

LIFE LINE

Promoting Independent Living



Contact with the Lifeline service

When you need to contact us

When you want to contact us, you can either telephone, e-mail or write to us:

- Call us on: **01733 385100** if you want to make an enquiry or referral regarding Lifeline. This line may be on voicemail at certain times
- Call us on: **01733 235041** or **235085** if you want to make contact with the control centre
- Call: **01733 385113** if you want to speak to the telecare services manager or on: **01733 385114** if you want to speak to the head of supported housing
- You can e-mail the control centre at: controlcentre@crosskeyshomes.co.uk
- You can e-mail the telecare services manager at: tsm@crosskeyshomes.co.uk and the head of supported housing at: hosh@crosskeyshomes.co.uk
- You can write to us at: **Lifeline, Cross Keys Homes, Shrewsbury Avenue, Woodston, PETERBOROUGH, PE2 7BZ**

When we need to contact you - greeting you in your preferred language

Where you have expressed a preference, we will always seek to greet you in your preferred language. Where there may be difficulties in communicating because of language difficulties, we will use the Languageline interpreter service to communicate with you.

Introducing ourselves when we call you

When we call you, whether on the telephone or through the alarm system, the caller will use your name and will identify where they are from (Cross Keys Homes' Lifeline), who they are (by name) and why they have called you.

Making appointments with you

Unfortunately we cannot offer specific appointment times. This is because the person making the appointment with you will not necessarily be the same person attending the appointment. Therefore we will instead provide you with a specific time span (eg between 9am and 10am). It will not always be possible to give you the name of the person who will be attending the appointment. However, we can, if you wish, arrange for the person calling to use a password of your choosing to identify themselves to you.

Please see overleaf

How staff will identify themselves to you

Apart from using any password you may require, our staff will always identify themselves, whether requested or not, with an identity card. The card will carry the following information:

- Cross Keys Homes' logo
- The name of the person the badge identifies
- A photograph of the person the badge identifies
- The job title of the person the badge identifies
- An expiry date
- A telephone number you may call to check the identity of the person the badge identifies

Should you be in any doubt at all, keep the person calling on the doorstep, with your door closed, while you call the telephone number to verify their identity. Only when you are sure of who they are should you allow them into your home.

Recognising any representative you may appoint

You may not feel confident dealing directly with the Lifeline service or it may be that someone has been legally appointed to represent you. We will quite happily communicate with any representative acting on your behalf. We can take the details at the time of installation or at any later date. We will then take steps to ensure that all communication with you is through that appointed person. **This does NOT include contact with you in response to any alarm calls you may make using the Lifeline to contact our control centre.**

We will need you to sign a form or provide us with a copy of any legal document before we will recognise the person as an appointed representative. You also need to understand that any representative can make decisions on your behalf about the provision of the Lifeline service to you. The Lifeline service cannot be held responsible for decisions the representative may make with which you disagree.

You can cancel the appointment of a representative at any time by providing us with notice **in writing**. You may appoint a different person to act as your representative if you wish, except where the representative is legally appointed. The Lifeline service would then need to be provided with a copy of any legal document notifying any change(s) of those appointed to act on your behalf. Your representative may also inform us at any time that they no longer wish to continue as your representative by also providing us with notice **in writing**. We will write and tell you about this if it should happen.