

A daily call providing older people and their families security and support

Good Day Calls service description

The Good Day Call service is a daily call, 365 days a year, to have a chat and check on the welfare of an older person. Many older people live alone and may not have a visitor every day. Some feel lonely from time to time and worry that no one will notice if they take ill or are not up and about in the mornings and don't want their family to worry about them.

Over time, we hope to become good friends on the phone, chatting about the day and the world, and being there to give support and to arrange assistance if needed.

Our service also brings reassurance to family members that someone is speaking to their older relative every day and can escalate for assistance if needed. This is especially important if relatives live away or have their own significant work commitments.

Our daily call helps tackle these issues by making sure the person is up and well and provide a friendly chat to start the day. We may be the only person they get to speak to all day.

How does it work?

Each person is given a set time to be called each day. If we are unable to get through, we will call again in 15 minutes, then again in a further 15 minutes. If we are still unable to get a reply, or the reply we receive gives us cause for concern, we will phone a named contact who will arrange to check everything is well. Each client gives us at least two named contacts for this purpose. If we are still unable to make contact we will escalate to other services as appropriate.

Who will call?

Good Day Calls are made by one of Age Scotland's trained employed staff who are experienced in taking a friendly interest. We will listen carefully for concerns, share laughs and give support and all information is treated in the strictest confidence.

How often will I get a phone call?

Most of our clients receive calls 365 days a year, although some choose to only receive them on certain days. We can agree on a routine that suits each person.

What happens during holidays?

Our clients let their regular callers know the dates they do not require a call and we restart the calls when they get back. For breaks in service less than 1 month payments will still be made.

How much does it cost?

The service costs £50 per month payable by direct debit. Where the payee lives overseas we can arrange an annual payment of £600 in advance by credit card.

How do I sign up for Good Day Calls?

You can sign up for Good Day Calls for yourself or someone else can do this for you by completing the Referral Form available on our website or by clicking [here](#). Alternatively, you can make a referral over the phone on **01856 898 222**. Please note that all calls are recorded.

We will then contact the older person to obtain some additional information, their preferences and gain consent to receive the service.

How do I cancel my service?

If you wish to stop the daily call we can arrange for this to happen. A month's notice is required and we will cancel your direct debit on this date. For people who pay annually we will arrange for a refund for unused complete months to be made back onto your credit card. If funding is provided by a third party, Age Scotland will notify you if funding is withdrawn.