

Information for your Personal Assistant

The Direct Payments Team recommend that you discuss the following with your personal assistant, and then give them a copy for their information.

In the event of the personal assistant not being able to gain access to my home, I would like the following actions to be followed:

1. Firstly, investigate the property as extensively and safely as possible, including looking though the letterbox and windows where possible.
2. If there is still no response please contact my emergency contact person on the details below: (i.e.: family/ neighbour/ friend)

Name:
Contact number:
Relationship to me:

3. I have a Mascot alarm: (please tick)

Yes No

If I have ticked that I have a Mascot alarm please call the Mascot emergency 24hours number:
020 8274 5940

4. There are also keys to my property kept with the person below:

Name:
Contact address/number:
Relationship to me:

If after trying the above contacts there is still no way of gaining access, I would like the personal assistant to phone **999** and ask for the police to gain access. If you feel there is an emergency before following the above steps please phone **999** straight away.

To ensure the emergency services are not called unnecessarily please inform your personal assistant if you enter hospital, or have any emergency appointments.