



Carelink Newsletter

Issue 9



Welcome to the latest edition of the Careline newsletter. In this issue we'll be looking at some new ideas for improving the service, as well as the usual features and puzzles.

TEST CALLS

In the past, some of you may have been telephoned and asked to press your pendant and put a test call through to us. This has happened because we haven't had a call from you in some time and we want to make sure everything is okay, both with you and with the equipment.

This is designed to catch those clients who – for whatever reason – haven't made a monthly test call. And if there are any problems with the equipment, we can sort them out that much quicker.

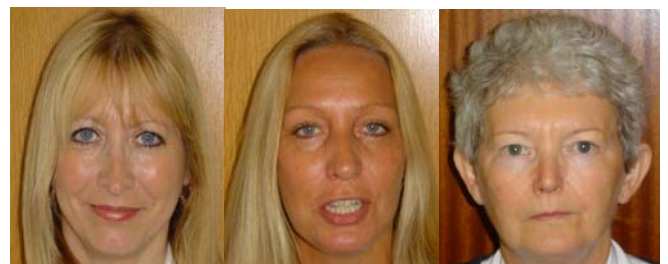
STAFF FOCUS

This issue we offer you a Triple Treat (or should that be Threat?). The three lovely ladies pictured

below are all part-time staff who attend emergencies, often in the middle of the night. On the left is Lynn Lee. Lynn has been with us for three and a half years now, and enjoys shopping, going to the cinema and is mad about her two dogs.

In the middle is Michelle Ellis. Michelle has been with us for two years, enjoys most arts and crafts, particularly oil painting, and dancing. Michelle also has a strong dislike of dogs, so if you have one, you might not get to meet her!

On the right is Kathy Raymond. Kathy has been with us for just over a year, and enjoys the job so much we're a bit worried about her. Outside of Careline she likes knitting, going to the cinema and visiting the United States.



COMPETITION

Last issue's competition prompted the most replies we've ever had for a competition, but as ever there can be only one winner, and this time the correct answer drawn out of the hat was from Mrs Flint of Crays Hill who wins a £20 voucher of her choice. She correctly spotted that the made-up event in our list was Churchill resigning as Prime Minister in 1947.

This time, take a look at the list below and tell us which *two* of these famous British people were *not* born in the UK, but abroad.

Eric Clapton – musician
Hawley Crippen – murderer
Graham Gooch - cricketer
John Keats - poet
Vivien Leigh - actress
John Major – politician
Joe Pasquale - comedian
Joseph Turner - painter
Peter Ustinov - actor
Oscar Wilde – writer

If you think you know which two people are the odd ones out, contact us by the end of June 2005. As there was a winner last time, the prize reverts back to a £10 voucher. Good luck!

QUESTION AND ANSWER

What is a fall pendant?

A fall pendant is an alternative to the normal pendant and is primarily designed to help anyone who suffers from blackouts or epilepsy. The fall pendant is worn on the waist and if the wearer collapses, a mercury trigger inside the pendant is set off. If the person doesn't get back up within fifteen seconds, it then puts a call through to the Control Centre.



A fall pendant in its cradle

OTHER ALARM PRODUCTS

In 2004 we surveyed 50 clients about the possibility of Careline providing other alarm products which would be linked into our Control Centre. We asked them to choose from a list of seven types of alarm and tick which ones they would be interested in.

Although not everyone returned their survey, there were enough responses to show that most

people were interested in the idea (some ticked more than one alarm).

Bogus caller alarm – 15
Burglar alarm – 12
Smoke alarm – 10
Carbon monoxide detector – 9
Flood detector – 4
Extreme temperature sensor – 2
Bed occupancy sensor – 2

These alarms would be linked to an alarm unit and would connect to the Control Centre in the same way a call using a pendant does.

A more detailed survey about other alarm products will be sent out in 2005, both to clients and to next of kin. From this we hope to be able to introduce at least some of these alarms in 2006.

In the meantime, if you have any views on this matter, or you're interested in one or more of the alarms, please let us know (the usual contact details are on Page 4).

CUSTOMER FOCUS GROUP – WE NEED YOU!

Yet another reminder about the Customer Focus Group. It is proving continually difficult to get

people to take part in this project. Without your involvement or feedback, Careline cannot ensure any planned changes to the service - such as other alarm products - will meet clients' needs. Nor would we be able to address any concerns you may have.

If you would like to take part, the Group aims to meet every three months in the Basildon Centre on a Friday afternoon between 2pm and 4pm. If needed, we can arrange transport to and from the Centre. For further information, or to have a topic discussed at a future Focus Group meeting, please contact either Frances Barbour or Nigel Burris (see Page 4 for contact details).

NVQs

You might be interested to know that some Careline staff are working through NVQs (National Vocational Qualifications) for customer service. This involves an assessor shadowing a member of staff and seeing how effective they are when dealing with clients in a variety of situations. An NVQ is a recognised achievement, and will serve to reinforce the good work our staff carry out on a daily basis.

THE QUIZ

Here are this issue's brain teasers. Answers next issue.

- Q1 What is the YWCA?
- Q2 Where is Manitoba?
- Q3 How many sides does a rhomboid have?
- Q4 What is a madrigal?
- Q5 Who is Harry Webb?
- Q6 Who succeeded George VII?
- Q7 What is *haute couture*?
- Q8 Why do spiders spin webs?
- Q9 Who would carry a pochette?
- Q10 An épée is used in which sport?

Last issue's answers:

1. Sir Isaac Newton.
2. Rodgers & Hammerstein.
3. A Bachelor of Science.
4. True.
5. 640.
6. Zimbabwe.
7. A dance.
8. New Zealand.
9. Michael Caine.
10. A breach of duty in law.

CARELINE'S WEBSITE

A quick mention for our website which provides further information about the service, and which will offer links to other, external services (Social Services, Citizens Advice Bureaux etc.) in the coming months. Log on to: www.basildon.gov.uk/careline

SURVEYS

The client satisfaction survey sent out in Spring 2004 was sent to clients in all areas and revealed a marked difference in response between Basildon clients and those from Rochford and Castle Point. Although there was an overall satisfaction with the service, clients from outside the Basildon area appeared to have a slightly different idea of just what Careline does, or should be doing. This has prompted us to put together a kind of manifesto of things we do and don't do. More details in the next issue.

CONTACT US

You can get in touch with us by either phoning on 01268 418656 or 01268 294438, or by e-mail to: careline@basildon.gov.uk

Alternatively, you can write to us at:

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That's all for now!