

## Tell me more....

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Phonelink is a telephone morning and evening check call service for over 65's funded by the Edinburgh Health and Social Care Partnership. This service is available to anyone living in Edinburgh aged 65 or over who feels the need for a daily reassuring telephone call.

The benefits of our service include:

- Reducing loneliness
- Welfare Checks
- Medication Prompts
- Offer advice on other services available in your community



Funded by

Edinburgh Health and  
Social Care Partnership



### Caring in Craigmillar

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## Phonelink Edinburgh

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**CONNECTED**

Feel  
**VALUED**

Feel  
**SAFER**

**0131 510 6930**

[www.caringincraigmillar.org](http://www.caringincraigmillar.org)



## How does Phonelink work?

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Many of our clients live alone and rarely get visitors or leave the house.

Loneliness and vulnerability can release feelings of worry that no one will know if they take ill or have a fall which can cause complete social isolation.

Our calls provide peace of mind and help tackle these issues by ensuring no one is left alone for long periods of time. In some cases, we are the only people that they speak to for several days. A daily reassuring call can provide people with a good start to their day.

## What happens when you sign up for the service?

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You will be allocated a set time every morning and evening and we will call you as near to this time as possible. If we cannot reach you for any reason, our robust system ensures that we call you again within 10-15 mins. If we cannot get an answer, we will contact someone to check on you and ensure you are well. Each client must provide us with **2 named contacts** for this purpose. In the event of a fall, an emergency service will be called. We ensure we communicate with each professional service you receive such as Community Alarm Teams or Home Care providers.

## Do I need a call every day of the week and each morning and evening?

No, the frequency of the calls is completely up to you. Most of our clients do receive calls 365 days a year but some choose to have maybe just morning calls, weekend calls only and maybe only on certain days. The days and times are decided on whatever suits you.

## Can my family members sign me up for a short period of time?

Yes, we have families who contact us if they are going away on holiday for a while and we can provide calls for this duration to provide peace of mind that their loved ones are speaking to someone to check on their welfare.

## Medication Prompts

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We are happy to provide clients with a call to provide them with a prompt to take their medication. The client must be able to self medicate and do not have a Care Team going in to their home to provide the same– to prevent duplication.

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Our service can be accessed by self referral or by any Health Care Professional or provider for example, GP's, OT's, Community Nurses, Home Care Staff, Hospital based staff or family members or friends and is aimed at people living in Edinburgh over 65 who may have the following:

- **Long term illness**
- **Loneliness or isolation**
- **Any other additional needs**

*Remember, there is NO cost to the client for this service*

*For a referral pack please call us on 0131 510 6930 or email [Phonelink@caringinraigmillar.org](mailto:Phonelink@caringinraigmillar.org)*