

Blackpool Vitaline: local support for local people – May 2011

Vitaline – here to help

Everyone knows that the best place for people, whatever their age, is in their own home living as independently as possible. But sometimes it can feel that staying at home is just not an option.

Blackpool Vitaline could change all that. We offer a 24 hour link to a Blackpool based call centre, So, in an emergency, if you fall or have a sudden illness, or if you need advice or support for any reason, our professional team is just a phone call away.

You can join Blackpool Vitaline permanently or just for a few weeks - for example, when your carer is on holiday or if you need extra reassurance when you have just left hospital. We can also provide other support services.

So, whatever happens, Blackpool Vitaline can make sure you get help, giving you and you friends and relatives, peace of mind.

Personal Emergency Telephones (PETS)

Blackpool Vitaline provides their 24 hour/365 day a year service through a personal Emergency Telephone (PET).

We can install a PET into an existing telephone socket. It has a 30 metre (90ft) range and will work through closed doors.

The telephone comes complete with an emergency pendant that you can wear around your neck, or clipped to your belt.



Other Support

Blackpool Vitaline also offers a range of other services that can be tailored to your needs.

These include:

- Contacting the emergency services and your next of kin in an emergency
- A mobile warden to attend every emergency call
- Someone to hold a spare key
- “Pop-in” monitoring visits
- Prompts for you to take your medication.

What will it cost?

If following a social care assessment you are offered Telecare or Vitaline services to meet assessed need/s these services will be provided free of charge as part of a package of care.

If you want to find out more about Adult Social Care Services please contact Social Services Direct. Monday - Thursday 9am - 5pm Friday 9am - 4.30pm tel: (01253) 477592

Email: social.servicesdirect@blackpool.gov.uk

Fax: (01253) 477827.

If you choose to pay privately for services, what you pay will depend on the level of services you choose to receive. For details please contact Blackpool Vitaline on tel: 477676 or 477678.

Comments, compliments and complaints

Blackpool Adult Services aims to provide a high quality service. To support us in delivering this aim we would like you to tell us what you think of our services. We are always interested in your comments and happy to receive compliments, but if you are unhappy with the services you receive you have the right to complain.

Most complaints can be sorted out by the staff you know, but if you are uncomfortable about talking to them or they are unable to help, please contact the Customer Relations Manager, Progress House, Clifton Road, Blackpool FY4 4US. Tel: 477700, or e-mail social.services@blackpool.gov.uk.

A leaflet “Comments, Compliments and Complaints” is available from the above address.

How to contact us

Blackpool Vitaline
Devonshire House
307-309 Church Street
Blackpool
FY1 3PF
Tel: 01253 477600/477678
Fax: 01253 477699

e-mail: info@vitaline.org.uk

If you want to find out more about Adult Services in Blackpool contact Social Services Direct. They will be able to answer many routine enquiries immediately. They are open from 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm on Friday.

Tel: (01253) 477592
Fax: (01253) 477827
Email: social.servicesdirect@blackpool.gov.uk

In an emergency out of office hours, telephone (01253) 477678.

Further information

We also produce the following leaflets.

“Adult Services. Help for adults from Blackpool Social Services.”

“Better Care, High Standards” – tells you about the standards we work to, what to expect and how to find out more about our services.

To ensure our services are accessible to all, documents prepared by Blackpool Council are available in large print, Braille, on audio-cassette or on computer disc upon request. We can also provide help for British Sign Language users and provide information in other languages. Please ask for details or telephone 477117.