



HANOVERSCOTLAND

Quality independent living

Keyholder information

You have been nominated as a keyholder for someone who lives in a housing development managed by Hanover (Scotland) Housing Association.

This leaflet explains what being a keyholder means and also details your responsibilities as a keyholder.



What does a keyholder do?

Hanover Telecare provides an alarm service to the person you are a nominated keyholder for.

This means they can use the equipment installed in their home to contact Hanover Telecare at any time; 24 hours a day, 7 days a week; if there is an emergency or if they feel they need to contact us.

There may be occasions that we will ask you to visit the person.

This may be because:

- ▶ we have been unable to contact them;
- ▶ they have specifically asked for you to attend;
- ▶ the situation cannot be resolved over the phone; or
- ▶ they have fallen and are uninjured but are unable to get up (the police and ambulance service will refuse to help an uninjured person to get up).

We could contact you at any time of the day or night, however we would only contact you at night in an emergency.

If you do visit them, we will stay on the line so we can support you if required and to ensure that the person is safe before ending the call.



As a keyholder, what are your responsibilities?

- ▶ You must ensure that we have up to date contact information for you.
- ▶ You must let us know if you are not going to be available to attend, for example if you are going on holiday or are going to be away for a period of time.
- ▶ We may also occasionally ask you to help them to test their telecare equipment.

To let us know about any of the above, or if you need more information about what being a keyholder means, you can call us at any time of the day or night on 0845 604 4686.



