

**No response.  
What we will do if you do  
not reply when we visit.**

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**Information sheet A12**

**April 2015**

This information sheet explains what we will do if a member of staff visits you at a time you have agreed with us and you do not answer the door.

If this happens we will be worried about you and we will have to decide what to do next to make sure you are safe.

The things we would think about could include:

- Contacting the person you have told us we should contact in an emergency, to let them know what has happened.
- Asking someone who is a key holder to let us into your home.
- Phoning the hospital to see if you have had an accident.
- Phoning a community alarm provider to see if they have heard from you.

We will try to get in touch with the person you have told us to contact in an emergency first. If we cannot contact them, or they do not know where you are, we will contact the police. The police will help us to get into your home to check if you are there. If you are not there they will begin a search.

Sometimes people have gone out and have forgotten to tell us that they have changed their plans. Please let the person you are expecting know if you need to change the arrangements for their visit to you.

This is a picture of a postcard that we will put through your door if you do not answer. If you receive one of these, please phone **Somerset Direct on 0300 123 2224** straight away to tell us you are safe.



**Please phone us urgently**

Dear.....

.....came to see you

today, .....at ..... as agreed.

We are worried about you because you did not answer the door. Please phone Somerset Direct on 0300 123 2224 to let us know that you are safe and well.

You can talk to your Social Care Worker about this. If you would like us to do something different or if there is someone else you would like us to contact, please write this down in the space below.

If any of your personal details change, for example how we can contact you, please phone **Somerset Direct 0300 123 2224** so we can update your records.

If I do not answer the door when a worker visits I would like you to:

.....

I would like you to contact:

.....

## **Your opportunity to feedback**

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, [www.somerset.gov.uk](http://www.somerset.gov.uk), or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or
- Contact the Adults and Health Customer Experience Officer  
Floor B2 East  
County Hall  
Taunton  
TA1 4DY  
Email: [customerexperience@somerset.gov.uk](mailto:customerexperience@somerset.gov.uk)

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.