

Charges for MASCOT's Services

MASCOT Telecare:

- Will financially assess potential members and will make charges only where appropriate.
- Will make available a variety of convenient ways in which you can pay for services.
- Will advise its members how to claim for the zero rating of VAT where appropriate.
- Will make sure procedures are in place to refund overpayments where necessary.
- Will monitor payments for its service, and will advise members of any unpaid instalments.
- Will review its charges annually, and any increase applied will only reflect the current rate of inflation and improvements to the quality of service provided.

Our aim is value for money.

OUR Pledge

"We promise to respond to the needs of our members promptly and efficiently. We will treat you fairly, getting to know your needs and preferences. We will support you in emergency situations in the home by putting you first, twenty four hours a day."

Valuing MASCOT's Staff

We know that our members would also like to demonstrate their commitment to our staff by treating them with mutual respect and dignity.



This leaflet is also available in Braille and large print.

If you would like any part of this document interpreted in your own language, please phone 020 8274 5940.

The MASCOT Telecare Charter

MASCOT Telecare

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What is MASCOT Telecare?

MASCOT Telecare is a community careline and support service which remotely monitors your security and well being at home. We offer community support services to older people, people with a disability and victims of harassment, domestic violence and bogus callers.

Telecare and community support

Our aim is to:

- Serve you courteously and efficiently.
- Send a Mobile Response Officer to assess your needs within 10 days of your application.
- Install your Telecare package within 15 days of your application at an agreed date and time.
- Contact you if we are running late. If we have to cancel we will arrange another visit within 48 hours.
- Answer 98.5% of calls within 60 seconds of reaching our Control Centre. This is a national standard.
- Respect members' wishes above all else when handling emergency situations, overriding them only when it is considered in your best interest to do so.
- Keep and maintain, with our members' help, accurate and up to date personal information. This information will be treated in total confidence in accordance with legislation such as the Data Protection Act 1998. Personal information will only be shared with professional agencies where it appropriately meets your best interest.
- Securely keep house keys for access to your home in an emergency or we will provide a secure keysafe at your home.
- Provide easy access to our organisation and services.

- On the same day, change any piece of telecare equipment reported as faulty.
- Maintain links with emergency services, social services, other professional agencies, voluntary services and liaise with families on request, especially following an emergency.
- Keep all members informed about MASCOT Telecare's services by regular newsletters, reports and brochures.
- Respond to all written correspondence within 7 days.
- Respond within 24 hours to telephone, email and personal enquiries that need a reply.
- Ensure that all telecare equipment is maintained in good working order, encouraging you to make monthly checks, and reminding those who forget.
- Regularly ask our members to evaluate our services, welcoming ideas to improve what we do.
- Log all calls on audio recording equipment, keeping these recordings for 12 months.
- Record all incidents where a visit to your home was necessary, including details of other agencies involved in the incident.

Community Safety

MASCOT Telecare will:

- Arrange home safety and fire safety checks.
- Work in partnership with the local Community Safety Unit to monitor calls from people who are victims of racial harassment, domestic violence, other hate crimes and anti-social behaviour.
- Install alarms within 36 hours of referral by the Police Community Safety Unit.
- Consider that all its members are potential victims of bogus callers and will make provisions for security accordingly.

Sheltered Housing

MASCOT Telecare will:

- Respond to tenants courteously and efficiently.
- Monitor all calls when the Scheme Manager/Warden is off duty, and will respond with a visit where contracted to do so.
- Inform Scheme Managers/Wardens of all events and incidents that took place at the scheme during their off duty period.
- Arrange for emergency maintenance contractors giving consideration to customer care and the efficient use of resources.
- Call the emergency services – ambulance, fire brigade and police as appropriate – following agreed procedures.
- Accurately keep and update scheme tenant details.
- Regularly make presentations to scheme tenants to inform them of our service and to answer tenant and management queries.
- Follow procedures to control door entry systems in order to maintain the security of the building and its residents.
- Have procedures in place for contacting emergency services outside Merton.
- Direct emergency services within sheltered housing schemes, enabling them to take appropriate action. MASCOT Telecare will keep landlord representatives fully informed in the event of a call-out.

Mobile Response Officers

MASCOT Telecare members can expect our staff:

- To be prompt, polite and helpful at all times.
- To provide a link to other agencies on their behalf, such as social services or emergency services.

- To be trained in all aspects of their work and to deliver a high standard of service at all times.
- To show identity when visiting members.
- To always make appointments before non-emergency visits.
- To respond efficiently and sensitively to the feelings and needs of members, giving consideration to a person's dignity, ethnicity, religion and sexual orientation.
- To help those with language difficulties to express their views or needs fully and accurately, by using a translation service.
- To follow procedures which give clear guidance for every aspect of MASCOT Telecare's service. These will be kept up to date and available at all times to both staff and members of the public.
- To treat all calls as emergencies, until they are proved otherwise.

Security of Services

MASCOT Telecare:

- Has contingency arrangements in the event of the failure of essential equipment and has suitable call-out and maintenance agreements on its equipment.
- Has a back-up power supply.
- Works in partnership with Lewisham Linkline in order to offer seamless recovery and service continuity.
- Informs its staff about Health & Safety issues and conducts risk assessments to ensure that staff and members are safe and secure both on and off MASCOT Telecare premises.
- Ensures that all confidential records are securely destroyed when no longer required.