

Out of hours customer demand analysis

For the period 21/05/2009-15/07/2009 (55 days) between the hours of 22.00-07.00, there have been 161 overall demands received from residents living in Portsmouth City Councils 7 Cat 2.5 sheltered housing schemes.

- How did residents contact us –
 - 143 via Pull cord (88.5%)
 - 7 via Telecare (4.5%)
 - 5 via Face2Face (3%)
 - 5 via Telephone (3%)
 - 1 via Smoke alarm (1%)

- What was the demand -
 - 41 Can you help me (domestic 25%)
 - *'Pass me, close my, open my, pour me.....'*
 - 30 Can you help me (personal care 18%)
 - *'Help on/off toilet, in/out of bed....'*
 - 25 Can you help me (Medical or generally unwell 15%)
 - *'I have been sick, I feel poorly...'*
 - 18 Error (pulled cord by mistake 11%)
 - 17 Medical emergency or 999 called (10%)
 - *'I have fallen, I need an ambulance....'*
 - 11 Lonely/Reassurance (6%)
 - *'Can you talk to me, I have had a bad dream....'*
 - 9 Can I ask/tell you (5%)
 - *'What is the time...'*
 - 7 Telecare Trigger (4%)
 - 4 No Speech (2%)

- How did we respond -
 - 127 of the demands required a visit to the resident (78%)
 - 34 of the demands were responded to remotely via the intercom (22%)

Further analysis tells us that there are on average, 3 customer demands received per night during the 22.00 – 07.00 period across all 7 Cat 2.5 schemes.

Supported Housing Intervention Team 17/07/09