

Annual Customer Satisfaction Survey Report 2024



Introduction

Over the past year at **Care Connect**, we've received numerous heartwarming compliments from customers and their families, all of which have been shared with our dedicated **Care Connect** staff.

We've made significant strides in upgrading our customers' equipment from analogue to digital, in line with BT's planned digitalisation of phone lines. We've already upgraded **88%** of our **Telecare** customers' equipment, providing them with enhanced, modern technology to better support them at home. Throughout this project, we have continued to deliver excellent 24-hour monitoring and response services to our customers across County Durham.

We're now in the final stages of transitioning to a fully digital control room by the end of 2024 - an exciting milestone that will enable **Care Connect** to operate even more efficiently and deliver improved services.



Service Improvements and Developments

We've had a great year at **Care Connect**, striving to continually improve our services and develop staff skills to offer the best possible alarm monitoring and response services in County Durham. Here are some of our key developments over the past 12 months:

- ✓ Our preparations for the digital upgrade to the analogue telephone network continued and we excelled at rolling out equipment upgrades for our **Telecare** customers.
- ✓ We have efficiently analysed data to create real-time results that we can take action on.
- ✓ We have continued to deliver the Home from Hospital Service.
- ✓ We have continued to provide a service in partnership with the North East Ambulance Service to help with non-injury falls.
- ✓ We continued providing value for money and offering bi-annual promotions for new customers.

The demand for the **Care Connect** service continues, with **8,884** total customers using our services. We are currently seeing an average of **196** new customers joining each month which is a **5%** increase from 2023.

Our service objective is to assist and protect our vulnerable customers to maintain their independence in their own home. The referrals for **Telecare** equipment continue, with **2,327** of our total customers being supported at home with this equipment.



In 2025, we will complete a full audit to maintain our **Telecare Services Association (TSA)**, accreditation. The audit will examine our procedures and working practices to ensure we deliver a safe and responsible service. The following provides you with a summary of how we deliver the service:

Performance Indicator	Target	Achieved
% of emergency calls answered within 60 seconds	97.5%	94%
% of emergency calls answered within 3 minutes	99%	100%
Arrived at property within 45 minutes of an alert	90%	98%
Arrived at property within 60 minutes of an alert	100%	100%

We are currently slightly below our target for our first performance indicator, but we are optimistic that the advancements in technology brought by our updated control room will help our staff respond to calls more quickly and efficiently, aiming to do so within just one minute of the call being placed.

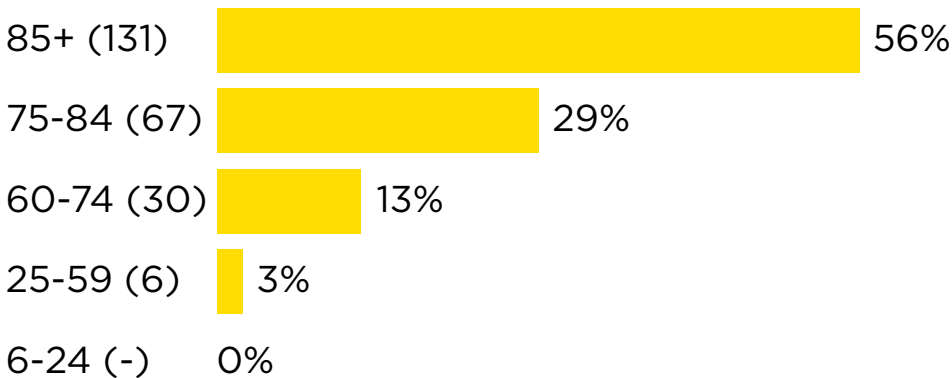
Survey Content

In this survey we requested the views of **10%** of our current customer base which were selected at random. The questions were aimed to gather information about how we delivered the service and we also asked questions about improvements and technology advancements.

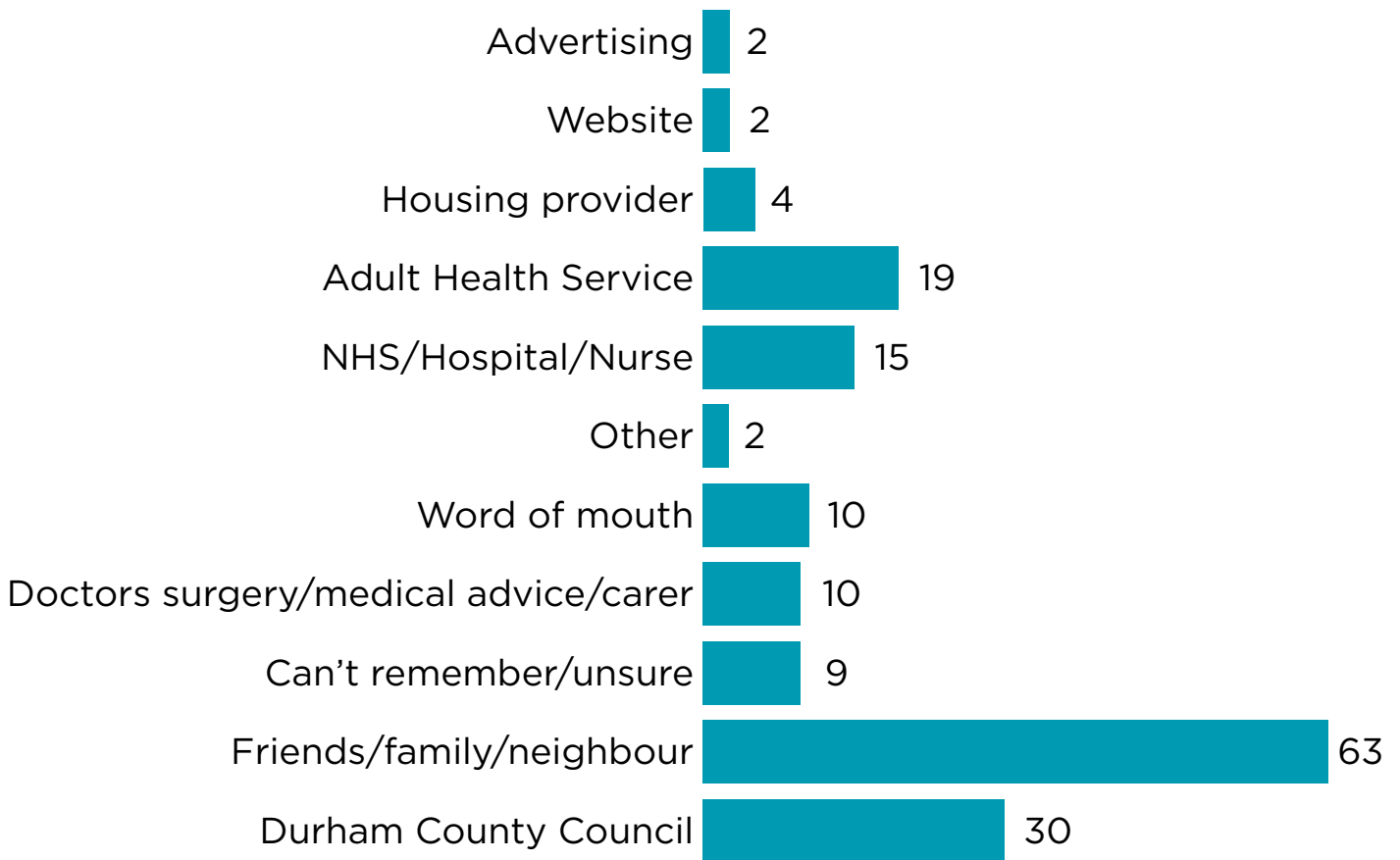
Feedback is very important to us. We listen actively and log all feedback, taking the time to analyse, and then thinking of the best possible solution to perform better. It provides positive criticism and allows to see what we can change to improve the **Care Connect** service offering.

We sent out **850** surveys to which we received **228** responses, providing a **28%** response rate.

The age range of customers who completed the survey is as follows:



How did these customers hear about the **Care Connect** service?



Customer Satisfaction

The survey has produced some very positive results which gives us a direct indication that the service is fulfilling its purpose exceptionally well:

- ✓ **98%** of customers said they would recommend **Care Connect** to family, friends, or carer if they needed it.
- ✓ **98%** said the service helps to provide reassurance to their family and carers.
- ✓ **97%** of customers said the **Care Connect** service helps them remain independent in their home.

Service installation

- ✓ **100%** agreed their appointment for equipment installation was made at a suitable time.
- ✓ **100%** said they felt comfortable and confident that **Care Connect** would help provide peace of mind for them at home.
- ✓ **97%** said their equipment was installed within 5 days of requesting the service.
- ✓ **98%** agreed the service was fully explained to them.
- ✓ **96%** said they were show how to use the equipment and features in a manner that was easy to understand.
- ✓ **88%** said they were asked to place a test call using the equipment/ pendant to demonstrate understanding of its use.
- ✓ **80%** reported they were informed all the calls made via the equipment would be recorded and reasons why.
- ✓ **79%** reported receiving a follow up call 7 days after their installation to check they were happy with the service.
- ✓ **66%** of customers said they were informed of the additional choice of services we provide.



Staff feedback

This year's survey has provided us with outstanding feedback about our staff. They are devoted professionals who consistently go the extra mile to deliver exceptional care and support to all our customers. Here's how their efforts have made a difference:

- ✓ **100%** reported **Care Connect** staff introduced themselves.
- ✓ **100%** of customers said they were treated with dignity and respect by **Care Connect** staff during their installation.
- ✓ **100%** found staff helpful.

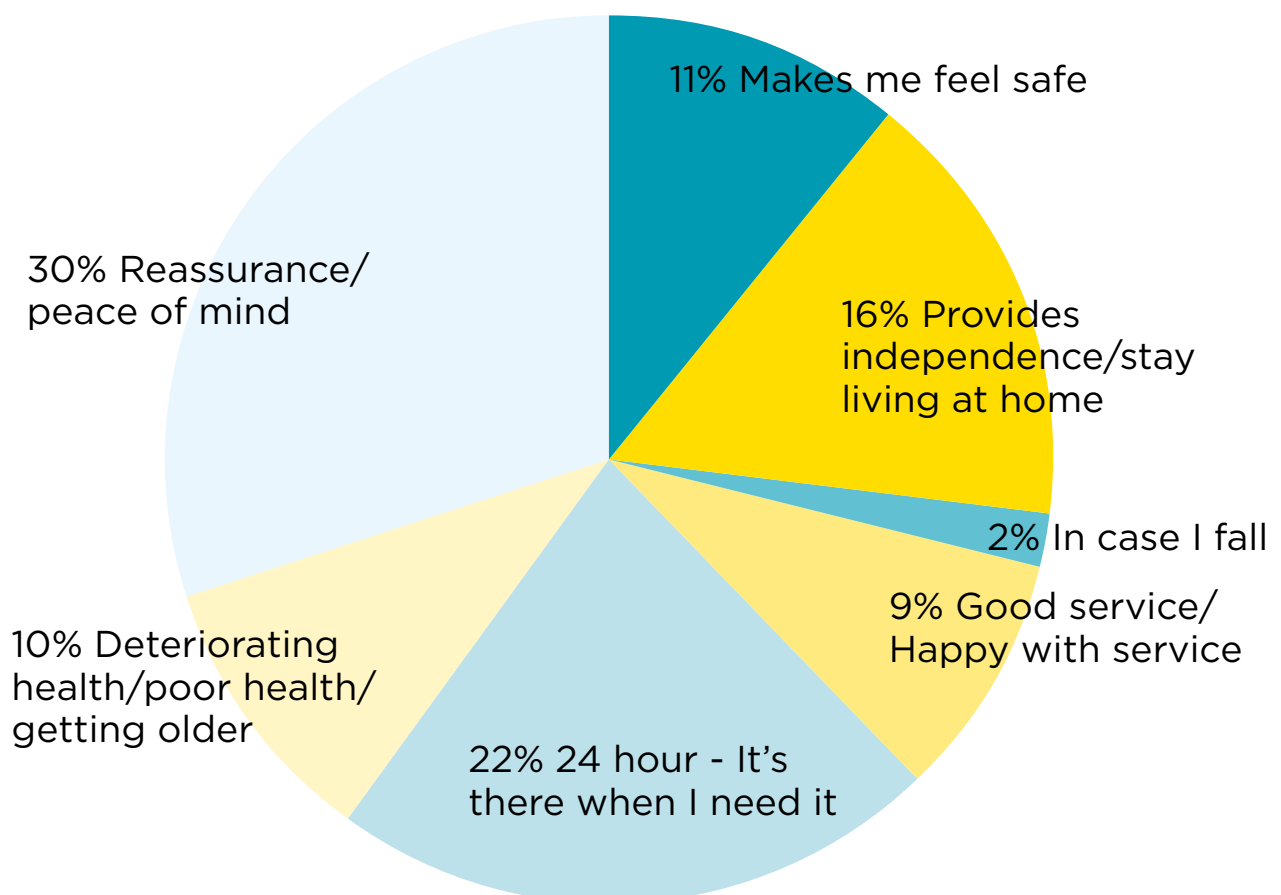
We asked customers to describe how they helped them, and we received **142** responses. Here are just a few:

- ✓ Pleasant, friendly, clear explanation of how to use the equipment.
- ✓ Very polite and respectful of myself and my property. I was treated as a 'person' not as a vulnerable old person.
- ✓ Very friendly staff who were extremely helpful and professional.
- ✓ The lady was very pleasant and chatted with me which was nice as I don't get many visitors.
- ✓ They explained everything about going digital.
- ✓ The lady explained things clearly and in a way I could understand. She answered all our questions and left us feeling happy and content with our purchase.
- ✓ Well mannered, cheerful, patient and kept things simple to understand.
- ✓ Very pleasant, and deaf awareness.
- ✓ Smart uniform/professional staff. Treated with respect at all times I have called.

Customer Retention

✓ **99%** of customers said they would plan to continue using **Care Connect** in the future years to come. If customers answered 'yes', we asked for explanations why:

- ✓ Being a blind person I need **Care Connect** to help me live independently in a confident way.
- ✓ Professional, competent, and friendly service. 24-hour service, peace of mind for us and Mum. Ease of use for Mum.
- ✓ Always there when needed.
- ✓ My overall health will make it necessity.
- ✓ There when needed with advice and help and can assess how the best way to proceed with a problem, also able to access professional people if needed.
- ✓ Maintain independence, less likely to have a hospital stay.
- ✓ I'm 93 and mobility isn't as good, I know I always have someone to help if I press the button.
- ✓ When in desperate need, I know they are at the end of the call line.

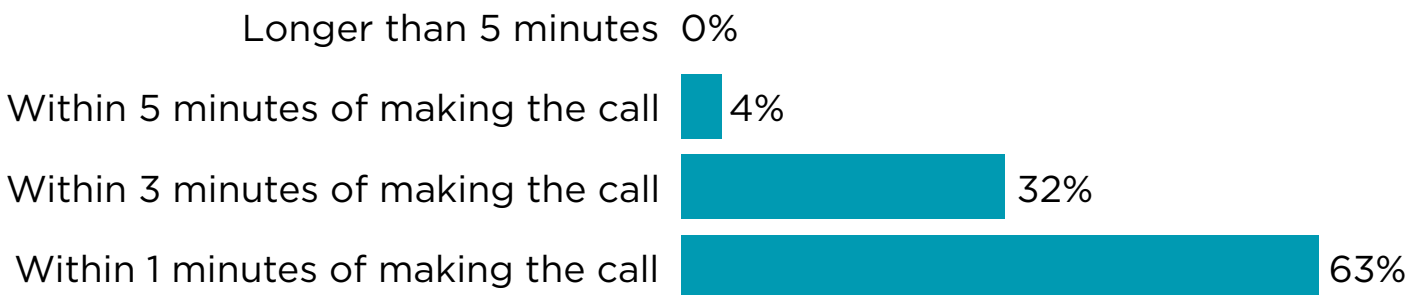


- ✓ **94%** said that the overall impression of the services **Care Connect** provided were 'very good' or 'good'.
- ✓ **95%** agreed that the services they had received so far left them either 'very satisfied' or 'satisfied'.
- ✓ **84%** said that **Care Connect** represented either 'excellent value' or 'good value' for money.

Call Handling

- ✓ **100%** said **Care Connect** staff handled their call appropriately.
- ✓ **100%** said staff were polite and professional.

We asked how quickly we answered our customer's calls:

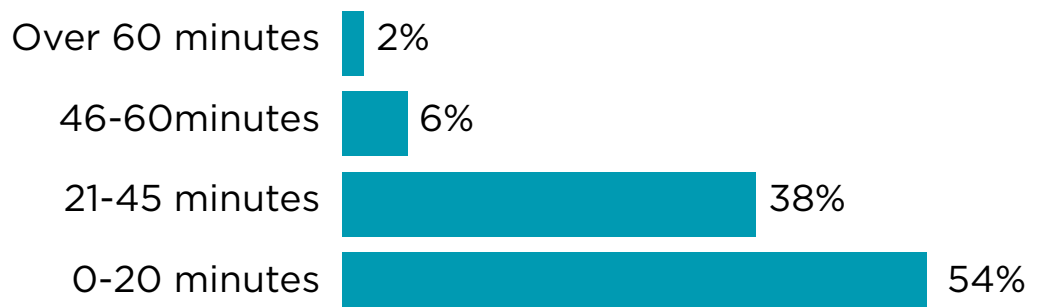


Responding to customers' homes

To gather how we perform when we're called to a customer's property, we asked specific questions to gain understanding about how we respond.

- ✓ **95%** said their support needs were met on the last occasion we visited them.

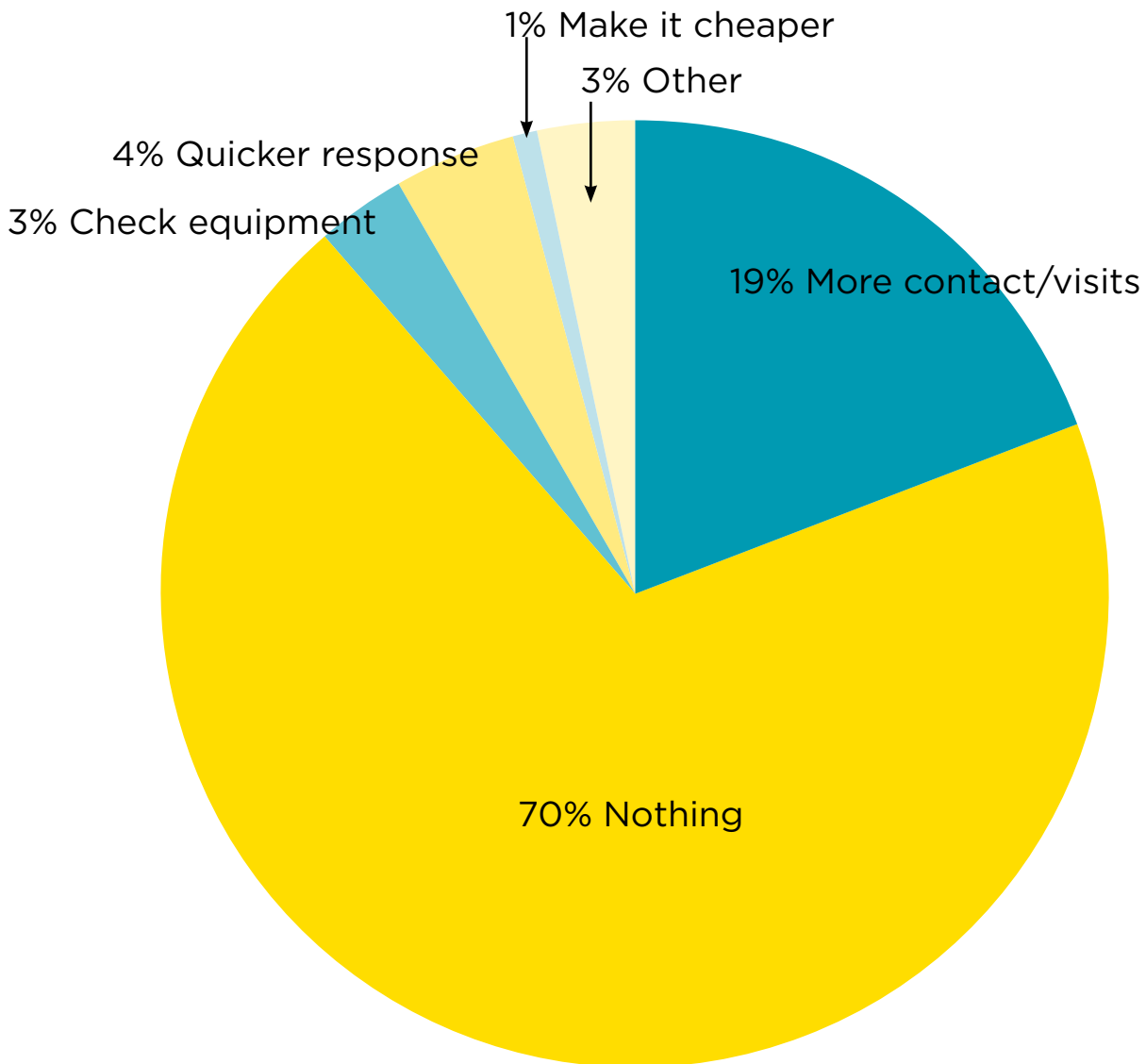
We asked how long it was before staff arrived at their home:



Service Improvements

As part of our commitment to enhancing the **Care Connect** service, we are continually seeking ways to better serve both new and existing customers. Customer feedback plays a crucial role in helping us understand what our customers expect and what improvements we can make. In the 2024 survey, we gathered valuable insights on how we can enhance the **Care Connect** service and invited customers to share their suggestions for improving their overall experience.

From our customers experiences, we asked what they'd like us to do differently. We received **124** comments. **70%** of these responses said they would like to change nothing about the service.



19% of customers said they would like more contact or visits from **Care Connect**.

As part of service delivery, we regularly assess the services we provide. We believe that our 24-hour monitoring and response service along with advanced technology to keep people safe in their homes, provides our customers good value for money. However, we're always keen to hear from our customers about what services they think we could offer to support them further.

Here's what they said:



We also asked how we could improve customer experience with Care Connect and we received 70 comments.

Some were positive:

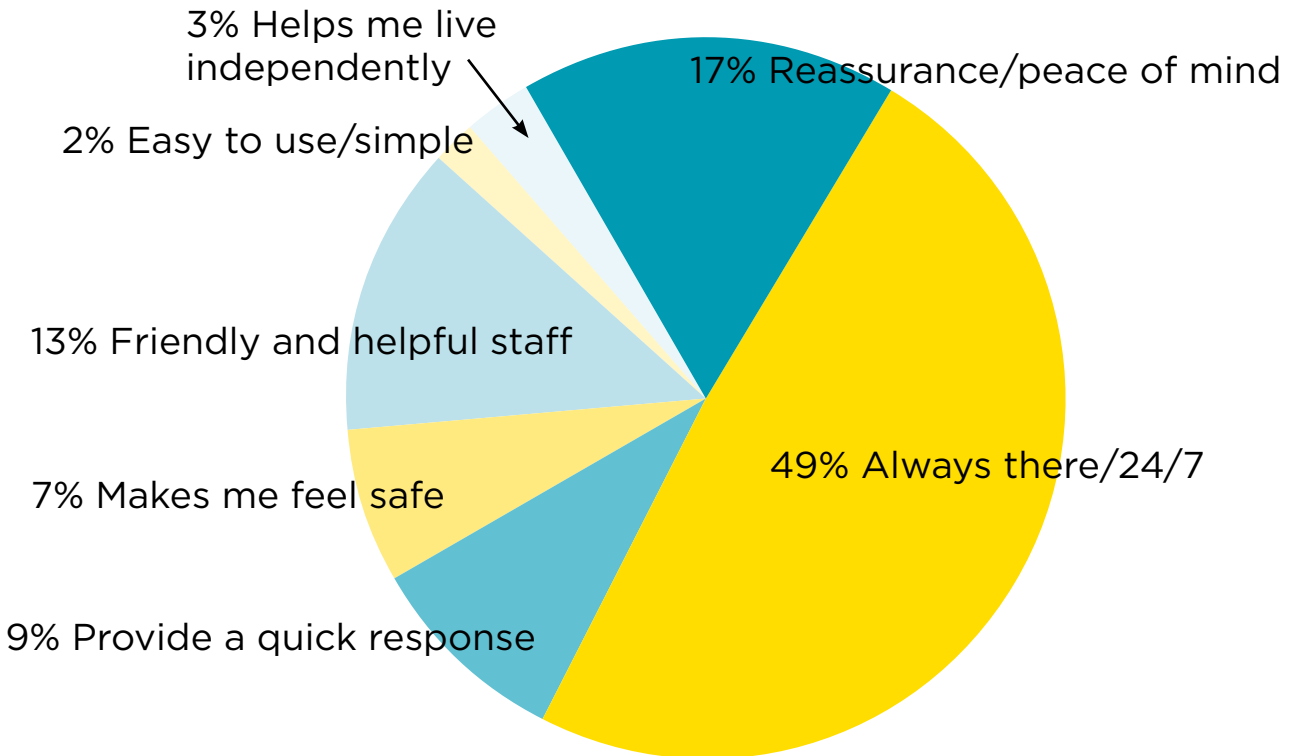
- ✓ I don't think there is anything else as I'm pleased with the service I'm getting.
- ✓ I have had **Care Connect** for 23 years and I think you're all wonderful.
- ✓ The team came promptly and did their job thoroughly and with great care.
- ✓ No improvements required.
- ✓ On occasions when I have had a fall, **Care Connect** have been excellent. Great staff, good equipment.

Some were more constructive:

- ✓ Slightly faster response time if possible.
- ✓ More help for disabled and partially sighted.
- ✓ By taking some money off the price.
- ✓ Sometimes technology can be somewhat intimidating for people from my generation.
- ✓ Regular phones calls to check everything is ok.

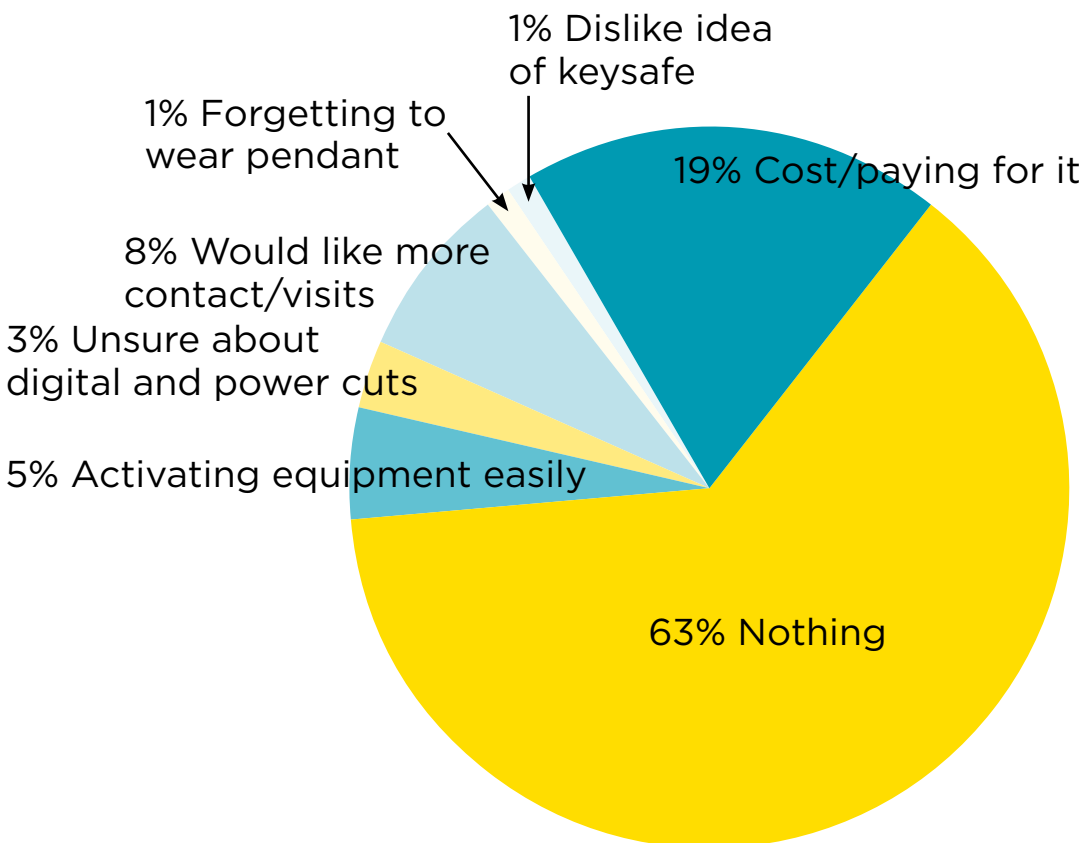
What do you like best about the Care Connect service?

We received **197** comments from customers who filled out our survey.



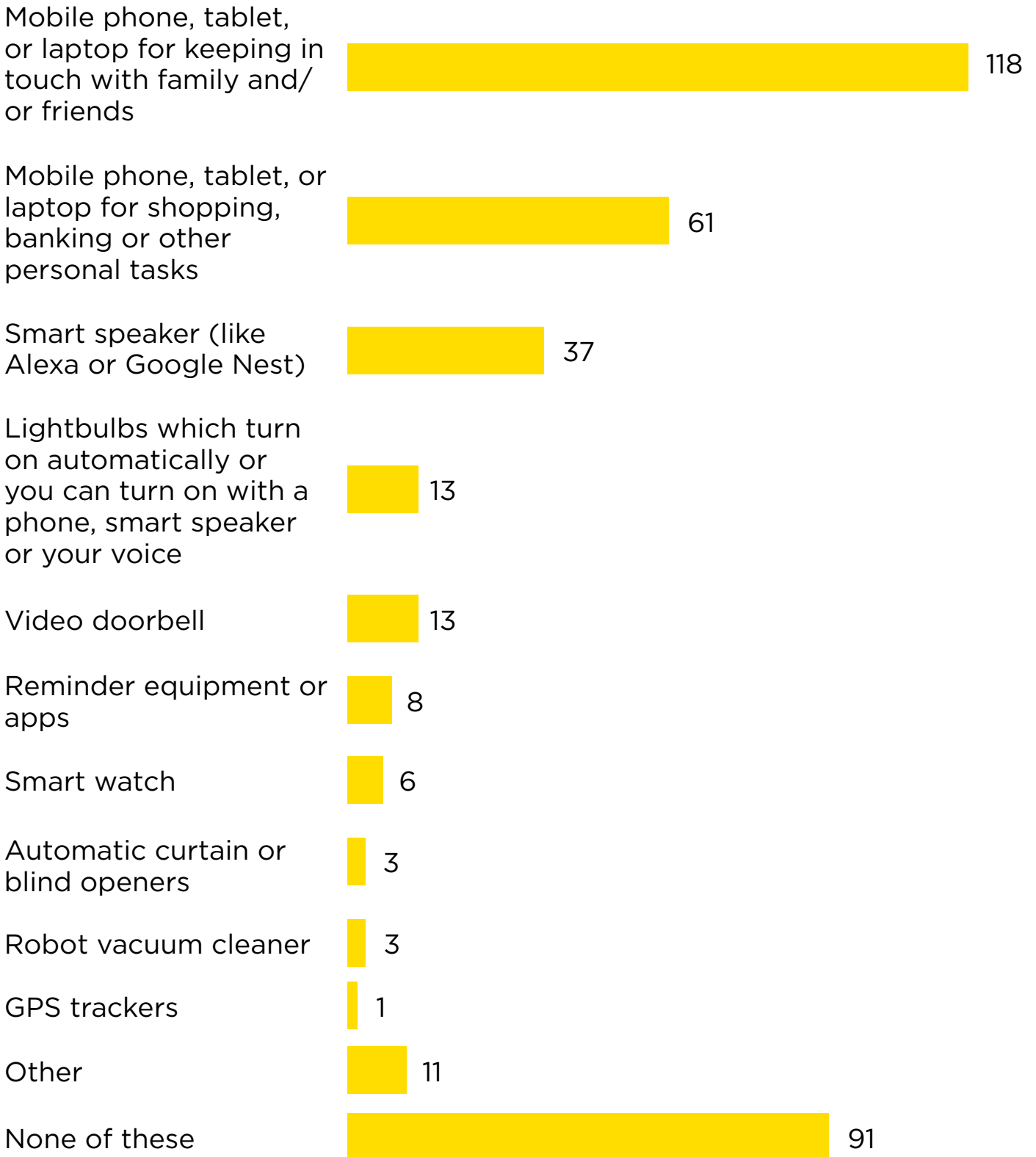
What do you like least about the Care Connect service?

We received **111** comments from our customers.



As part of understanding what technology our customer base uses, we asked some new questions this year about what our customers use at home to help out.

What other technology do you use to remain independent?



Next Steps

This survey requests feedback from customers to gather a well-rounded view of how we have performed over the last year, and what we can improve on in 2025.

The feedback this year has been mostly positive, and all compliments have been passed along to **Care Connect** staff.

We have addressed the improvements suggested by customers who completed this survey below.

Extra visits and more contact

We've identified that when asking about service improvements, customers were mainly concerned about extra visits and regular contact. As we approach April 2025, there will be slight changes to our pricing structure and service offering. The service will remain affordable, and it will be easy to add additional services such as extra visits or calls into your package.

Faster response times

We always endeavour to arrive at your home as quickly and safely as possible. For some, travel times may be affected by distance/location in the County, emergency calls and any traffic related congestion. However, we are currently operating at responding to **98%** of all emergency calls within 45 minutes of the alert, which is above the TSA standard of **90%**.

Additional services

Although we do offer a shopping as part of our Home from Hospital service, there is no plan at present to include this in the main **Care Connect** offer within our current resources. We do have some contingency for Care Connect staff to identify vulnerable customers who may not have funds or support to access shopping.

Digital upgrade

We understand that as we gradually upgrade all **Care Connect** equipment in customers homes across County Durham, that this may cause some anxieties. Changes like this are sometimes difficult to understand, but we are committed to making the process as smooth and as simple as possible. Our new equipment upgrade is free of charge and our staff will make sure you understand how it works and that you are comfortable with using your new unit. Our new equipment operates without the need for a telephone line or Wi-Fi/internet connection, requiring only an electric socket nearby.

Conclusion

We'd like to take the opportunity to thank all our customers for their input into this survey. All **Care Connect** staff will be briefed on the results and a copy of the survey will be available on our website:

www.durham.gov.uk/careconnect

You can also follow us on Facebook for news and updates here:

www.facebook.com/CareConnectDCC

Ashleigh Phillips
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25th October 2024