

Specialist Support Services Performance – Care Connect 24/7 April 2024 – March 2025

Performance against our Service Standards

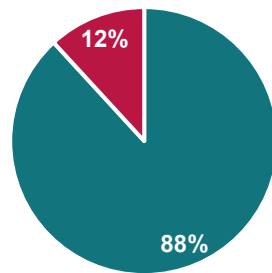
Service Standard	Target	Q1 April June	Q2 July Sept	Q3 Oct Dec	Q4 Jan March	Overall %	Comments
We will provide a 24 hours/day, 7 days a week response service to anyone who feels at risk by specialist support officers who wear a uniform, ID badge and are checked by the Disclosure and Barring service to those on our response service. Number of emergency calls attended.	Number of calls attended.	340	338	288	261	1127	We responded to a total of 1127 calls to those on our Response service. 148 of these attendances were for falls and 271 were for physical health issues.
We will replace or repair within 24 hours any faults with the alarm equipment being reported.	100%	100%	N/A	N/A	N/A	100%	We had 3 units in Q1 that needed to be repaired or replaced, all were completed within 24 hours of an issue arising.
We will install the alarm unit within 2 weeks of receiving the request.	85%	77%	83%	100%	71%	83%	We installed 47 care connect alarms. 8 installations took place after 2 weeks due request from customers for appointment and a delay in the key safe installation.
We will visit you once a year to see how you are, check on your welfare and see if you need any support to keep you independent at home. We will check our alarm equipment and update records.	85%	85%	94%	100%	100%	95%	We had 309 annual visits due and completed.

Customer Satisfaction

It's important to us that our customers are happy with the service they receive so we carry out a satisfaction survey at our annual visits to monitor how we are doing.

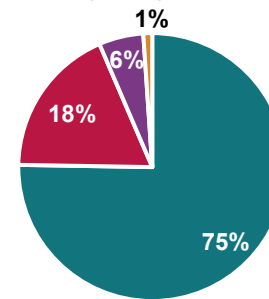
Between April 2024 and March 2025 **92** customers were happy to complete our survey.

Overall how satisfied are you with the Care Connect 24/7 alarm service?



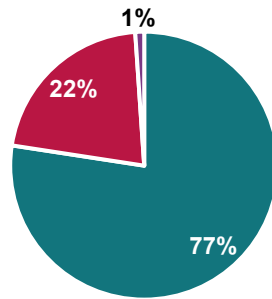
- Very Satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Dissatisfied
- Very Dissatisfied

Does the Service help you to live more independently in your own home?



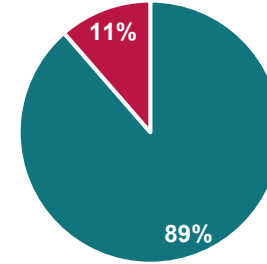
- Strongly Agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

Having the alarm makes me feel safe and secure



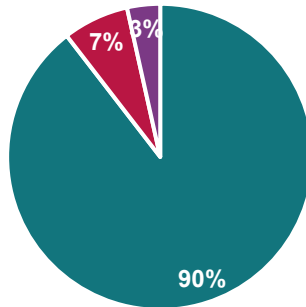
- Strongly Agree
- Agree
- Neither agree or disagree
- Disagree
- Strongly disagree

How important is it for you to have a member of staff available at all times of day to come to your home in the event of an emergency (Customers on the Response service)?



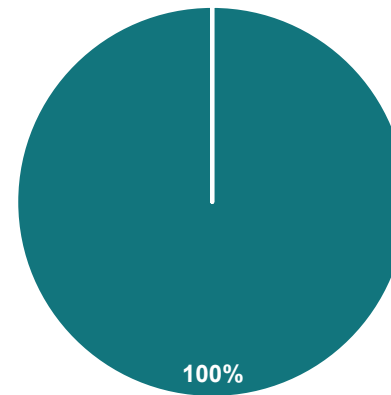
- Very Important
- Important
- Neither
- Not Important
- Strongly not important

How helpful and supportive were the staff towards you when you called in an emergency?



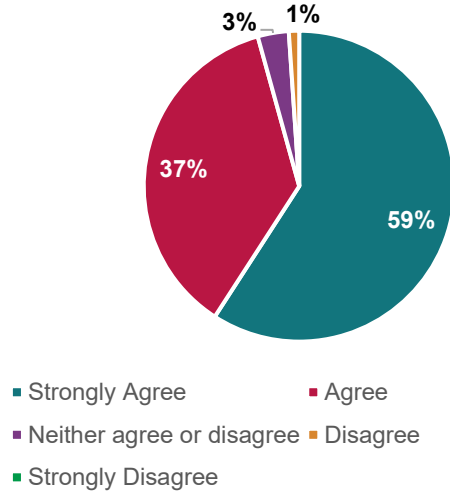
- Very helpful
- helpful
- Neither agree or disagree
- Disagree
- Strong disagree

Would you recommend our service?



- Yes
- No

Do you feel the service is value for money?



What Our Customers say about us...

Here are some of the comments and compliments we have received from customers and their families about the service we have provided.



**Care
Connect
24/7**

A collection of customer testimonials presented in various colored circles:

- Green circle:** "Thanked us for the help over the years it is an invaluable service"
- Purple circle:** "I really appreciated getting a phone call from the team during the cold weather. I regard the service as an insurance and like any other insurance I feel safer having the option of using it in place."
- Light blue circle:** "Is definitely a good thing to have, although Gran has not used it much it has been peace of mind for our family, who do not live locally, as well as for her"
- Light green circle:** "Very happy with the service, reassuring that when they press the pendant, they no help is coming"
- Orange circle:** "Although I never used the service I look at it as an insurance and I am glad I have it in place for anytime I need it"- Mrs P
- Pink circle:** "Staff have been very good, last time they stayed with my wife for 5 hours waiting for ambulance"
- Light green circle:** "We are very happy with the service and thank staff for suggestions for added security for my Mother that has Alzheimer's"
- Light blue circle:** "Thank you to all 3 SSO's for their kind support over the weekend where both were unwell."- Mr and Mrs G
- Light blue circle:** "Amazing service, saved my life when I had a fall."
- Pink circle:** "Thank you for helping when I had a leak, I am very grateful for their help."- Mr C
- Purple circle:** "Staff always supportive, kind and nice"