



March 2007



Please **TEST** your Lifeline on your special date every week or month.

WELFARE CALLS

From time to time we may contact you to discuss aspects of the Lifeline Service in order to make service improvements.

YOU can always contact US at the Control Centre on 01772 436756.

It is important that your Lifeline is plugged in at all times to ensure that your call can be received at the Control Centre.

All calls to the Control Centre from your Lifeline are recorded to help with training.

If you would like to comment or discuss anything within this Lifeline Report, please contact the Control Centre on 01772 436756.

CONTACT DETAILS

To help us provide the best quality of service to you, it is important that your contact details are up to date. This is to ensure that we can help you as quickly as possible.

Please make sure that you notify the Control Centre if any of your personal details change.

It is important that we have the correct medical information for you, and that the telephone numbers of your contacts are completely up to date.

If you would like further information about any aspect of our service, please phone us on 01772 436756.

NO DIALLING TONE OR FAULT WITH YOUR LINE?

If there is a fault with your telephone line, please report it to the company that supplies the line.

Please make them aware that you rely on the Lifeline service, so that they can log it as a priority call.



EMERGENCY SERVICES

In the event of an emergency, our trained operators may request an ambulance to assist you.

The Control Centre will fully inform the emergency services of your situation and an operator will stay on the Lifeline to offer reassurance until they arrive.

PEACE OF MIND *OPTION 2 Service*

Why not consider our Option 2 service?

With this service, the Control Centre holds a key to your property. The key is kept securely, and in emergency situations our Mobile Wardens will be able to use it to gain access to your property and offer assistance to you. Please contact the Control Centre for more information.



✓ audited compliance

Recognised by the Telecare Services Association as complying with its Code of Practice Part One

RESPONSE TIMES

In line with the TSA standards, our Control Centre Operators aim to answer calls from Lifeline clients within 60 seconds.

If you would like further information about any aspect of our service, please phone us on 01772 436756.