

Pennine Care Line

Support Officers are available between:-
9 am and 5 pm
Monday to Friday

to help with emergencies

This could include contacting family and friends for you.

When our staff are off duty, our very own **'Pennine Care Line'** is available 24hrs a day, 365 days a year.

When you press the button on your pendant, we send out our own highly trained **Mobile Response Team** to check on you and get you the help you need.



Visiting you

Support Officers carry out morning visits from Monday to Friday. Depending on your own personal needs, you can have one, two or even five visits a week.

How much does it cost ?

There is a charge for this service, but if you are on benefits, you might not have to pay!

Supporting you, in your own home

You do not need to move out of your own home to receive the help from Pennine's **Support Officers**.

Our Support Service is for older people who need a little bit of help to continue living independently in their own homes.

Support Officers are friendly, highly trained professionals.

They will visit you, in your own home to see how you are coping with your day to day tasks and talk through any concerns or problems you may have.

They will also help with things like:-

- adaptations
- home care
- chiropodist visits
- district nurse
- doctor
- repairs to your home
- benefits & pensions



Your Support Officer is there to take the worry away.

Will provide you with a high quality support service, always following our company policy guidelines.

customer care
confidentiality
health and safety
protecting vulnerable people
equality and diversity
tell us what you think



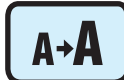
Code of conduct

- Promote independence
- respect privacy and never intrude
 - be professional and polite
- treat you fairly and as an individual

Contact your local Support Team for more information, they will gladly call round and talk to you about our service.

Tel: 01422 329274

We look forward to hearing from you.



**Available in
Large Print**



**Available on
Audio Tape**

Support Services for older people



An enjoyable life

- supporting people to enjoy life to the full
- companionship
- getting involved
- having a say
- links with the local community

Quality of life

- promoting choice
- respecting privacy and wishes
- maintaining dignity
- peace of mind
- affordable

An independent life

- your own home
- with support
- tailored to meet individual needs
- helping, not doing
- tenancy rights and control
- safety and security

High Quality Services

- always promoting independence
- professional staff
- promoting equality
- continuously improving
- working in partnership with other organisations

www.ph2k.org.uk