



Carecall supports around 4,800 older and disabled people in the local area, and it is part of Stockport Homes Group, which provides housing services to Stockport Council.

This early work involved TSA and Carecall identifying Carecall's most vulnerable customers: people with reduced mobility, dementia, severe disabilities or no next of kin.

For ten weeks, Eva's team worked closely with national telecare body, TSA and Virgin Media O2, as they upgraded traditional landline services in the local area.

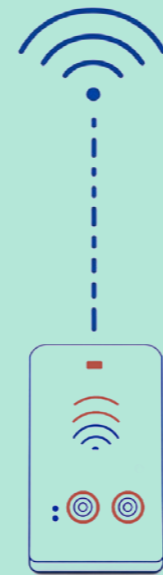
Stockport Homes then signed a secure data agreement with Virgin Media O2 so they could share customers' phone numbers and telecoms engineers would know who to provide enhanced support to.

"TSA co-ordinating the project gave it validation," explains Eva Holt. "They've helped with every aspect of the work, including the data sharing and risk profiling right at the start."

Appointments were booked in by Carecall and attended by one of their independent living officers and an engineer from Virgin Media O2.

Telecare for the future: Stockport leads digital switchover trial

A partnership between Stockport telecare service Carecall, Virgin Media O2 and national telecare body TSA, is enhancing support for people using telecare as their landlines are migrated to digital.



Lauren Bower was one of the telecoms engineers involved. "It's been great to have the partnership with Carecall," she comments.

"The switchover can be tricky, particularly if someone is older or has Alzheimer's. But in this trial, I upgraded the landline, and the independent living officer upgraded the telecare. We worked as a team, talking to the customer and overcoming challenges together."

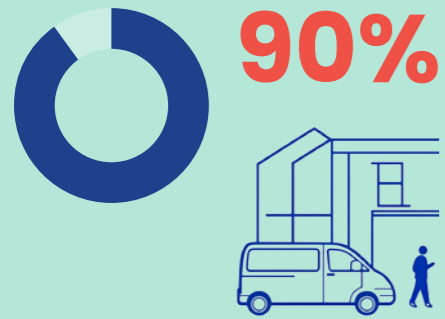
When Eva Holt, head of independent living at Carecall was asked to join a digital switchover telecare trial she didn't think twice. She explains:



"It made perfect sense to take part. The digital voice switchover is happening, and we need to know that our customers can still rely on their telecare. These devices are lifelines to so many people and doing the trial was a great way of gaining reassurance."



The results of the trial are striking.



90%

Migration appointments were successfully booked with 90% of all customers contacted – showing the power of Virgin Media O2 working with the local authority and trusted telecare service.

17% of these bookings were only secured when a customer's next of kin or support worker were involved or a welfare visit had taken place.



96%

By the end of the 10-week trial, 96% of all appointments had resulted in a successful migration of the customer's landline and telecare equipment.

Of the 4% that were unsuccessful, this was mainly due to customers' complex health issues, or no-one being at home. These appointments are being assessed.



This work has provided peace of mind to people like Joan and Maurice, both in their eighties. Maurice has a spinal injury which limits his mobility, and his personal alarm is vital to daily life.

"Virgin Media O2 came to update our equipment," comments Joan, "and Carecall came at the same time, which I think is an absolutely brilliant idea because then you get both sets of equipment doing exactly the same thing. If they are both here and they work together it gives you more confidence that the equipment is going to work."



This confidence has also been felt by the adult social care team at Stockport Council, which refers local people to Carecall's services.

Vince Fraga, assistant director of adult social care for the local authority explains that the digital switchover could be risky if people are caught out.

"We want to make sure that appropriate measures have been put in place, particularly for people who are vulnerable or use telecare."

"This trial shows that with collaboration, no one is left without vital services. It's given lots of reassurance, both to us within the council but, importantly, to the community we support."

Vince is hopeful for the future now Virgin Media O2 have put the new digital infrastructure in place. He outlines Stockport Council's vision for innovative care and support that works earlier and is less intrusive:



"Digital technology can help with a more proactive and preventative community-based approach. We're working to build technology enabled care that helps people to stay at home and improves their quality of life, because after all, that's what it's all about."

Find out more about this programme in Stockport and how you can get involved.

Visit: www.tsa-voice.org.uk/campaigns/digital-shift/stockport-trial/
or email: Charlotte.Findlay@tsa-voice.org.uk

Produced in association with:

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