state if you wish: <input type="text"/> |
| <input type="checkbox"/> Gay man | <input type="checkbox"/> Heterosexual | |

Thank you for completing this questionnaire.

APPENDIX 2 - TELECARE SERVICE EVALUATION TELEPHONE INTERVIEW

Telecare Service User Discussion Guide: to evaluate the quality of the Telecare service in Hackney with residents who access the service and/or their parents/carers. Also to seek their views on some of our plans for the future service in Hackney.

Introduction:

Introduce yourself providing your job title and state you are an employee of Hackney council. Ask if the person has some time to talk with you today. Then explain why we are contacting them using the script below:

We're evaluating the Telecare service for adults and children in Hackney. To do this we are speaking to Hackney residents who use the service, or who care for someone who uses the service.

The idea today is to go through a few questions which should last about 30-45 minutes. We'll use what you say to help make council services better.

Before we start there are a few things to let you know:

Your participation is voluntary

I'd like to record the audio from the phone call so that I don't have to take notes

You can ask any questions at any time

Your answers are kept confidential

We may also share anonymised results of our research with colleagues across other teams of Hackney council, other councils and government agencies. However, none of the data we share with these groups will be linked back to you.

You may change your mind at any time and ask us to delete any notes we've made of the session.

Is that okay?

Do you have any questions before we start?

If verbal consent is given, press record and continue. If not, please continue with the interview without recording.

Please use the questions in the Google Form to guide the discussion. The conversation may prevent you from dealing with each question in the order they appear on the form. However, please try to guide the interviewee as best you can and try to ensure you have responses for all questions before ending the interview.

Please remember to stop the recording at the end of each interview.

* Required

Please use the questions in the Google Form to guide the discussion. The conversation may prevent you from dealing with each question in the order they appear on the form. However, please try to guide the interviewee as best you can and try to ensure you have responses for all questions before ending the interview. Please remember to stop the recording at the end of each interview.

1. Name of staff member completing interview and date. *

2. Service user name and ID *

11. How would you rate your experience using the Telecare equipment

Mark only one oval.

| | 1 | 2 | 3 | 4 | 5 | |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------|
| very good | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | very poor |

12. Can you tell me why you gave that score

13. How would you rate your experience of the overall Telecare Service

Mark only one oval.

| | 1 | 2 | 3 | 4 | 5 | |
|-----------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------|
| very good | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | very poor |

14. Can you tell me why you gave that score?

15. Is there anything that we could do to improve your experience service?

16. Have you ever fallen in your home?

Mark only one oval.

☐ Yes

☐ No

17. If yes, tell me about what happened?

18. If no, what would you do if you did have a fall?

19. Do you have friends or family members who are able to come and help you if you ever have to call for help using the Telecare service?

20. We would like to start offering an 'assistive lifting' service to help people who have fallen, are uninjured, but cannot get up themselves. What do you think about that?

21. A response officer is someone that will come to your home when you have called for assistance using one of your Telecare devices. If you called for assistance and a response officer came to your home, what would your expectations be?

22. Response officers currently wear their own clothes - they do not wear a uniform. We are considering whether to introduce a uniform for response officers. How do you feel about that?

23. Response officers currently provide practical and emotional support and can get you help from other services. We are thinking about training them to be able to also help with health related issues e.g. if you're feeling a bit dizzy or unwell, or have had a fall but you're not badly injured. How do you feel about that?

24. That's all the questions that I have for you today. Is there anything else you'd like to tell us about the Telecare service before you go?

Thank you very much for your time today. This session has been very helpful. Have a great day.

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Google Forms

APPENDIX 3 - THEMATIC ANALYSIS

Service Evaluation Survey:

Q11. What are the benefits of having access to the Telecare service for you, or the adult/child you care for? (Base 146)

| Key Themes | Extracts from relevant comments | Count |
|--|---|-------|
| Emergency response - Help is there when needed | Emergency service and help (someone) is always there if needed / just press the button / get help quickly / Response / it helps when I have a problem | 59 |
| Helpful for those at risk of falls | If I fall I can rely on them / poor or reduced mobility / if I fall out of my wheelchair | 30 |
| Makes me feel safe | Security / makes me feel safe / makes all the difference / Without the service I would not feel safe without support being in place / without the service I would be vulnerable / So someone can check that I am safe | 23 |
| Is a backup for vulnerable people who live alone | Provides comfort for frail, disabled housebound people who live alone / do not have anyone to help me / living on own, nice to have backup | 20 |
| Provides peace of mind | Peace of Mind | 17 |
| Provides reassurance and confidence | Gives you confidence / helps you relax / gives me hope that i have got support / reassuring | 16 |
| Quick access to healthcare when needed | I can get a doctor of I get ill / getting me to hospital and medical care when needed / so important due to my health deteriorating / Allows people we care fo to maintain a closer connection with healthcare providers | 15 |
| Provides help until my family arrives or when they can't be there | If I need to use my wrist band I know my family will be notified / can provide help until my family arrives / alone when carers are not there / When no one is home I feel secure like someone is with me. In an emergency you can count on someone's help. | 14 |
| Very good / happy with service / quick and helpful response | Very Good / Very happy with the support I get / very quick response and assistance / Thank you. /They are quick on your calls and very supportful. / It's handy and easy / the support was excellent | 11 |
| Reassurance for carers when they cannot be there | Reassurance to carers when they cannot be there / reassuring that my parents are safe in my absence / Knowing that in the event of an emergency my elderly parent can call for help. / It supports my carer with knowing that I am okay when she is not in the house. | 11 |
| Important potentially life saving service | Life Saving Devices / Telecare can save lives / An extra safety device in my home / It's my lifeline / very important / it has proved | 6 |

| | | |
|---|--|-----|
| | potentially life saving | |
| Helpful to senior citizens | helpful for senior citizens / at my age it's a great help | 5 |
| Supports people with LTC and/or a disability | supports people with a long term illness/ condition / disability | 5 |
| | | 232 |

Q12. Is there anything we could do to improve the service? (Base 98)

| Key Themes | Extracts from relevant comments | Count |
|--|---|-------|
| No suggestions for improvement | No improvements - No / not that I can think of / N/A / None that I know, thank you | 17 |
| Not applicable to Telecare | Too expensive and internet not reliable? Improve internet / You won't help me reinstate TV plug point. / I have smart phone only upstairs at the living room but not downstairs at the bedroom or toilet. /Answer the phone. I have a chair in the kitchen that needs repair, I phoned many times and no reply. / I had 6 weeks help - maybe helpful to have another 2 weeks to help with exercises etc | 6 |
| Improved maintenance and quality of devices | Lack of maintenance on equipment / Equipment never serviced or replaced with inferior equipment / Device functionality issues | 5 |
| Increased welfare checks | More welfare checks - check on me more often / get in touch more often | 3 |
| Improve variety of available technology | Offer more types of devices - if there are more devices I would like them / due to my epilepsy I would like a device to help monitor | 3 |
| Quicker response | Answer the call quicker / If, when I call or press the panic button someone would respond to me sooner. | 2 |
| Poor Communication | Communication is not great for this service. | 1 |
| Improve data quality | Check client information is correct each year | 1 |
| Improve preventative health function | Yes, if we could have for example in a care home an ambulance to deal with the patient straight away before you seek for an emergency in a hospital. | 1 |
| | | 39 |

Telephone Interviews:

Q2b. Do you have access to the internet at home? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|--|--|-------|
| Does not have the internet | I don't have the internet | 10 |
| Has the internet and is able to use it | I have the internet and use it / I have a tablet which I use to get international news / I don't use it for much / I've recently been given a phone with no buttons / i use the internet for a lot of things but nothing in particular | 5 |
| Lacks skill and/or confidence to use the internet | It's too complicated / I don't want to learn to use it / I don't feel able to use it / anxious about security / I'm no good with the internet | 5 |
| Does not need the internet | I'm happy without the internet / I don't need it / I'm too old for the internet | 3 |
| Would like to access the internet but would need support | I would need support to help me get and use the internet / having the internet would be a good idea as it would allow me to stay connected with my family / I would like a refresher course to help me get my skills back | 3 |
| Has the internet but does not use it | I think I have the internet but I don't use it. I was told I needed it for my TV / I have the internet but I don't use it my son does | 2 |
| Interested in accessing smart devices | I would like a smart watch which I could wear on my hand. | 1 |
| | | 29 |

Q3. Do you use any devices at home? E.g. smart watch, smart tablet, smart home assistant (Amazon Echo / Google Home) (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|---------------------------------|--|-------|
| Does not use any smart devices | I don't have any smart devices / I don't have anything like a smartphone or tablet. / I don't use any equipment/nothing - my memory is going/no memory. / no, I can't use them | 15 |
| Uses a smart phone | I have a smartphone. Not Amazon. I use it to make Whatsapp phone calls and videos. / Uses Android phone | 6 |
| Uses a smart home assistant | I have an Alexa / Amazon Echo | 2 |
| Has a tablet but doesn't use it | Uses Android phone, has tablet but does not use it | 1 |

| | | |
|--|--|----|
| Has access to multiple smart devices and developed technical skills | Amazon echo, smart-phone and tablet. My mum was able to improve her knowledge and use of technology due to the various lockdowns | 1 |
| Interested but would need support to develop technical skills | I'm aware of the support schemes for developing technical skills and have been offered this. I was too ill at the time but would be interested once I'm well | 1 |
| | | 26 |

Q4. Can you tell me what you know about the Telecare service? (Base 20)

| Key Themes | Example extracts from relevant comments | Count |
|---|--|-------|
| In an emergency I press the button and someone will come help me | I Know if I had an emergency or a fall I could ask them to call me. I have to stop my grandson touching the pendant and the box. / I think you mean my emergency phone / I wear the pendant all the time, even in the shower / If I need help I press the button and someone will come to help me / if anything goes wrong you have a set of keys and can come help me / I have an alarm that i wear around my neck / I can call someone if I fall at home. / it helps take care of the person i look after, if something happens to her | 19 |
| I don't know what Telecare is | I don't know what Telecare is / I have a carer that comes twice a day / I don't know what it is | 4 |
| | | 23 |

**3 required explanation / prompting before showing an understanding of what the service was.*

Q8. How would you rate your experience using the Telecare equipment? Can you tell me why you gave that score? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|---|---|-------|
| Positive Comments | | |
| I've never used the service but I feel reassured that I can get help if needed | I've had the service since my husband was alive not used for myself. I have no problems with the service / Never used it but think the idea itself is very good / not used it, but good idea to have / Has never used the service in 12 months she' shad it. However she feels reassured wearing the pendant in her home, knowing that if something does happen she will get help. / Reassuring to know I will be okay if I fall. Stops feeling of helplessness and to know I get help if fall. | 5 |

| | | |
|---|--|----|
| The quick response is reassuring | because when i have pressed the buttons - mostly by accident - immediately there is someone / When the pendant alarm had been pressed by accident, the quick response was very reassuring. / they always answer, someone there | 3 |
| Equipment is repaired or replaced when needed | recently got a new pendant as the old one wasn't working / The alarm was going off by itself and they came to sort it / | 2 |
| A useful service that means I can get the help I need | I find it very useful. It's gotten me out of some very sticky situations. / Good service, have reassurance to know will be okay if fall. Stops feeling of helplessness and to know I get help if fall. | 2 |
| It is easy to use | The equipment is simple enough to use and his mother understands what needs to be done / I use it when I need it. It's easy to use. I always keep it beside me. | 2 |
| It helps with my caring responsibilities | only used it once - she has other OT equipment it helps me care for her. they are very helpful | 1 |
| Negative comments | | |
| I'm not sure how to report a repair or problem with my equipment | I do wonder who to contact about it though as I've had it over 10 years and I'm worried about what to do if it ever stops working / I don't have a number to contact them on / My machine (base unit) is located in the hallway but I sit in the living room. There are no pull chords (hard wired alarms) nearby where I sit but I have the alarm around my neck. However, when the alarm is activated (only by mistake at the moment) I have had to get up and go to the machine in the hallway so that I can answer the call (speak to call operator). Its okay but if I'm ever not well i might find it difficult to mobilise to the hallway to speak through the machine. | 3 |
| The service has failed to repair/replace my equipment | The issue is the wrist device; it needs replacing/updating and getting that done has been challenging. Right now it does not work as it should and despite several attempts it has still not been changed or repaired by the Telecare company. | 1 |
| Not relevant / Not able to answer | | |
| I cannot answer as I've never used the service | Never used the service so not able to answer / Not rated as he has never had to use the service | 2 |
| I'm concerned responders cannot gain access to my property | Only because if I were to fall, no one can be let in to the apartment to assist and therefore tend to wait for family members. | 1 |
| | | 22 |

Q9. How would you rate your experience of the overall Telecare Service? Can you tell me why you gave that score? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|---|---|-------|
| Positive Comments | | |
| The service and staff are helpful | they helped me by calling my friend and asking them to call me on the mobile I had. As i don't know how to use it myself. / The people on the other side (call centre) are always so helpful. / they're helpful / very helpful / there are cameras in his mums home, and they have always been open for him to call and alert them if he sees that his mum has had a fall, as she does not always wear her pendant. | 5 |
| The service is good and reassuring | Find the service very good and it is reassuring. / It's really good I have it on my bed and always put it on me when I get home. / Everything is perfect at the moment. I have no issues with the service, I'm very happy with it. / I have never had any issues / Reassurance and back up. Additional assurance and live alone. Everything is wel | 5 |
| The service is quick to respond | Because when the alarm has gone off they have rung me straight away. / the alarm has been triggered accidentally and the response time was very quick. / The service is also tested by the family who will trigger the alarm every 2 months or so, and again response rates have always been fast. | 3 |
| They help deal with false alarms in a reassuring way | the manager changed the chain and told me keep it around my neck at all time as it is ok if it accidentally goes off. / It was a false alarm and I let them know. They told me that it sometimes does that and not to worry and stopped the alarm. / the alarm has been triggered accidentally and the response time was very quick. The person on the other end of the phone was also very reassuring. | 3 |
| I feel positive about the service but have never had to use it | I've never really had to use it - but for the experience I've been ok / not used it, but good idea to have / Despite not having the need to use the response service, as his mother has not had a fall, the alarm has been triggered accidentally and the response time was very quick. The person on the other end of the phone was also very reassuring. | 3 |
| They contact me to check I'm okay | Once or twice they have contact me to see if everything was alright. | 1 |
| Negative comments | | |
| The service used to be quicker to respond | It used to be an excellent service. They don't react as quickly as they used to but I am happy to have this in case I'm not feeling well. I had to wait for about 45 mins the last time I called it. Maybe the person was new. | 1 |

| | | |
|---|--|----|
| I'm concerned responders cannot gain access to my property | Only because if I were to fall, no one can be let in to the apartment to assist and therefore tend to wait for family members. | 1 |
| Neutral / Not able to answer | | |
| Not able to answer as never used the service | Never used the service so not able to answer / Not used the service / Not rated as he has never had to use the service | 3 |
| | | 25 |

Q10. Is there anything that we could do to improve your experience service?
(Base 20)

| Key Themes | Extracts from relevant comments | Count |
|--|--|--------------|
| No response | Respondent did not answer this question / Cannot answer as not used the service so far | 4 |
| Not relevant to Telecare | Not relevant - Waiting for wetroom / walk in shower probably covid / Has asked for a shower and would like this to help / waiting for social care to move home | 3 |
| No improvements suggested | Nothing - no improvements required / I don't know | 3 |
| Improve maintenance and repair service | Regular maintenance and better information about who to call if it stops working / improve how often devices are updated and the length of time taken to repair faulty alarm equipment / more testing for reassurance it's working | 3 |
| The service should be based near it's customers | The service should be in Hackney, is the service in Hertfordshire? How can the service people get to me so quickly? / The man who comes to help me should come and live here :) | 2 |
| Quicker response | Quicker response for LAS - if an ambulance could be nearer and more timely / They could answer the calls quicker but apart from that I am happy | 2 |
| Provide alarms that work outside of the home | Provide an alarm that works outside | 1 |
| Ensure is base unit near the user | Make sure the Telecare machine is nearby | 1 |
| Prevent False Alarm | Prevent false alarms | 1 |
| Introduce regular welfare checks | Check in regularly each month | 1 |
| Access to clients property | Access for responders - If the issue with the door and being able to let someone into the apartment is resolved then that will be fine. | 1 |

| | | |
|--|--|----|
| Improve service information available to customers | better information about who to call if it stops working | 1 |
| | | 23 |

Q11. Have you ever fallen in your home? If yes, tell me about what happened? If no, what would you do if you did have a fall? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|---|--|-------|
| Was assisted to get up by carer and/or friends / family | Called son / I called my carer who came and took me to the hospital. She is very good / tends to fall and just stay there most times hasn't hurt themselves, ...most of the time children around / was able to shuffle along to her phone and call her daughter who was able to come and lift her. As a result of that incident dgtr called and got telecare / fell and was able to call friend who has a key / the carer helps (me) / (the client) fell in her home (couple of years ago) but called her friend to assist as they have a key. Friend helped her... | 7 |
| Was able to get up without assistance | Used a chair - got on one foot and got up - using techniques from the stop falls service.(....) By the time the ambulance got there I had managed to crawl back to the living room and get myself sat up by using the table and the chair to pull myself up. / ...had a fall but they were able to get up themselves and so didn't need to use the Telecare button. / Yes twice. No I did not tell anyone as I was able to get up by myself. / I got up and carried on, never hurt myself seriously, people with cerebral palsy fall all the time, I am on blood thinner so must try to not fall too badly and have had hundreds of falls over lifetime so know how to fall without hurting myself to badly. / Not a full fall - been able to fall on something to help get up | 5 |
| Would use the telecare alarm if unable to get up from a fall | I would only use the button as a last resort. / they would use the button if they couldn't ever get up. that they are really conscious of falls due to their recent mobility issues and that they are really grateful to have it (Telecare). / (I would) Press the button / i'd press the button (i don't always wear it) / In the first instance trigger alarm, and then contact son if in a position to do so | 5 |
| Does not always wear the Telecare device and/or was not immediately able to use telecare device to call for help | I fell in my flat and I couldn't get up. I had the crawl the the hallway so that I could pull the pull chord there. The pull chord in the living room is tied up so i couldn't reach that one from the floor. My one around my neck wasn't working at the time. / I was upstairs having a bath and slipped getting out of bath, I hit my head on toilet pan - not unconscious but bleeding. The alarm was downstairs - I would like to have access to the alarm upstairs. / I said were you wearing pendant, and answer was no. I informed should wear all the time. / (i don't always wear it) | 4 |

| | | |
|--|---|----|
| Was assisted to get up by telecare responders and/or LAS | After I have had a fall, I push one of the buttons and someone comes in, pick me up and put me in a chair and offer to make a cup of tea / They (LAS) checked everything, my blood pressure, my temp and blood sugars as I've got diabetes. The ambulance offered to take me to hospital for a check up but I said no thank you as you have already checked me. / i pull the cord but i don't lift, they tell you not to lift. i have to be careful. wait for response (LAS) to know how not to harm, those who know. | 3 |
| Wears the pendant and uses it to call for help | Wear it most of the time. / After i have had a fall, I push one of the buttons and someone comes in, pick me up and put me in a chair and offer to make a cup of tea / I always keep the alarm near to me. I'm glad that I have it. | 3 |
| I've fallen outside of my house and/or when out in the community | He fell on the steps on the decking in the garden / Not a full fall - been able to fall on something to help get up and also outside shopping. / She has also fallen in the street. | 3 |
| Would call friends, family or informal carers if unable to get up from a fall | Would try to get up and then call for son. / I have a lot of people that i could call. My family and friends / In the first instance trigger alarm, and then contact son if in a position to do so | 3 |
| Accessed Telecare after experiencing a fall(s) | ...has had a number of falls prior to the installation of the telecare system. / As a result of that (fall) incident her daughter contacted ASC and that is how she started using the Telecare service | 2 |
| I had to give access to first responders - issue with arrangements for access to property | had to get up to let the ambulance crew in to the house. ...They agreed it might be useful to have a key safe fitted. | 1 |
| ASC review not completed for a long time | The client said that they haven't had a review by ASC for a long time. | 1 |
| | | 37 |

Q12. Do you have friends or family members who are able to come and help you if you ever have to call for help using the Telecare service? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|---|--|--------------|
| Has friends and family who are able to respond | Has family / friends - yes I have friends and family I could call if they could not come I would call an ambulance / I have a friend but they cannot always come and help / my son lives with me | 12 |

| | | |
|---|--|----|
| Has no friends or family who are able to respond | No family or friends nearby / I don't even have neighbours anymore as people don't tend to live in the flats very long / I have no friends and don't really speak to his neighbours. His 2 daughters live too far away to respond in an emergency. / I use my alarm, my family don;t use the service | 8 |
| Client information held by service needs to be updated | Need contact number for telecare service - need to give them set of keys / doesn't know if the service has family number / didn't know son's details could be shared with contact centre | 3 |
| | | 23 |

Q13. We would like to start offering an 'assistive lifting' service to help people who have fallen, are uninjured, but cannot get up themselves. What do you think about that? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|--|---|-------|
| Positive response | I think that's a good idea / Sounds good / I think this would be useful / Yes, it would be helpful / Yes I think it could be useful. Because lots of them I know the ambulance people and they are all a bit dodgy about picking people up as they're worried they're going to hurt themselves. whereas if you had the chair to help lift people they're not going to be hurting their back are they. | 19 |
| Good as long as appropriately skilled/trained | Good as long as they know how to lift correctly - I have had people assist me and don't know how to lift correctly and do more harm than help / if they know how to do the job. The best thing is for the ambulance to take her to hospital to check her. good to have a first aider / It sounds like a good idea, but what level of training will be offered to those providing the service? | 3 |
| Does not feel needed | At the moment I don't need help with such things | 1 |
| | | 23 |

Q14. A response officer is someone that will come to your home when you have called for assistance using one of your Telecare devices. If you called for assistance and a response officer came to your home, what would your expectations be? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|--|--|-------|
| To offer help and assistance to me in my home | I would expect them to come and help me / to give me a hand and help, I would be thankful / to assist the client / to directly assist and make sure the person is okay / to help me as best they can / They have come to see me and they'll ask me a series of questions. There's nothing else they can do really. As long as they can try and help. | 6 |

| | | |
|---|---|----|
| To be appropriately trained / qualified to assist me | So long as they come with the proper source and they have the information / I would expect the person to know what they could do for me, to be trained / they should have knowledge of first aid know how to hold the person / '... as well as knowing what they are doing / to help within their limits of expertise | 5 |
| To help me get up when I have fallen | If I fall I expect them to get me up / that they would help me up and makes sure I'm okay / I presume they would come with something to help get the client up / I think it would need 2 people to lift me if I was on the floor, I'm 23 stone | 4 |
| To refer me on to emergency health services when needed | If injured I would want them to call an ambulance / I would expect the response officer to ask me if I needed to go to hospital to see my GP / to contact the emergency services / to call an ambulance if needed | 3 |
| I don't think I have access to the response service | I don't have access to the response service / but I would be interested in finding out more / Not used as usually calls friend to come and help | 3 |
| To arrive quickly in response to an alarm | That they would come quickly / it depends on how far away and how long it would take / am I still going to be left on the floor for 2 hours without medical assistance? | 3 |
| To provide basic medical assistance | I would let them treat me if they can and I don't need to go to hospital / If she pressed the pendant she would expect them to come out, find out how bad she was and send for an ambulance if needed, talk to her etc.. | 2 |
| To treat me with respect | I would expect them to be polite and caring / to treat me with respect | 2 |
| To wear identification | I would want them to wear a badge that shows me who they are otherwise I wouldn't let them into my house | 1 |
| I'm worried you will take the service away from me | Have not called the alarm service for myself, when my husband was here I was always calling the service - he passed away 8 yr ago. Are you going to take the service from me? | 1 |
| To check my medication if I need to be taken to hospital in an emergency | I would like them to check my medication, and if I needed an ambulance to go to hospital, that I have a bag and I am organised | 1 |
| To be able to gain entry to my home when needed | To be able to gain entry | 1 |
| To contact my family, friends and/or carers | (to contact) any family members they have contact details for | 1 |
| | | 33 |

Q15. Response officers currently wear their own clothes - they do not wear a uniform. We are considering whether to introduce a uniform for response officers. How do you feel about that? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|--|--|-------|
| Neutral - important that they wear ID badges | Importance of identification - If they've got a uniform they must have a badge as I won't let them in if they haven't got a badge to show who they are. / A uniform would provide some reassurance, but wearing a prominent ID is also just as good / A badge is fine. Their clothes don't bother me as long as they have their badge - that's the main thing. It should be their choice if they want to wear a uniform or not. / No opinion would expect the officer to have ID though and say who they were. | 12 |
| Neutral - Don't mind what they wear | Don't mind / I wouldn't mind / if I know them I don't mind what they wear | 6 |
| Neutral - Important that they are clean and presentable | Importance of hygiene - No preference but I think they should wear paper overalls when assisting people. People are no longer smartly dressed or cleaning themselves. / Don't mind as long as the clothes are clean :) / look clean and presentable then I am fine | 3 |
| Positive - Would like them to wear a uniform | Yes uniforms would be reassuring - it would be nice for them to have, not necessarily a uniform but a jacket or something like that / I don't have a preference, but a uniform could be better if telecare was on the uniform you could see right away. / they should introduce themselves with a uniform. | 3 |
| | | 24 |

Q16. Response officers currently provide practical and emotional support and can get you help from other services. We are thinking about training them to be able to also help with health related issues e.g. if you're feeling a bit dizzy or unwell, or have had a fall but you're not badly injured. How do you feel about that? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|------------|---------------------------------|-------|
|------------|---------------------------------|-------|

| | | |
|---|---|----|
| Positive - would be good if they had medical knowledge and health service contacts | Would be happy with that / Yes, that would be good / this is a brilliant idea, very good / That sounds good / I would like to be offered as much help as is available as I get older / That will be quite good. Sometimes you can't contact the GP - especially if they have a way of contacting health services. / Yes, should be able to. Would like them to have medical knowledge. Treat if can be treated or send off. | 14 |
| Positive - assisted lifting service most important | assistive lifting most important - don't know enough clinically. Layman opinion. So long as they can help me - lifting or painkillers. / As long as they are able to help putting me into a chair, the main thing would be to get me off the floor | 2 |
| Positive - as long as they are appropriately trained / qualified | As long as they are given enough training and know what they are doing then this sounds like a good idea, and I would be OK with this / It would be good to have them as a first response service, but again appropriate training would need to be provided | 2 |
| Neutral - Council should decide | It's up to the Council to make the decision about what they should do. | 1 |
| | | 19 |

Q17. That's all the questions that I have for you today. Is there anything else you'd like to tell us about the Telecare service before you go? (Base 20)

| Key Themes | Extracts from relevant comments | Count |
|--|---|--------------|
| Nothing to add | Nothing else. happy for what I get. / Nothing to add / No | 10 |
| Requested interviewer assistance with something | I've got a walker, 4 wheels. I usually go out everyday with it but the problem is that one of the brakes isn't working. / check personal info with call centre / chase up request to relocate to Ilford to be near grandson / issue with housing emergency repair service / would like access to response service / would like telecare reassessment due to change in need / query about pendant capabilities | 5 |
| Happy with the service | They have always been very helpful, and it is reassuring to know they are on the other end of the phone. / Response time was good when it was pressed accidentally. / Happy about the pendant. Trust it implicitly. / As long as the button works I'm happy! | 4 |
| Funding for smart technologies | Could the Council support funding for various smart technologies e.g Amazon Alexa? | 1 |
| Would like increased welfare checks | Would like for someone to call periodically to ask if I am ok, doesn't have to be monthly or weekly but periodically. No one has called since telecare was set up - they should be calling all service users to make sure that they are fine if they have had the service installed | 1 |

| | | |
|--|---|----|
| Would like support to get internet | Would like support to get the internet - Getting internet will be a really good help. Nothing else to add other than the internet element. | 1 |
| Important that service can access the client's home | you need to make sure there is good access with the gates so the ambulance can get in. have to give the correct position to reach the patient, no delays. | 1 |
| | | 23 |