



# Assessing Your Needs

## Our assessing of your needs

We do not presently carry out formal assessments of the needs of those who request a service from us. We do however provide a form for the assessment of eligibility for funding of the basic Lifeline service through our Supporting People contract; this is only relevant for those who live within the area governed by Peterborough City Council. This is to assess whether the customer would be at risk of not being able to maintain themselves in their own home without the service, and whether they would be able to afford the service if it was not funded for them.

Nevertheless, in all our contact with you we will seek to understand your needs and circumstances. We will give advice and guidance on how those needs can be met, and may make suggestions that you may not have thought about. The end result of these discussions will be a Lifeline installation that meets the needs that you choose in line with the provisions of the service, which will help provide peace of mind.

## Assessing your own needs

After your Lifeline has been installed we will work with you on every appropriate occasion to assess what your needs are. We will give what advice and assistance we can to ensure your needs are met. However, because circumstances change over time, we would encourage you to assess your own needs on a regular basis to determine whether you are getting all the support that you need. If you

believe that there is further support that you could use, then you can contact us and we will provide you with information and assistance on how those needs might be met, even if we cannot necessarily meet them through the Lifeline service.



Telecare Services Association Member.  
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