

ASAP CODE OF PRACTICE PART ONE – CALLS HANDLING OPERATIONS

TESTIMONIAL

Name of Organisation:- Social Services, City of Sunderland

Name of Service: Care Alarm Service

Date of Accreditation: 3/11/04

Name of Person Completing this Form

Contact Details – Tel: 0191 5661720 Email: Edward.passmore@ssd.sunderland.gov.uk

Why did you embark on the process of Accreditation to the Code of Practice Part One?: Due to Supporting People. To get recognition for the Care Alarm Service

What did you think of the process? Excellent

What do your staff think of the Code of Practice Part One?: A lot of hard work but worth it in order to be recognised as a good care alarm service.

What benefits have your service and customers gained from achieving the Code of Practice Part One?: Very beneficial with finance from Supporting People. All procedures totally reviewed.
Customer confidence.

What would you say to ASAP Members who had not yet started to think about accreditation to the Code of Practice Part One?:
Go for the code and have the recognised evidence that you do provide an excellent service.

Would you be prepared to have your name and contact details promoted as someone who would support prospective organisations achieve accreditation eg a Buddy System providing telephone support or one-off visits?
Yes

Any Other Comments? To attain ASAP is a team effort- No one should be expected to achieve this on their own.

