

## **Our philosophy of care and support**

Principally operating as an telecare response service, WEL exists to enable people to maintain their dignity, independence, health and well being. We work with carers, family, friends, neighborhoods, emergency services and providers of housing, health and care services to facilitate an effective support network for each individual service user so that they may enjoy their independence assured in the knowledge that help is at hand when required. Confidence in the system gives peace of mind to vulnerable people, their families and their carers enabling all to enjoy a better quality of life.

We understand that our customers rely on us for their safety and security and that delivery of a consistently high quality service 24 hours a day 365 days a year is of paramount importance. Doing everything possible to ensure that people receive timely and effective help and reassurance at all times is our top priority. In order to achieve this we employ carefully selected, highly trained specialists supported by detailed operating procedures and tried and tested telecare equipment and systems.

Whilst in the spirit of operating a service that aims to promote independence and self determination we will where possible respect the right of our customers to choose what action to take. However, our philosophy is that their health and safety is paramount and this may lead us to override their stated wishes where circumstances give rise to concern.

We aim to deliver a service which is affordable and accessible to everyone and is responsive to the specific circumstances and specifications of individual service users. To achieve this we provide a range of cost effective equipment and service options that can be tailored to personal requirements.

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<b>LEAD OFFICER:</b>	MANAGING DIRECTOR
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