

# Senior Living Schemes

## Check in Calls Procedure



### Introduction

The Senior Living service provided by Waverley Borough Council aims to promote independence and one of the ways in which it does this is through the Check In Calls Procedure. A check in call is defined as any form of contact between a Senior Living Officer (SLO) and a resident in which the Officer is able to confirm with the resident that they are okay (no health or wellbeing issues) and not in need of immediate assistance. This can be a visual check if the Officer sees them in a communal area of the scheme while on site. Alternatively, it could be a quick conversation via the flat intercom or their phone. This provides a regular point of contact between each tenant and their Senior Living Officer (SLO) so that those in need of urgent help can be identified without intruding on their privacy. It also provides an opportunity for tenants to raise any issues, receive advice from the officer, and be signposted to the appropriate service.

The check in call is not intended to be the only means of communication between tenants and their SLO. Tenants can continue to contact the SLO via email or telephone to discuss their concerns at any time during the SLO's working hours. This is in addition to the 24 hour [Careline](#) (PPP taking care) service, which is provided in all senior living flats. The check in calls service is not part of the tenancy agreement and is provided by the council as a service which tenants can use to manage their own independence. It does not mean that the council takes responsibility for the 'care and support' of the tenants.

### Opting in and out

As part of the sign-up process, the check in system will be explained to tenants and they will be able to choose whether to opt in or not. If the tenant chooses to opt in, then their preferred frequency and method of contact will be recorded.

If a tenant chooses to opt out this does not mean that the Officer will never contact the tenant to check that they are okay. The Officer will continue to endeavour to carry out a weekly visual check for these residents and will continue to contact tenants whenever they have reason to be concerned about their wellbeing.

Tenants will be able to review their decision annually and they can also make changes at any time by requesting it with their SLO.

### Communication Options

The method and frequency of contact is flexible and adaptable to the needs of each individual tenant, and this will be discussed with the SLO when a tenant has chosen to opt in.

Tenants can have visual checks, intercom contact, mobile phone call, text message etc. A visual check means that the SLO will note down when they see the tenant informally around the scheme. Intercom contact means that the SLO will call the customer via their Tunstall alarm and have a quick conversation to check that they are ok.

When opting in tenants will record their preferred method of contact. The SLO will then endeavour to carry out the check in call via this means, subject to available resources. In some cases, due to time constraints, the SLO may have to replace a verbal call with a visual check.

Tenants should only have the frequency of calls that are necessary for their individual needs, subject to available resources. If the tenant or the SLO thinks that the frequency is inappropriate, they will arrange to discuss it with one another and make the necessary changes.

Tenants will notify their SLO about any changes to their contact details or the contact details of their next of kin as soon as possible. The SLO will then update their records to match this. It is essential that the records are kept up to date so that another SLO can carry out the calls when the usual SLO is on annual or sick leave.

Changes can be made temporarily to the frequency or method of calls e.g. while a tenant is on holiday or in response to fluctuations in health. The tenant must notify the SLO in advance with the details of the change that they would like to make e.g. the duration of their absence.

Second hand information e.g. from the cleaner or other tenants will be used to help the SLO locate tenants when they have a concern but will not be relied upon and the wellbeing of the tenant will always be confirmed by contacting the tenant themselves.

### Christmas Contact

The policy states that Officers will endeavour to carry out a visual check on every tenant each week, even if they have opted out. Over the Christmas period, due to the Council office being closed, the Officers will not be able to carry out the Check In Calls Procedure (including these visual checks) for approximately ten days. During this period Careline (PPP taking care), the 24/7 monitoring centre, will carry out a call to every tenant that has requested one. Prior to this period, officers will contact every tenant to confirm their Christmas contact wishes.

### No response escalation procedure

This is the escalation procedure that will be followed if there is no response from a tenant within the expected time period. For example, if a tenant had agreed to a weekly phone call, then the SLO will begin the escalation procedure when it has been a week since their last contact with the tenant. However, if the SLO, using their knowledge of the expected daily routine of each tenant, has cause for concern about a tenant's wellbeing then they can begin the escalation procedure at any point that

they deem it necessary. Also, as the SLO will endeavour to carry out a weekly visual check for those tenants who have opted out, this escalation procedure will be triggered if any tenant has not been seen by the SLO for a week (unless the tenant is known to be away from the scheme, eg. in hospital or on holiday).

1. Call the tenant via the intercom and, if applicable, their mobile number.
2. Visit the tenants flat.
3. Contact their next of kin and, if applicable, their care provider.
4. Enter the tenants flat accompanied by a colleague where possible. A flat visit form will be left for the tenant to explain why they entered the flat. If the tenant is at home but chose not to respond, then the SLO will discuss this with the tenant and agree an appropriate frequency and method of contact for future check in calls. In the unfortunate event that the tenant is found unconscious or otherwise unable to respond then the SLO will immediately call 999 and request the appropriate service.
5. If the whereabouts of the tenant remain unknown after entering the flat, then the next of kin will be notified of this. The SLO will also notify the Senior Living and Careline Services Manager of this. Relevant local services such as day centres or hospitals will be contacted and then 24 hours after the first failed contact attempt the police will be notified.

Over the Christmas period the escalation procedure will be different as the calls will be carried out by Careline (PPP taking care).

1. Call the tenant via the intercom and, if applicable, their mobile number.
2. Contact their next of kin and, if applicable, their care provider.
3. Relevant local services such as day centres or hospitals will be contacted and then 24 hours after the first failed contact attempt the police will be notified. For the three Waverley Days (for 2022 this is the 28th, 29th, and 30th of December) one SLO will be on call and may be able to attend on site if necessary. However, in line with the Senior Living On Call Procedure, they will not be obliged to do so.

## Recording Contact

The SLO will record the Check In Calls that they carry out on the Check In Calls Record document. This will ensure continuity if another officer needs to cover the scheme.

All escalations will be recorded on the Check In Calls Escalation document with the name of the tenant, the reason for the escalation, and the outcome.

In line with GDPR regulations, only information that is necessary for carrying out the check in calls will be stored and it will only be stored while the person remains a tenant of Waverley Senior Living. It will be stored in the Senior Living SharePoint restricted folder where it will be secure and only accessible by the relevant people working within Senior Living.

A review of the IT/recording options will be completed annually to ensure prompt, accurate, secure reporting and consider alternatives.

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