



Keeping Safe, Secure
and
Connected
in
Sheltered Housing



4 Carden Place
Aberdeen
AB10 1UT

Tel: 01224 625822

Fax: 01224 625830

E Mail: info@castlehillha.co.uk

What changes are ahead and how will they affect me?

Castlehill want to ensure the safety, security and wellbeing of all their tenants.

From 1st April 2010 we will be removing our onsite overnight staff cover in a number of our sheltered housing schemes. From this date when staff are not on duty all schemes will be connected to the Regional Control Centre (RCC)/Community Alarm in Aberdeen. Staff are on duty 24 hours every day at RCC and are available to respond to calls for assistance from tenants living in sheltered housing and other persons who are connected to Community Alarm.

The role of Castlehill's sheltered scheme staff will not change and you will be notified individually of the revised hours when staff are on duty. Staff will continue to provide a Housing Support service in accordance with your needs and choices but they are not required to be available to respond to calls for assistance from tenants when they are off duty.

The changes should have no impact on your safety and security.

What happens when sheltered scheme staff are off duty?

When the Manager/Relief Manager is off duty they will switch the scheme alarm system 'off site'. This means that any call made on the system will go direct to RCC/Community Alarm.

The Regional Control Centre is located in the grounds of Woodhill House in Aberdeen . It is staffed 24 hours every day of the year by trained operators who can deal with a range of situations which may arise including medical and other emergencies.

When the pull cord has been activated by the tenant it sends a call through a dedicated telephone line to staff at RCC/Community Alarm. The vast majority of calls will be answered in less than a minute but if operators are busy with other calls it may be a little longer, but your call will be answered. The operator will be able to identify the caller because they hold information on all Castlehill tenants. They will respond to your call and ask you to explain why you are calling.

You will be able to have a conversation with the operator so please be clear and honest. They will then assess the situation and take appropriate action to deal with it. This may involve them calling a nominated 'resident contact' to assist, calling emergency services such as Fire, Police or Ambulance or calling for medical assistance.

If you do not respond to them they will initiate appropriate action assuming that you require assistance. It is important to remember that the service provided by RCC/ Community Alarm is primarily for emergencies, and should not be used if the situation you are calling about can wait until a member of staff is on duty. Similarly if you use the alarm by mistake please advise RCC of this or they may assume that you require assistance.



How do RCC/Community Alarm staff know who to contact?

At the present time Community Alarm hold information about each tenant including name, address, telephone number, certain 'keyword' information eg medical or mobility and details of GP and resident contacts. This information is input on their computer system which means that when you call they know who you are.

What additional information do they need?

It is recommended that you have three nominated contact persons. Firstly, you will need to check that the people you are putting on your contact list will be available and willing to be contacted in an emergency or incident night and day, when staff are not on duty.

We will need to know their contact telephone numbers for both home and work, where possible, and also any mobile telephone number if there is one.

We also require the full name, address and status of the 'resident contact'.

This information will be kept secure and will not be given to any other organisation apart from RCC.

Our scheme staff will contact you individually to check that the information currently held by RCC is accurate and note any amendments. They will also record details of your nominated 'resident contacts'. We will require up to 3 contacts one of whom should stay within easy travelling distance of your home. At the very minimum one 'resident contact' will be acceptable. If you have any problems with this, please discuss this with scheme staff.

If there are any changes to your 'resident contact' details please inform scheme staff as soon as possible in order that records can be updated.

Scheme staff will also check if your 'resident contacts' have a key to access your property and if not any action to be taken to address this. Although RCC are able to allow emergency services access to sheltered schemes and to a master key to allow entry to individual properties they are unable to do this for individual 'resident contacts'. All relevant information gathered will be sent direct to RCC/Community Alarm and they will

update information on their system for individuals.

If you have any questions about this process please discuss this with scheme staff or contact Jim Anderson (Housing Manager) or Mandy Rae (Housing Officer) at Castlehill Housing Association on 01224 625822.

When should I use the pull cord? *Only in an Emergency*



These could include the following;

- A fall or other accident which requires urgent medical attention
- Any health problems which require urgent medical attention
- An intruder
- An assault where the Police need to be notified
- Fire

Points to Remember

This service is primarily for emergencies. If the situation is not urgent then please wait until scheme staff are back on duty. Always remember to notify scheme staff of any changes to your 'resident contact' details.