

- When we install the telecare equipment, we will explain the system to you and make sure you are happy with how it works.
- We will advise that you test the alarm at least once every month.
- If you need the emergency services at home, we will try to contact a keyholder to give them access. If a keyholder is not available, the police may have to use force to get into your home which you will be responsible for, if any damage is caused. We can give information about keysafes (where a spare key is kept that the emergency services can use if they need to).
- If you ask us, we will remove the alarm equipment if you have to go in to hospital for a long time. We will not charge you for this period. We can reconnect the service if you contact us when you return home.
- We will always make an appointment with you before we visit you at home.

For more information about our services, please call our Careline.

Phone: 0845 310 2950

Fax: 01635 572287

Email: careline@sovereign.org.uk

Website: www.sovereigncareline.co.uk

We will record calls to the Careline.



Sovereign Housing Association Ltd

Berkshire House
 22-24 Bartholomew Street
 Newbury RG14 5LL
 Phone: 01635 572220
 Website: www.sovereign.org.uk/south+west

Sovereign Housing Association Ltd is a charitable association and part of The Sovereign Group.



Corporate member of
 Plain English Campaign
 Committed to clearer communication.



Standards of service

Helping to reassure you that your safety is our priority



Mission statement

We try to help you live independently with the support of our emergency Careline service and range of telecare devices, such as smoke and fall detectors.

We will treat every alarm call as an emergency until we are sure what action we need to take.

We will treat everyone in line with our equality and diversity policies.

We will help staff to achieve their potential through a range of training opportunities.

We will always try to improve our service by listening and responding to your feedback.

Our Careline aims to keep to the following services standards

- We will answer 98.5% of all emergency calls within 60 seconds.
- We will monitor and record calls to the Careline to help train our staff and look at how we can improve our service.
- We will operate our service 24 hours a day, 365 days a year.
- We will ask your key-holder to confirm that they agree that we can call them in an emergency.
- We will make sure that we update information we hold every six months and we will work in line with data protection laws.
- When visiting you at home, our staff will carry an identity card and show it to you.
- We will carry out satisfaction surveys and hold regular focus group meetings so you can tell us what you think of our services, and make our performance reports available for you to look at.

