



# Community Responder Service

keeping you safe  
and supported

## OUR AIMS -

- Increase Independence
- Reduce Isolation
- Increase Confidence
- Reduce Loneliness
- Increase Activity
- Reduce Need
- Increase Support
- Reduce Worries
- Increase Socialisation

## HOW you can access the service -

Call  
**01724 297212** during office hours

- Monday - Thursday - 9.00am to 5.00pm
- Friday - 9.00am to 4.30pm
- If after hours please leave a message.

Email  
**prevention.adults@northlincs.gov.uk**

## Notes

## **WHO can access the service –**

Any person over 18, who have at least 3 of the following criteria -

- Living alone
- Socially isolated
- Learning disabilities
- Physical disabilities
- Mental health difficulties
- Dementia sufferer
- History of falls
- Over 65
- Care and support services in place

Every case is considered on an individual basis.

An early help and wellbeing check and a risk assessment, is completed in the first instance to gather sufficient details about an individual's support needs.

## **WHAT we can provide –**

- Prompt response to requests for support from 8am to 8pm, 7 days a week, 365 days a year by a team of staff based across North Lincolnshire.
- Support to:
  - access befriending services.
  - access activities provided by Community Wellbeing Hubs, local clubs, voluntary or community organisations.
  - access other services e.g. health, housing and benefits.
  - access home safety equipment e.g. pendant alarms, key safes, aids and adaptations.
  - understand correspondence and/or enquiries regarding completion of forms to enable independence in own home.
- An out of hours response service to pendant alarm holders.

## **WHEN we can respond –**

- Ad hoc response situations e.g.
  - A fall which does not require medical attention.
  - Minor flooding or domestic incident which does not require emergency services.
  - Emergency battery replacement and/or testing for smoke/pendant alarms.
  - Reassurance response to fire/smoke alarm activation where there is no fire e.g. burnt food.
  - Reassurance calls after discharge from hospital or respite.
- A 'responder' service to those individuals who have pendant alarms but who do not have any named responders e.g. family/friends.