

# EXTRA SUPPORT AND SERVICES

## 1) Will my mum/dad get a daily check?

At Retirement Living Plus schemes residents will have their welfare checked on a daily basis (Mon – Fri), by the Scheme Manager either formally by knocking on your door or by seeing you in the communal areas for example. A blue tick system is in place for these residents to indicate each morning that everything is OK if they do not wish to be disturbed or have gone out. For non sheltered accommodation the OK Each day telephone will be installed whereby residents can press the button on the telephone to indicate that they are well. This registers with the Housing Proactive central control. If the resident doesn't press the button by an agreed time, the phone will ring with a prerecorded message as a reminder. For Non responses, Housing Proactive will ring the resident directly or if necessary the NOK/ key holder. Residents can inform Housing Proactive if they will be away.

## 2) Can I have a pendant (Neck or Wrist)?

Yes if you have a hard wired or dispersed lifeline system in your property then you can have a pendant. The appropriate Area Coordinator or the Scheme Manager needs to be informed if a pendant is required and they will liaise with you to arrange installation/programming. There will be no charge to you for the installation of pendants; however there may be a charge if a lifeline portal unit or other telecare equipment needs to be installed. Replacement pendants will be charged for if they have been lost or damaged

## 3) What should I do if my lifeline is faulty?

Please contact the office. The Area Coordinator / Scheme Manager will check the connection. We will also contact Astraline to ask them to try and dial into your property and check for faults. If a fault is found, then a works order will be raised so that the fault can be rectified.

#### **4) I live in a sheltered scheme and my family are visiting; how do I book the guest room?**

The guest room can be booked via the Scheme Manager of the appropriate sheltered scheme and payment made to them.

#### **Concessionary schemes also include:**

Barham Road  
Charles Jacobs Homes  
Eleanor Scott Cottages  
Ferens Haven  
Frederic Reckitt Haven  
Juliet Reckitt Haven  
Mrs Richardson's Charity (Hull & Bridlington)  
Pickering Crescent  
Rosedale Grove  
Sir James Reckitt Village Haven  
Southcoates Lane  
Staveley Road.

Please Note that if you do not fall into the above categories, then you are responsible for obtaining your own TV Licence.

**We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact 4 Pickering and Ferens Homes on (01482) 223783 [www.pfh.org.uk](http://www.pfh.org.uk)**

