



# Wellbeing Lincs

Better wellbeing across Lincolnshire



## Response Service

Wellbeing Lincs is a countywide service, supporting adults across Lincolnshire to achieve confident fulfilled and independent lives.

## Wellbeing Lincs works to support Lincolnshire through life's changes.

Within its range of services designed to promote confident, fulfilled, independent living, the Wellbeing Lincs Response Service offers an invaluable helping hand.

Bringing comfort and reassurance to people who have telecare monitoring but no neighbour or nearby relative who could respond in a hurry.

For just £2.50 a week, trained Wellbeing Responders would fulfil that role, ready to be at your side within 45 minutes of the alert.



Where people subscribe to a telecare monitoring service, but don't have ready access to a neighbour or nearby family member who could respond in a hurry, the Wellbeing Lincs Response Service is here to help.

For a weekly fee of just £2.50 – £130 a year – someone will be on standby, ready to respond when the telecare monitoring service alerts say a response is required. There are no further or hidden costs.

Responders are all fully DBS and security checked. They are trained and insured to assist people to get to their feet. They can also use Manga lifting equipment. All with the consent of the customer.

If during the visit, you agree that a little more help is needed, they will contact other services the following working day.

## Circumstances in which Response would be received:

Once you have subscribed to the Wellbeing Lincs Response Service, the telecare monitoring service would activate a Responder when :

- You are on your own and have requested reassurance whilst awaiting attendance by the Ambulance Service.
- You are distressed and have given consent to contact the Response Service.
- There are urgent basic lighting and heating issues (e.g. turning off stop cocks, offering help, reassurance and alternative heating advice in the event of a loss of power). The service is NOT to be used as an alternative for a plumber or electrician.
- You have fallen and are uninjured, but need help to get up (including emergency personal care if needed, to make you more comfortable)
- There is no response from the customer and all other avenues have been tried.

## Response would not be given:

- In place of any 999 emergency call to the police, fire brigade or medical services
- For anyone who is NOT registered for the Wellbeing Lincs Response Service
- To treat or aid any medical problems or concerns including:
  - » give a medication / injections.
  - » injuries (unless EMAS has been called and you ask for support whilst waiting)
  - » replace, secure or apply medical dressings
- We do not provide ongoing personal care, such as help to dress or undress, eat or with personal hygiene
- To carry out general maintenance such as changing batteries, removing faulty alarms such as smoke alarms, CO detectors or changing/fitting lightbulbs.
- If the situation could endanger the Responder, such as an altercation involving the customer at their property.
- To gain forced entry into a property
- To do any shopping.

The Wellbeing Lincs Response Service is open to customers of any telecare provider within Lincolnshire, on request.

The service is not available for single days, weeks or months, but intended to provide reassurance and support over a longer duration.

It is primarily intended for customers who do not have any local responders, such as family close-by or neighbours they can call on.

Once we get a call and know you need us, we will arrive within 45 minutes.

The Response Service is one of the aspects of Wellbeing Lincs, a service run by a partnership of Lincolnshire's district councils to support more confident, fulfilled independent living.

Terms, conditions and payment arrangements will be made clear during an initial discussion and the service can be cancelled at any point.

## Further Information

Wellbeing Lincs is funded by Lincolnshire County Council and run by a partnership of Lincolnshire's district councils working together.

For further information specifically about the Response Service call **01507 613126**

For information about all the services Wellbeing Lincs can provide (including a home-visiting, short-term service, simple aids for daily living, help finding local groups for social activities and befriending services) go to the website or as the Responder.

**[www.wellbeinglincs.org](http://www.wellbeinglincs.org)**

**01522 782140**