



Protecting You

The protection of vulnerable adults

The Lifeline service, as part of Cross Keys Homes, subscribes to the Protection of Vulnerable Adults procedures, drawn up by Adult Social Care and monitored by the Peterborough Vulnerable Adult Protection Committee. If any concern, suspicion or allegation of abuse of a vulnerable adult is either reported to us or raised by any of our staff, we will report the matter to Adult Social Care without exception, with a view to the concern, suspicion or allegation being appropriately investigated. If you would like any further details on this matter they can be made available to you on request, as can a leaflet entitled, 'What you should know about adult abuse'.

What our staff cannot do for you

We are required to protect both our staff and our customers. As a consequence there are certain things that our staff cannot do in relation to you:

- They are not allowed to handle money for you, with the exception of any fees collected in connection with the installation of a Lifeline
- They are not allowed to get involved in your financial affairs, either directly or by way of advice (except in respect of available benefits)

- They are not allowed to receive gifts from you, except where they are of a minor or insignificant nature (e.g. stationery), and where these are received, they must be recorded in a register kept for this purpose
- They are not allowed to be beneficiaries of, executors of or witnesses to the will of any Lifeline customer
- They may not act with the power of attorney for any Lifeline customer
- They are not allowed to recommend the benefits of one service over another of the same or similar nature, particularly where such advice could be in relation to any service provided by a member of their own family



JUST PRESS AND HELP WILL BE THERE

LIFE LINE

A service provided by


CROSS KEYS Homes
You'll be at home with us.

Protecting your safety under health and safety provisions

Cross Keys Homes has a health and safety policy which, among other things, commits it to:

- Looking after the health, safety and welfare of those who work on its behalf and everyone else who could be affected by its activities
- Ensuring that everyone who works on behalf of the organisation does so in a safe way so that work activities do not endanger any persons
- Ensuring any unsafe or unhealthy situations are recognised and dealt with as quickly as possible

As part of Cross Keys Homes, the Lifeline service is also committed to these objectives, so if you have reason to believe at any time that the equipment or service we provide, or the way in which we operate, presents a risk to the health or safety of yourself or anyone else, please report it by calling: **08453 130 190**. Please also telephone us on this number if you would like any further details about what is in the health and safety policy.

