



Annual Report 2010/11

Welcome Message from Suzette Simon, Manager



"2010 has seen an exceptional number of changes both within, Mascot Telecare and Merton Council. We continue to work alongside the council, our community partners and the emergency services. Looking forward to our relocation, introducing new technology equipment, the restructure within the organisation and using the Lean philosophy. I feel 2011 maybe challenging, however I remain always positive."

Telecare News

As more Telecare is rolled out within the teams, the definition is promoting Telecare solutions to provide safety and security. Tailoring the need from a basic package to the more sophisticated sensors.

As Telecare becomes more advanced, and more accessible, it is paramount that we make full use of its ever-growing capabilities.

Celebrating 20 years

As the years have passed MASCOT Telecare has advanced with technology. There have been many changes in the last twenty years! We continue to have good partnership working relationships throughout the Council. I would like to sincerely thank the staff, all of our members, colleagues and community partners. It would be difficult and unfair to single out further colleagues and friends for mention because, without exception, everyone who has been involved with MASCOT Telecare over the last 20 years has been important to our achievements.

London Telecare Executive Group

I am delighted to represent our borough on this forward - thinking and supportive group.

The Committee seeks to represent members interests and is a forum for the planning of events, meetings and workshops, for the benefit of members. It will also guide policy for the group and ensure that London Telecare remains one of the leading authorities on how to maximise the effectiveness of Telecare and Telehealth.

Our aim is that London Telecare's activities will enhance public awareness of what is available, and encourage the development of applications which are essential to consumers and cost effective for service providers.

Pictured (l.to r.) Doug Miles (LT Chairman), Suzette Simon (MASCOT), Gerry Allmark (Newham), Raffaella Somma (Lambeth), Mark Baker (Elmbridge), June Curran (Lewisham), Leslie Morson (Ealing), John Chambers (LT Director).



*Andy Ottaway-Searle,
MASCOT's Line Manager*



"I have now managed MASCOT for just over a year, and have been delighted to be involved with such a tremendous service."

Telecare is playing an increasingly important role in Adult Social Care, and the team is gearing up to deal with the increased demand for the service. This also means keeping on top of the changing technology that is available, and maintaining good working links with our colleagues in other teams.

MASCOT also continues to expand its dealings with external partners and to support other departments in the Council as Merton's out of hour's response service. This was working overtime in the recent severe weather, and as usual the team coped admirably.

Finally, it was a good end to the year

for me to be at the Merton Excellence Awards dinner and see the Mascot team receive their prize for team of the year in Community and Housing Department. Well done!

*Stephen Alambritis,
Leader of Merton Council*



"These are tough times but MASCOT is still delivering for local people."

As the new Leader of Merton Council, I want to congratulate everyone at

MASCOT for the excellent service they provide to our local residents. The new administration at the Council is committed to helping people to live independently where possible. However, we are facing serious cuts in our funding from central government, but despite this I will do my best to try to protect services to the most vulnerable of our residents.

Message from Linda Brackley, Business Support Manager



"2010 has once again been a difficult year financially with the deletion of a management post at MASCOT."

As part of Merton's commitment to making savings Gifford House is to close.

As a direct result MASCOT are relocating to the Civic Centre in the new year. Due to the impending move PNC6 was put on hold, the order has now been placed and we are aiming to have the new equipment installed at our new offices in early 2011. New offices, new technology staff are looking forward to the exciting times ahead.

Message from Colin Tutty, Champion Telecare Officer



The past year has seen an exceptional number of changes both within Merton Council, and at MASCOT. Across the globe as belts are being tightened, and budgets are

being squeezed, MASCOT are working harder than ever at providing our users with the best possible value for money.

Earlier on in the year we saw the transfer of Merton Councils housing stock to the newly formed Merton Priority Homes. The handover went seamlessly and we are working as closely as before with the newly formed team.



We were also able to continue our partnership with the London Fire Brigade. Due to this we are still installing more smoke alarms than any other sensor. Our clients frequently comment that they now have a greater peace of mind and added security.

Looking forward to 2011, with the council having to make savings of nearly £12 million, it is more important than

ever that MASCOT are being as 'lean' as possible. To this end it is paramount that we are making the greatest use of both the resources and the equipment that is available to us.

Right at the top of our list for resources is our knowledgeable and dedicated staff. Some of our team have been with MASCOT since Telecare was in its infancy, and the equipment we now think of as standard was but a twinkle in an inventor's eye.

If the need arises we can visit a property and fill it to bursting with the latest technology, but if nobody is there to provide appropriate assistance when needed, it may as well not be there. Likewise we could have an office full of Mobile Response Officers ready to help, but without suitable Telecare in place they would be unaware that someone may need help.

It has been frequently demonstrated that Telecare has the ability to become the key tool in helping services cope with the increasing demands of the rapidly ageing population. Over the next 50 years, the population of over 65's will rise to nearly 17 million. Approximately 90% of these people will want to continue to live in their own home, and many will need a lot of support. But it's not only

elderly people who can benefit from Telecare. More housing is being adapted to make it accessible to a wider range of the community. With the thoughtful installation of a few sensors we can ensure more people than ever can live an independent lifestyle.

Telecare is continuing to expand and there is strong evidence to prove it will continue to do so. It started with a basic pendant alarm, and has quickly grown to an intelligent system able to generate alerts automatically. By 2020 I envisage Telecare will be more commonplace and will be available to anyone who has a need for it.

Case Study

MASCOT was contacted by a Social Worker who works at a local hospital. They had a gentleman who was admitted because he had recently sustained a fall. It was discovered that he was particularly vulnerable in his home environment. As he has mobility issues and is getting forgetful there were a number of requirements we needed to consider.

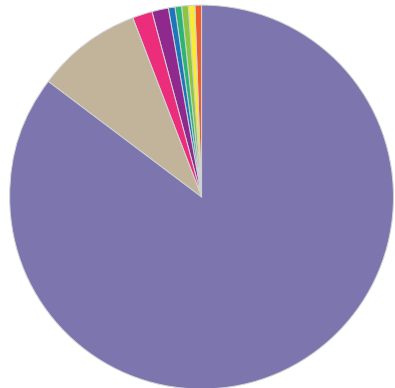
The primary concern to overcome was that if he was given a pendant, he might not remember to press it if he were to have another fall. To reduce the risk of help not being summoned a bed sensor was installed. This sensor has a built in timer, which will call through to MASCOT if he was to get out of bed and not return within a set amount of time.

We also installed smoke and CO detectors, flood detectors, and a property exit sensor. This unit is programmed to call through to MASCOT if he was to go out during the night, or to leave the front door open. With all of these sensors installed, the gentleman was able to return home. Without them he may not have been able to.

With our committed staff, and some of the latest advances in Telecare, we are better equipped now to support our clients than ever before.

Analysis of Installations in 2010

403	Smoke Detectors
42	CO Detectors
8	Bed Sensors
6	Property Exit Sensors
3	Flood Detectors
3	Bogus Caller Buttons
3	Chair Sensor
2	Temperature Extreme Sensors
2	Fall Detectors



MASCOT Telecare News

Relocating in 2011

MASCOT are on the move we will soon be operating from our new base at:

1st floor, Civic Centre, London Road,
Morden Surrey SM4 5DX

Our telephone and fax numbers will not be changing. Although moves are always challenging, on a really positive note MASCOT will continue to work closely with our colleagues across all departments.

MASCOT says hello to...

Sue Robertson, Business Manager for Direct Provision. Sue supports us in our finance and business. **And Goodbye to... Susan Baker**

- Sue was one of the original team when the service began in February 1991. Sue's attitude to her work from the beginning went a long way towards laying the foundations of MASCOT's ethos today with its caring and courteous response to customers.

Mike Brown - In July Mike retired on his 65th Birthday, Mike wanted to devote more time to his family. Mike brought to MASCOT a wealth of experience as he previously worked with the London Ambulance Service.

Farewell Sanctuary

Sadly this year we said our last goodbye's to our friends at Sanctuary Housing, you may know them as Shaftsbury. After speaking to staff and residents on a daily basis for nearly 20 years - we wish them all the best for the future.

Hello Mitcham Garden Village

Mitcham Garden Village was built for the elderly in 1928-32. There are 84 dwellings, and historically Mitcham Garden Village Trustees have sought to provide an on-site supervision service to residents. A recent reduction in the duty hours has created a need for an out of hours emergency reporting and response service. In order to maintain customer focus there is a need to provide a consistent and accessible telephone call handling service.

Wilberforce Housing Association (WHA)

WHA is pleased to report that they will be merging with Kingston Churches Housing Association at the end of 2010. WHA will become part of Kingston Churches Housing Association which operates mainly in the Royal Borough of Kingston upon Thames and opened its first property in 1967.

LEAN

The Merton of tomorrow will be a smaller council. We will have fewer staff, so to deliver a similar or better service we will need processes and systems to be as efficient and effective as possible. This is why we have to review how we deliver services at Merton using Lean techniques.

So, what is Lean?

Lean is a systematic, continuous improvement philosophy that focuses activities on reducing waste, while aligning processes to what the customer values.

Annual Report 2010/11

MASCOT Telecare Achievements in 2010

Fast Track Programme

Earlier in the year we were invited to participate in the Assistive Technology Fast Track Programme. Merton is one of twelve London Boroughs that had been shortlisted for the Programme.

The Programme provides a performance framework through which a gap analysis is being undertaken for and with each Borough. One of the workshops to support this framework covers the Monitoring and Response Service. MASCOT was selected for all the Borough's to visit, to enable other Borough's to observe, learn and share good practice which is being provided by the MASCOT team to it's clients.

The outcome was that Merton is one of a handful of boroughs that is providing a holistic Telecare Service, inclusive of assessment, installation and 24 hours in-house service.

Seasonal news - SNOW!

Merton Council's dedicated teams of MASCOT Telecare Officers, Carers, Social Workers and the Gritting team, were working all hours to keep the borough moving and ensure essential services were delivered to our members and residents.

Mobile Response Officers battled against the elements to ensure a robust service was provided to all our members. Council gritting teams continued to work around the clock having spread over 200 tonnes of grit since the cold weather started.

Merton Cycle Challenge

Safdar Ali, Mobile Response Officer participated in the above challenge from 10th Oct -13th Nov 2010. There were 11 participants in total and he was delighted to have won 3rd place with 117 miles cycled in this challenge.

It was an exciting exercise and participants were able to monitor each other's progress through an online diary. They collectively cycled 1032.4miles, burnt 30,972 calories and saved 206.48Kg carbon emissions. Safdar's fitness and journey times have significantly improved since taking up cycling.

Staff Excellence Award

Congratulations to the MASCOT team for winning 'team of the year' at the Merton Excellence Awards. Well done!



Pictured left to right: Fran Martin, Ann Giddy, Julia Graystone, Alan Hollyshead-John, Gloria Kelly, Verity Anderson, Paul Fagence, Rachel Seery, Merton's Mayor Oonagh Moulton, Jenifer Tutty and Safdar Ali.

The MASCOT Team



Suzette Simon
Manager



Linda Brackley
Business Support Manager



Alan Hollingshead-John
Mobile Response Officer



Mick Thompsett
Helping Hand Officer



Roy Willis
Finance Officer



Gloria Kelly
Mobile Response Officer



Safdar Ali
Mobile Response Officer



Verity Anderson
Mobile Response Officer



Julia Graystone
Mobile Response Officer



Colin Tutty
Champion Telecare Officer



Ann Giddy
Mobile Response Officer



Jenifer Tutty
Mobile Response Officer



Paul Fagence
Mobile Response Officer



Rachel Seery
Mobile Response Officer



Jane Barter
Mobile Response Officer



Norma Whyman
Mobile Response Officer



Fran Martin
Mobile Response Officer

A day in the life of Alan John and Jane Barter, Mobile Response Officers - Responsible for Home Fire Safety Checks



Jane & Alan are Mobile Response Officers at MASCOT Telecare and among many of their daily tasks and core business (emergency response service) they work closely with the London Fire Brigade. They contact MASCOT Telecare clients in a bid to ensure safety in their homes by carrying out Home Fire Safety checks and installing Telecare smoke detectors giving our clients peace of mind.

What if a fire were to take place?

The smoke alarm is activated and will alert the MASCOT Telecare Control Centre where staff are there to reassure and respond immediately by calling the fire brigade.

Did you know?

- You're twice as likely to die in a fire if you don't have a smoke alarm that works.
- Over half of home fires are caused by cooking accidents.
- More than 5 fires a day are caused by candles.
- Every 3 days someone dies from a fire caused by a cigarette.
- Faulty electrics (appliances, wiring and overloading sockets, electric blankets etc) cause around 7000 house fires across

the country every year.

Jane and Alan dedicate many days a month to booking appointments to carry out the checks. They are there to give advice and spot any potential hazards that could put the client at risk of fire.

Upon arrival of a check/visit they will ask questions and provide advice and guidance where appropriate such as:

- Does anyone smoke?
- Hot fat and kitchen safety
- Candle safety
- Portable heating safety
- Fireplace safety
- Electrical safety
- Smoke detectors
- Escape routes
- Before bed routine

Once a home check/visit is completed all details are entered on to the London Fire Brigade computer system and Colin the Telecare Champion and Mick our handyman then arrange to go and install the smoke alarms.

Alan and Jane have targets per month to achieve, so as to insure as many vulnerable and elderly residents within Merton have protection in their homes with the aid of a smoke detector.



MASCOT Telecare smoke alarms are monitored and maintained by our staff. If a battery needs changing it sounds a trigger through the alarm to alert us, and we then arrange a visit to change it.

SMOKE ALARMS SAVE LIVES!

MASCOT CASE STUDIES

Case Study 1

A call came through to alert the centre that a smoke detector had been activated, this was from a 94 year old lady who lived alone. The lady assured our Mobile Response Officer that there was no smoke and it was not coming from her house.

The MRO asked her to check in the hall as to where the alarm was sounding from. She replied it is coming from the garden, and we were not to worry as it was probably her neighbour cooking. She also added that they were likely to be on fire! The MRO ignored what was being said as her gut instinct told her otherwise, and the London Fire Brigade were sent to attend. The lady had indeed needed help, as she

had microwaved her lunchtime meal on a metal tray for over an hour, which had indeed caught on fire. Having a smoke detector provides protection by raising an alarm to our response centre when smoke is detected in the home.

Case Study 2

A MASCOT client who smokes, dropped her cigarette on the floor and it rolled under the bookshelf – she could not get to it and the smoke set our alarm off – we ascertained that the carpet was on fire. The fire brigade were called and the fire was put out without any harm to our client.

Case Study 3

Mrs P lives alone and suffers from dementia, she has a very supportive daughter who lives locally. MASCOT installed a smoke alarm in the clients home and within a week of fitting the alarm received a call, it was 22:30 the smoke alarm was sounding but the client was not responding via their alarm!

MASCOT called the London fire brigade and when they arrived on site Mrs P had put a dry pan on her electric hotplate which had caught fire and the property was filled with smoke! Mrs P was helped out of the house and was fine thanks to the smoke alarm being linked to MASCOT. Our congratulations go to our partner organisation the London Fire Brigade and Borough Commander Jane Philpott, who won an excellence award for her invaluable contribution to the community.

Falls Study

MASCOT have been working in partnership with Sutton and Merton Primary Care Trust to produce a falls project.

MASCOT staff are usually first on the scene following a members fall, and therefore in an ideal position to provide immediate assistance and also gather useful information.

Feedback gathered is now being used to produce a breakdown of causes and outcomes for future analysis.

Here are some MASCOT statistics from 2010:

January proved to be our busiest month for falls; we had approximately 115 members who fell, 19 of which had a family member or friend present to assist, 50 stated they had no injuries and were assisted by MASCOT staff without the need for further medical intervention, and the remainder required the assistance of the London Ambulance Service.

Case Study



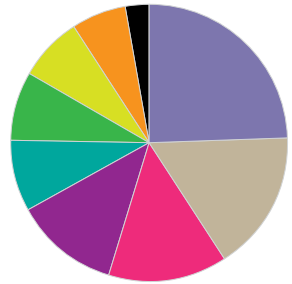
Mrs Jupp, who lives in Mitcham, had a MASCOT alarm installed nearly 3 years ago. We visited her recently and received a big thumbs up from both her and her 9 year old son. Mrs Jupp stated:

"I would not be able to live independently without the reassurance of Mascot. It gives me the confidence to stay at home knowing that help is available should I need it. If I did have a fall, I have also shown my son how to use it so he can call for help on my behalf."

Referral Analysis

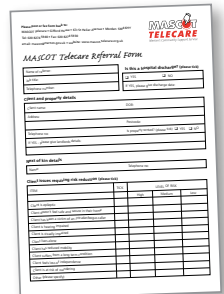
MASCOT Telecare Referrals 2010:

88	Self
59	Family or Relative
50	Reablement
44	Social Worker
30	Other
29	Nurse
27	ACM intake
23	OT
9	MAAT



MASCOT Telecare Referral Form

You can download a copy of our MASCOT Referral form from our website. Please go to: <http://www.mascot-telecare.org.uk/downloads.asp>



A selection of the Telecare sensors available:



Flood Detector

This sensor provides an early warning by alerting our response centre to the possibility of a flood or a leak in your home. Place it by the bath, shower or sink for peace of mind.



Smoke Detector

This popular and essential sensor provides protection by raising an alarm to our response centre if smoke is detected in your home.



Carbon Monoxide Detector

Poorly maintained or faulty gas boilers and other equipment can sometimes give off high levels of carbon monoxide. Our simple sensor could prevent this odourless and colourless gas reaching a dangerous level by alerting the response centre.



Bogus Caller Button

This device is installed by your front door. If you are unsure about a caller to your home you can press the button to receive advice and reassurance from the experienced operators at our centre.

REMEMBER: IT'S YOUR HOME...

IF IN DOUBT KEEP THEM OUT!



Temperature Extremes Sensor

This sensor alerts our response centre to extreme household temperatures. This is especially important if the temperature in the home falls to a level that could lead to hypothermia. It also provides advanced warning of fire hazards, as unlike smoke detectors, it can be situated in smoke rich environments such as kitchens.



Watch

This device combines an alarm button with a high quality watch, this has been developed to encourage telecare users to wear their personal triggers throughout the day.



Fall Sensor

This device sends an alert if you have a fall or a blackout, it is helpful to people with epilepsy or diabetes.



Bed/Chair Occupancy Sensors

These sensors will generate an alarm call if the user has got out of bed, eg. in the middle of the night to go to the lavatory and has not returned in a given period of time. The chair sensor can be programmed to send an alert if a favourite chair is not used during predetermined periods.



Property Exit Sensors

This monitors the exit points from a property. It can monitor a person leaving a property at an inappropriate time, eg. in middle of night. It will also activate an alert if a door has been left open by mistake. The sensor can even be linked to external lighting to offer greater protection to householders.



Medication Dispenser

This provides an effective solution to support medication compliance by automatically dispensing medication and providing audible and visual alerts to the user each time medication should be taken.

TSA Accreditation

As part of our on-going commitment to improving our standards and customer care, every year we go through a vigorous process of auditing and assessment by a body called Telecare Services Association. This year, on 1st September, once again we received our accreditation for Part 1 of this award, with no non-compliances; and next year, 2011, we will be working towards gaining full compliance for parts 2 and 3.

This is very important for us as it means that we provide an excellent service to all our customers and enables us to seek further business in a competitive market.

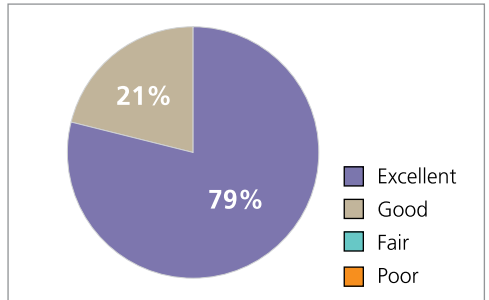
One of the things the auditor looks for is customer satisfaction, and we sent out a survey to 70 clients, randomly picked by our computer, asking them what they thought of:

- Quality of Service
- Speed of our response
- Is our service good value

60% of these were returned. All of them positive just see the chart.

Other things the auditor looks at is how we run our service, for example how well staff are trained; how we work with and respond to you, how we deal with your

Survey August 2010



calls, queries, and, sometimes, complaints. Fortunately very rarely received! How we work with our partners, such as Merton Priory Homes, Wandle Housing, Safeguarding Adults, and Emergency Duty Team. There is far more and as you can imagine this takes time every year to plan and work for this audit and could not be done without the support of all the MASCOT team.

Next year we will be working for Part 2 and 3 of this accreditation and this is far more involved. This will mean an auditor being with us for 2 days and on one of these days he will be shadowing us whilst we are out and about and will want to speak to someone who has a Mascot alarm installed.

We have seen this a successful year for Mascot, gaining accreditation for TSA and getting such a positive response from our customers makes us feel sure we are planning successfully for the future.

Budget Information 2009/2010

Expenditure Comments	
STAFF	£764,557
PREMISES	£ 2,541
TRANSPORT	£ 11,487
SUPPLIES & SERVICES	£136,151
LBM Overheads	£ 92,770
Revenue	£557,996

Staffing Levels & Structure

MASCOT Team

RESPONSIBILITY	NUMBER OF STAFF (FTE)
MANAGER	1
BUSINESS SUPPORT MANAGER	1
FINANCE OFFICER	1
MOBILE RESPONSE OFFICERS	11.5
HANDY PERSON / INSTALLATIONS OFFICER	1 (21hrs)
TELECARE CHAMPION	1

Indicators & Monitoring

TASK	2009/10
Computerised calls taken	105,836
% calls answered under 60 secs	96.86
Emergency visits made	1143
Referrals for service	507
Telecare installations	472
Dispersed members linked to MASCOT	1506
Total connections (nationwide)	3119
Monthly Charge for service	£32.90
Calls handled for Lewisham	2458
Emergency Duty Team	589
Safeguarding Adults	52

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Business Support Manager

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Finance Officer

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MASCOT TELECARE MOBILE RESPONSE OFFICERS

Tel: 020 8274 5940

mascot@merton.gov.uk

If you would like a copy of any of the publications mentioned in this Annual Report, please call Roy Willis on 020 8274 5940 or email him at roy.willis@merton.gov.uk or download them at www.mascot-telecare.org.uk

If you would like any of this document interpreted in your own language, please phone **020 8274 5940**.

Russian

Если вы хотите, чтобы
какая-либо часть этого
документа была устно
переведена на ваш язык,
пожалуйста, позвоните
по телефону **020 8274 5940**

Polish

Jeśli chciałbś jakaolwiek
część tego dokumentu
przetłumaczoną na język
ojczysty, to proszę
zadzwoń pod numer
020 8274 5940

French

Si vous souhaitez qu'une
partie de ce document
soit traduit dans votre
langue, veuillez appeler le
020 8274 5940

Hindi

यदि आपको इस दस्तावेज के किसी भी
हिस्से का किया हुआ अनुवाद अपनी
भाषा में चाहिये, तो कृपया टैलिफोन
करें **020 8274 5940**

Somali

Haddii aad jeclaan laheyd
in qeyb dukumentigan ka
mid ah luqaddaaada ama
afkaaga laguugu turjumo,
fadlan teleefoon u soo dir
020 8274 5940

Farsi

اگر شما میخواهید هر بخشی
از این سند به زبان شما برایتان
ترجمه شفاهی بشود لطفاً با
020 8274 5940 شماره تلفن
تماس بگیرید.

Gujarati

જો તમને આ દસ્તાવેજની કોઈપણ
ભાગનું કોઈ ભાષાંતર તમારી પોતાની
ભાષામાં જોઈએ છે તો, મહેરબાની કરી
ટેલિફોન કરો **020 8274 5940**

Urdu

اگر اس دستاویز کے کسی بھی حصہ کا ترجمہ آپ
کو اپنی زبان میں چاہیے، تو براہ مہربانی
ٹیلی فون کریں: **020 8274 5940**

Spanish

Si desea alguna parte de
este documento en su
propio idioma, llame al
020 8274 5940

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਕਿਸੇ
ਵੀ ਹਿੱਸੇ ਦਾ ਕੀਤਾ ਹੋਇਆ ਅਨੁਵਾਦ
ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ 'ਚ ਚਾਹੀਦਾ
ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਕਰੋ
020 8274 5940.

Arabic

إذا كنت ترغب بالحصول على
ترجمة فورية لأي جزء من هذه
الوثيقة، فيرجى الاتصال بـ:
020 8274 5940

Albanian

Nese do deshironi ndonje
pjesje te ketij dokumenti te
perkthyer ne gjuhën tuaj,
telefononi **020 8274 5940**

This leaflet is also available in Braille and large print. For your added security, all calls to the MASCOT Telecare Control Centre are recorded.

Mascot Telecare

Merton Council, 1st Floor, Civic Centre, London Road, Morden SM4 5DX

Tel: 020 8274 5940 Fax: 020 8274 5930

email: mascot@merton.gov.uk • website: www.mascot-telecare.org.uk