

Enhanced Response Service

Who we are and what we do

What is the Enhanced Response Service (ERS)?

We respond to telecare alerts and people who need non-emergency assistance, 24 hours a day, 7 days a week. Our target response time is 60 minutes.

We can:

- Provide assistance to get a person up from the floor following a fall
- Provide personal care that is needed in an urgent and unplanned circumstance, i.e. not part of a regular care package.
- Provide reassurance following an incident at home

The Enhanced Response Service is not an emergency service, nor are we clinical or medical responders.

We are registered with the Care Quality Commission to provide social care activities, and we offer a response similar to a good neighbour or family member.

When can we respond:

We can act as an alternative or additional responder when:

- Usual key holders are not available, non-contactable.
- Where a suitable person cannot be identified.
- The usual keyholder is unable to complete the care that is needed

Key outcomes of our service:

- We reduce the number of unnecessary ambulance callouts, leaving more resource available for critical issues.
- We help give people the confidence that they are supported, allowing them to live in their own homes
- We support informal carers to continue in their role.

Who can benefit?

- People who have a community alarm, e.g. a Lifeline.
- People who live in sheltered accommodation with integrated alarms or pull cords

We recommend you have a key safe as it maintains your security and it is a huge benefit to emergency and responding services should they need to gain access to the property.

Our team covers Cambridgeshire and works with the main housing providers and telecare call centres

Confidentiality – Your personal information

We do not hold any information about a person until an alert is triggered. When it is, information given to the Telecare Call Centre will be shared with us to instigate a response. Once we have attended, we will leave a written summary of the visit with the person. Records of all visits by ERS are maintained securely on the Council's Social Care electronic recording system. We may discuss other services that could be beneficial to you, but will only make a referral with your consent.

Contact us:

Tel: 0345 045 5202 (Customer Services)

Email: careinfo@cambridgeshire.gov.uk

www.cambridgeshire.gov.uk/careandsupport