



How We Handle The Calls We Receive From You



The support available in emergency situations

The computer system which receives all calls coming into the control centre can identify the type of calls and their relative importance. The officer receiving any calls will always select the call with the highest relative importance as being the most urgent.

On the basis of information on the screen and that received from the caller about the particular situation, the officer will select the most appropriate course of action and agree this with the caller, where possible.

- If the need is for medical assistance this will be directed to a doctor or the ambulance service
- Any security situation will be directed to the police
- In the event of a confirmed fire, a 999 call will be placed to the fire service. If it cannot be positively confirmed within 60 seconds that there is no fire following the activation of a smoke alarm, then a 999 call will be placed in any case
- In the event that we cannot obtain a response from the caller following alarm activation, the officer will call the user's key contacts and ask them to visit to determine the nature of the emergency and provide information to the control centre to act on



JUST PRESS AND HELP WILL BE THERE

LIFE LINE

A service provided by



The support available in non-emergency situations

Apart from alarm monitoring, the control centre computer also handles incoming calls from telephone lines. Consequently, those responding to incoming calls can find themselves having to handle non-emergency calls on both the alarm system and the telephone. These will always have secondary importance to incoming emergency calls and may be put on hold while an emergency is being dealt with. However, we will always deal with valid non-emergency calls.

- If the need is for support from non-emergency sources for example carers or relatives, we can call them on your behalf if you are unable to. However, Lifeline is primarily an emergency service, and we cannot call such contacts on your behalf for routine reasons
- If you have an enquiry about Lifeline we will take your details and call you back or send information to you. Officers will not be able to enter into lengthy conversations about the Lifeline service
- Enquiries for Lifeline installations and requests for termination of the service will have the necessary details recorded and then be passed to other telecare services officers to deal with
- Amendments to the details of those who are receiving the Lifeline service will be entered onto the computer directly as they are received
- Reports of faults on alarm equipment will have details recorded and passed to other telecare services officers to deal with
- Reports of repairs needed to property will be received and acted on only for Cross Keys Homes' tenants, and only where the caller is unable to make a call directly to the Cross Keys Homes' repairs centre themselves
- Complaints received in the control centre will be dealt with in accordance with the Cross Keys Homes' customer feedback and complaints policy. However, while the officer receiving the call will make every effort to deal with the complaint initially, it may be necessary for them to ask for a contact telephone number you can be called back on or to redirect you to another telephone number
- The control centre is unable to deal with queries about Lifeline accounts. Any queries about accounts should be directed to the incomes section on: **01733 385 025**