

CONTINGENCY PLAN
EMERGENCY CALL SYSTEM FAILURE
August 2021

SERVICE CONTINGENCY PLAN STATEMENT

This contingency plan is written in accordance with the 'Generic Pull Cord Risk Assessment' under identified Hazard 'Faulty System'.

Each Tenant within the extra care housing scheme has access to an emergency call system, which is accessed by either pull cords or personal pendants. The activation of the emergency call system is linked to the phone handsets, carried by staff, and initial response is established verbally via this method.

The purpose of this contingency plan is to ensure that the safety and wellbeing of all Tenants is maintained in the event of the emergency call system failing.

SYSTEM FAILURE:

NB: Regular planned testing of the emergency call system is in place and completed/documentated by the on-site care staff.

System failure may be caused by the following:

1. Power Cut in local area
2. Power outage in the building
3. Fault on call system
4. Fault on telephone line
5. Fault/damaged pull cord or pendant (affecting individual tenants)

IMMEDIATE ACTION:

- Identify system Failure and report to the Manager or Team Leader.
If out of hours, the manager on-call should be contacted
- The manager, Team Leader or Shift Lead should coordinate visits to each Tenant to check on their wellbeing and communicate that the system is currently not working.
An alternative phone number should be provided for means of contact while the system is off-line.
- Regular check visits should be put in place, in addition to scheduled care visits.
It is recommended that priority Tenants (who are more vulnerable or are unable to communicate by alternative means) receive hourly check visits.
The more able and independent Tenants should receive 2 hourly check visits.
These additional check visits should be added onto the carer allocation and should remain in place until the system is fully functional.

REMEDIAL ACTIONS:

1. Power Cut in local area

Report the power cut and receive updates by **calling 105 (National Power Cut Helpline)**

2. Power outage in the building

Contact the Croydon repairs team: croydonrepairs@axiseurope.com
020 8726 6101

3. Fault on call system

Contact AJS: **020 8597 7000**
info@ajs.co.uk

4. Fault on telephone line

Contact little fish via the online portal or call **0115 678 0023**

5. Fault/damaged pull cord or pendant (affecting individual tenants)

In the event of a fault on the pull cord, contact the repairs team:

croydonrepairs@axiseurope.com
020 8726 6101

In the event of a fault on the pendant, the scheme manager should attempt to re-programme the pendant.

In the event that the pendant is broken, a new one will have to be obtained from the careline team (NB: This is chargeable to the Tenant).

Careline@croydon.gov.uk