

COMMUNICARE POLICY

Aim of the Policy

The aim of this policy is to seek to ensure the provision of high quality services that meet the needs of customers who would like to continue living independently in the community.

Objectives of the Policy

1. To clearly define the service we provide
2. To explain how to access the service

Statement

Sentinel wishes to provide a comprehensive range of community alarm and associated services in order to assist older, disabled and other potentially vulnerable persons to remain living independently in the community.

Anyone nation-wide may apply for the CommuniCare service. In the majority of cases customers will have to pay for the service, however there is some limited provision for those in receipt of benefits. Customers can access the service by contacting Sentinel.

Services provided include, but are not limited to, monitoring schemes, monitoring individual alarms, daily call service, daily equipment testing and lone worker monitoring.

Policy Principles

We will:

- Endeavour to meet the strategic requirements of local authorities.
- Strive to improve our service on a continual basis and to achieve excellent value for money operating within a sound financial framework to ensure continuity of the service.
- Actively promote our service to stakeholders, local authority partners, healthcare professionals and the general public.
- Consult with our customers and wider stakeholders; This will be undertaken on a regular basis through meetings and expert focus groups.
- Avoid discriminating against any service user on the grounds of their race, colour, ethnic or national origins, religion, sexual orientation, disability, gender or age. We will monitor the service we provide to ensure that no individual or group of individuals receives less favourable treatment in accordance with our Equality and Diversity Policy.
- Respect all service users right to freedom of choice, dignity, privacy and confidentiality.
- Deal with complaints in relation to the service in accordance with our organisations Complaints Policy.
- Obtain enhanced Criminal Records Bureau checks for all employed staff.

Service Details

We will:

- Focus on the needs of the customer within an individually tailored care and/or support package.
- Regularly review the service with individual and corporate customers to check service standards and appropriateness of the service provided.
- Monitor service delivery annually through customer satisfaction surveys.
- Take into account any change in the circumstances of service users and if necessary amend care and/or support accordingly.
- Deal with any verbal or written correspondence in a polite, courteous and appropriate manner.
- Employ suitably experienced, high quality, well trained staff.
- Ensure that all staff present a photo ID card when visiting the homes of service users and wear suitable clothing at all times.
- Promote the service continuously both within the organisation and with external agencies.
- Provide a 24 hour monitoring service, 365 days a year.
- Operate an out of hours service for our customers and external customers.
- Respond to all calls within given time parameters in compliance with the Association of Social Alarm Providers.
- Devise new and innovative ways of extending the coverage of the business, by diversifying according to business opportunities.

Policy Review

The Business Director in conjunction with the Care & Support Manager will review the operation of the current policy, on a regular basis and report the outcomes of the review to the Policy Committee.