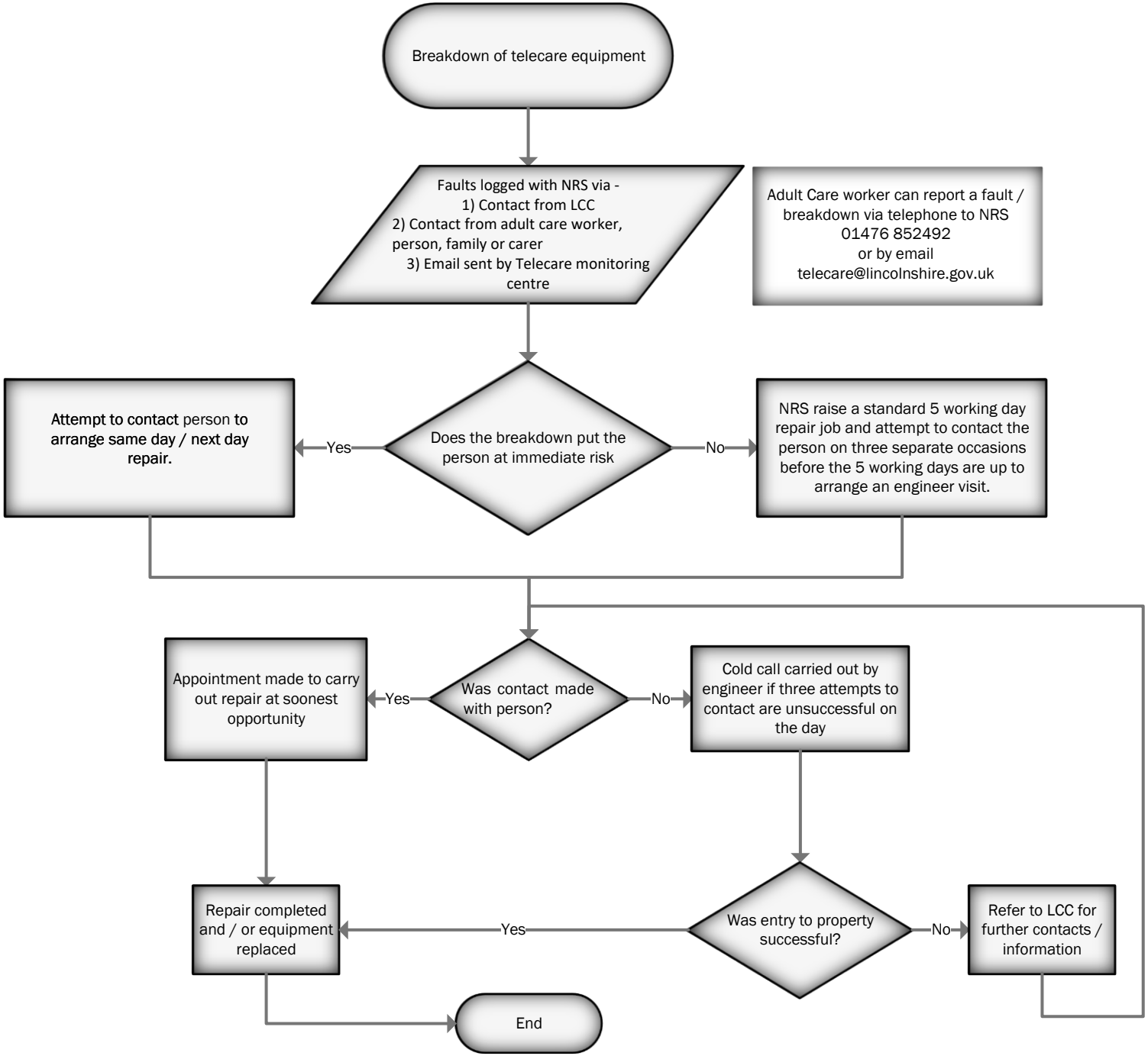
Breakdown of telecare equipment
Faults logged with NRS via -
1) Contact from LCC
2) Contact from adult care worker, person, family or carer
3) Email sent by Telecare monitoring centre
Adult Care worker can report a fault / breakdown via telephone to NRS
01476 852492
or by email
telecare@lincolnshire.gov.uk
Does the breakdown put the person at immediate risk
Yes
Attempt to contact person to arrange same day / next day repair.
No
NRS raise a standard 5 working day repair job and attempt to contact the person on three separate occasions before the 5 working days are up to arrange an engineer visit.
Was contact made with person?
Yes
Appointment made to carry out repair at soonest opportunity
No
Cold call carried out by engineer if three attempts to contact are unsuccessful on the day
Was entry to property successful?
Yes
Repair completed and / or equipment replaced
No
Refer to LCC for further contacts / information
End