



November 2006

Lifeline GETS SMART

We are delighted to announce the introduction of our **Telecare Smart Home** which features alarm technology enabling people to stay in the comfort of their own home for longer.

For more information, please phone us on **01772 436756**.

FREE LIFELINES

The Lifeline Team has initiated a scheme where on being discharged from hospital you can have a **free Lifeline for 4 weeks**.

For further information phone 01772 436756.

RESPONSE TIMES

Our Control Centre is committed to delivering a quality service to its Lifeline Clients. We are currently answering 97% of all calls within 60 seconds and our Emergency Mobile Warden Service has responded to call-outs within an average time of 27 minutes. **If you would like more information on this service please contact the Control Centre 01772 436756**

SERVICE STANDARDS

We are continually improving the Lifeline service.

We ensure the Control Centre is staffed 24 hours a day, 365 days of the year to help you should you need us

CLEAR COMMUNICATIONS

We have collected information about our clients' communication preferences, so that we can best meet their needs.

Almost all of our client's preferred larger type for written communication

ARE YOUR DETAILS UP TO DATE?

To help us to continue to provide an excellent service to all our clients it is important that we hold correct up to date information on YOU.

Please ensure you contact the Control Centre if there are any changes to your personal details.

CUSTOMER SURVEYS

We have contacted Lifeline clients asking them to complete a Customer Satisfaction Survey. **The results have been excellent.**

93% of our clients scored our Lifeline Service as good to excellent.

If you have not yet completed the questionnaire or need assistance please contact us.

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

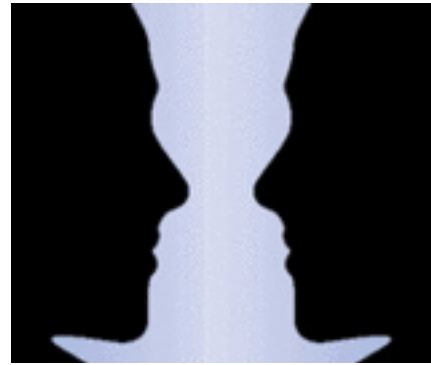
ARE YOU A WEEKLY OR A MONTHLY?

Do you test your Lifeline every Week or every Month?

Do you know why you must test your Lifeline?

Testing the Lifeline ensures the batteries within the unit and pendant are working correctly

Please ensure you or your contacts do this every week or every month as stated at installation. As of the 1st October 2006 the Control Centre will only place reminder calls every 3rd month.



FACE TO FACE

We will be organising a consultation event in the New Year for our Lifeline clients.

This will be an opportunity for you to make suggestions and discuss the Lifeline service

If you are interested in attending this event please contact Karen Bland at the Control Centre on 01772 436756.

TSA ACCREDITATION

After months of hard work the Control Centre are celebrating the achievement of the TSA accreditation.

This is a nationally recognised quality for delivering service and is a wonderful achievement by all the staff.

To our Lifeline clients this means we are doing what we should be doing by delivering an excellent quality of service.

FEEDBACK

If there is any area of our Lifeline Service that you are not completely satisfied with, **Please tell us.**

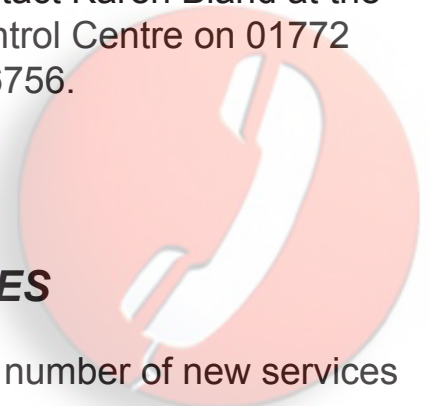
You can contact the Control Centre on 01772 436756

CONTROL CENTRE SERVICES

The Lifeline Team are developing a number of new services including Telecare.

Telecare sensors include falls detectors, smoke alarms, bogus caller alert and bed sensors.

Please contact the Control Centre for more information



ACCESS TO INFORMATION

Have you visited our website?

www.newprogress.co.uk/lifeline

You can also access the internet at most libraries

There may be information to interest you.

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