



October 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**.

Click here for further information, or phone 01772 436756.

## RESPONSE TIMES

Our Control Centre is committed to achieving the **Telecare Service Standards**. These standards are the recognised quality standard for delivering service.

We are currently answering 97% of all calls within 60 seconds and our emergency response time is well within the recommended time stated. The Emergency Mobile Warden Service has responded to call-outs within an average time of 27 minutes.

## SERVICE STANDARDS

As our clients know only too well, 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 if you need us

Click here to view our commitments to our clients.

## CLEAR COMMUNICATIONS

We are currently collecting information about our clients' communication preferences, so that we can best meet their needs.

Please let us know if you require information in large print, audio or Braille, and how you would prefer to be contacted by us.

## ARE YOUR DETAILS UP TO DATE?

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

We have recently contacted all our clients to check the details that we have for them and to get an update of any changes in personal details.

## CUSTOMER SURVEYS

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

From 673 questionnaires returned so far, **93% of our clients scored our Lifeline Service as good to excellent.**

If you haven't completed the questionnaire, click here to download a copy.

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