

Centra - Telecare



Fact Sheet for Named Contacts

Someone close to you would like you to provide Centra with your name and contact details so that we can get in touch with you quickly to go to their aid in the event of an emergency.

What is a “named contact”?

A named contact helps respond to emergency alarm calls raised from telecare devices *such as* a lifeline or pendant.

What am I expected to do?

As a named contact, you are agreeing to provide a “first response”. When your family member / friend’s telecare alarm is activated, we will contact you so that you can be the first to reach them. This could mean going into their home or, if they are outside, going to wherever they are or if you are unable to attend being able to instruct us to contact emergency services or an alternative contact who you know can assist. Ideally you will be available 24/7 but it is possible to be a named contact for a defined period each day or for defined days.

What are my responsibilities?

- You must tell us if you can only be reached at certain times of the day or night or week. If not then we will assume we can contact you at anytime.
- If you hold a key you need to ensure that it will work at the property.
- If you access the property via a key safe then you will need to make sure that you have the key safe number and be told when it changes.
- If you change your contact details then you will need to let us know.
- If you move away from the area and can no longer be a named contact then you must let us know,
- If you go away on holiday or will be unavailable to provide support as a named contact for more than 48 hours then you should let us know.
- If more than one person can answer the phone on the number we contact you on – then they should also know what to do.
- If you are asked to respond to an emergency call you must contact us to let us know what is happening until such time as the emergency call can be closed down.

What happens if you cannot get in touch with me?

We will work through the list of contact names provided by your family member / friend until someone answers. When we ring you our number will show as an unknown number, though a message will be left with a number to ring back on. If no one answers we will contact emergency services.

What happens if my family member or friend needs emergency services?

Depending on the circumstances, when an alarm is activated, at our discretion, we may contact emergency services first. If we do this we will then subsequently inform the first available named contact of the situation and the action we have taken. That might be you. It will then be your responsibility to inform others that need to know.

You should NOT be a named contact if:

- You are unwilling to act as a “first response” for your family member / friend.
- You do not live sufficiently close to your family member / friend to provide on-site help if required; a rule of thumb would be within 15 – 20 minutes travel time.
- You do not have access to the person’s home.
- You regularly do not answer your phone because it is in silent mode or is switched off.
- You have a physical disability or mental health illness that may prevent you from responding to our calls.
- You are taking medication which causes significant drowsiness or may cause disorientation.
- You have an active addiction or dependency for mind altering substances, such as drugs, prescribed medication and / or alcohol.

What do you do with personal data?

Your information will be treated fairly, securely and with respect in line with data protection law. Full and current information is available in Centra’s Privacy Notice. You can access this at www.centragroup.org.uk/privacy_and_cookies/

How do I contact Centra?

- Phone: 0300 333 6511
- Email: centra.info@centragroup.org.uk
- Address: Centra Pulse & Connect 32, Tower View, Kings Hill, West Malling, Kent, ME19 4UY

Remember we are open and operational 24/7.

