

The Companion

Your monthly Lifeline  update



Dec 07



CHRISTMAS IS COMING

We're sure you don't need reminding that Christmas is approaching. Before the festivities get underway can we ask that you inform the Control Centre of any changes to your personal details or to those of your contacts.

All our Operators and Lifeline Staff would like to wish you all a very Merry Christmas and a Happy New Year!

PLEASE TEST YOUR LIFELINE TODAY

Round The Clock
Service from your 24hr
Control Centre

TELECARE SMART HOME

The SMART home was opened in 2006 and is fitted with innovative Telecare equipment such as bed sensors, panic buttons, flood alarms, exit sensors and falls detectors to enable people to maintain their independence.

Please contact the Control Centre if you require any further information.

HELPFUL NUMBERS

The following organisations can offer a word of advice or a friendly ear at Christmas

Careline
0845 606 5678

NHSdirect
0845 4647

Samaritans
08457 909090



■ Karen Bland, Control Centre Manager with Cllr. Cheetham at the launch of Telecare

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

LOVEBIRD



One of our team went to install a lifeline for a customer. Whilst at the house the installer spotted a lovely little colourful bird. The bird's proud owner was thrilled to have been asked about the bird, which was a lovebird.

Her family had bought her two lovebirds when she lost her beloved dog due to ill health. When we asked if we could take a photo for the newsletter, she was over the moon and told the lovebird he was going to be famous!

COMMENTS, COMPLIMENTS AND COMPLAINTS

We are constantly trying to ensure the service you receive is of the highest standard. This means looking at ways to make it even better. We are very keen to hear your views about our service and what we can do to improve it, So please take a moment to complete the enclosed questionnaire and return it in the pre paid envelope.



The Control Centre has passed its 1st Year audit for the Telecare Services Association (TSA) which states 85% of all calls should be answered within 30 seconds and 98.5% within 60 seconds. In the last six months, we answered 78436 calls and our average response times were 99.1%.

INTRODUCING SOME OF THE TEAM



The Control Centre Operators recognise the importance of responding to every call promptly and efficiently

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