

### New Service Users and New Partnerships with m-Care



#### Solution

- Comprehensive m-Care service
- Fully mobile solution
- Allows new services to be offered

#### Benefits

- New partnership potential
- Telecare service available when no landline
- Enhanced income opportunities

#### Background

North East Lincolnshire Carelink is a charity organisation providing the installation and monitoring of Telecare services to approximately 5,000 clients.

#### Vision

Following a day at one of the Jontek road shows, they were very interested in a new concept to monitor clients using standard mobile phone technology. This new functionality could address various issues such as Lone Working and the ability to 'plug the gap' for clients who were previously unable to receive an alarm service because they didn't have a land line.

#### Challenge

There were a number of different challenges faced by Carelink, which made the concept of m-Care so important. Carelink had already been using mobile phones for Lone Workers to contact the Control Centre, but with historic technology these calls would

simply come through as 'lower priority' voice calls and there was no audit trail of follow up actions.

If a client was referred to Carelink, but didn't have a landline and couldn't afford to have one installed, there was no option other than to decline the service. In addition, it was recognised that clients on the Carelink service felt secure at home, knowing they were being monitored 24/7, but felt vulnerable when they were out and about in the community, as they no longer enjoyed the comfort of being able to contact Carelink should they require assistance. This may lead to clients going out less, which would affect their lifestyle and possibly have a negative effect on their quality of life.



## Solution

m-Care is the provision of assistance, support and advice services to service users in their own homes and out in the community, as they go about their daily lives. Service users are able to use their own mobile phone to alert the 24/7 Response Centre if they need help.

Due to the nature of m-Care being based around the use of a mobile phone, Carelink identified there were additional tasks which needed to be completed in order to set up the m-Care service initially. This included new procedures, terms, and conditions which had to be established to safeguard both Carelink and the service user at all times.

The responsibility for installing and maintaining traditional alarms lies with Carelink, however the responsibility for a mobile phone (m-Care) would lie with the service user. It was crucial that all areas of responsibility were clearly defined, for example, keeping the battery charged and keeping a mobile phone in credit.

Carelink stress to the user that it is their responsibility to keep Carelink updated of any changes, most importantly if their mobile number changes.



## New Partnerships

North East Lincolnshire Carelink work closely with the Humberside Police and commenced with discussions on using the m-Care service for 'Women's Aid'. The Police and Women's Aid used 'cell route units' in most cases, which work out quite costly and during times of recession all agencies are looking to cut costs.

Once Carelink explained the m-Care option, the Police and Women's Aid decided to pilot some connections for a period of time. Again, new procedures terms and conditions were written. The Police or Carelink are able to provide the m-care number directly to the client, programming it directly into the clients phone as a speed dial. This is of benefit to the client as they have the security they require straight away and the Police do not have to pay for any equipment to be installed in the client's home.

The pilot is up and running and to date both parties are more than happy with the system and are planning to continue using the service.

## The Benefits of m-Care to Carelink

**Lone Workers** – When m-Care was implemented at Carelink, the first step was to start using it for Lone Working to support staff which work remotely. With m-Care technology they are able to treat the Lone Worker calls as 'potential alarm calls' where necessary, offering a higher priority service for Lone Worker safety.

**Clients with no landline** - As Carelink was going through the process of replacing all hardwired alarms with dispersed units, there were some clients without a landline and m-Care was

extremely useful in this scenario. Another example of this is when Carelink managed to successfully gain a new contract working with Supporting People. Many clients who qualified to have a Lifeline did not have a landline in their property, so Carelink decided to offer them the m-care facility.

## Results

Once the initial planning and preparation was done, m-Care was easy to set up and manage and they haven't looked back. Carelink believe strongly that m-care is the best solution for a range of groups of clients and this has to be assessed at the time of connection by the Telecare professional.

Out of the 98 clients they have using m-care at present, 22 are staff, 13 are Carelink clients, 20 are Police clients (used for Domestic violence and witness protection) and 43 are for Supporting People.

They have received over 1000 calls in the last quarter from m-Care alone with an average call answering time of 7 seconds.

## Moving Forward

Moving forward, Carelink envisage the m-Care service will become more widely required as mobile phones are often the preferred method of communication and more people are deciding to move away from traditional landlines in favour of mobile technology.

Carelink are now looking at the bigger picture and the possibilities of offering m-Care to a younger clientele base and those with Learning Difficulties. As the needs of their m-Care clients develop over time, they may also require Telecare or Telehealth services, therefore offering a complete service range to a wider group.