**Appendix 1 - No Reply Action Sheet – Care Agency to submit**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| SERVICE USER NAME: | | | | |  | | | | |  |  | | | |  |  |
| ADDRESS: | | | |  | | | | | |  |  | | | | | |
|  |  | | | | | | | | |  | Time of No Reply: | | | |  |  |
|  |  | | | | |  |  | |  |  | Date: | |  | | |  |
| Tel No: | |  | | | |  | DOB | |  |  | Received By: | | |  | |  |
| Call Received From: | | | |  | | | | | Organisation/Role: | | | |  | | | | | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Action Taken** | | **Contacts Made** | | **Time** | | | **Telephone No** | | | | | **Outcome** | | | | | |
| **Client (Direct Contact)** | | | |  | | |  | | | | |  | | | | | |
| **Next Door Neighbour** | | | |  | | |  | | | | |  | | | | | |
| **Next of Kin** | | **1.** | |  | | |  | | | | |  | | | | | |
| **or other** | | **2.** | |  | | |  | | | | |  | | | | | |
| **Warden (S.H)** | | | |  | | |  | | | | |  | | | | | |
| **Lambeth Careline24** | | | |  | | | 0207 926 2852 | | | | |  | | | | | |
| **GP** | | | |  | | |  | | | | |  | | | | | |
| **Domiciliary / Other Services, i.e. carers** | **1.** | | |  | | |  | | | | |  | | | | | |
| **2.** | | |  | | |  | | | | |  | | | | | |
| **Hospitals** | St Thomas' and Guy’s Hospitals | | |  | | | 020 7188 7188 | | | | |  | | | | | |
| St Georges | | |  | | | 020 8672 1255 | | | | |  | | | | | |
| Kings College / Dulwich | | |  | | | 020 3299 9000 | | | | |  | | | | | |
| Croydon University Hospital | | |  | | | 020 8401 3000 | | | | |  | | | | | |
| **Day Hospitals / Day Centres** | Pulross Centre | | |  | | | 020 3049 4004 | | | | |  | | | | | |
| Whittington | | |  | | | 020 8243 2500 | | | | |  | | | | | |
| Central Hill  109 lambeth walk | | |  | | | 020 7926 8090  020 7926 8647 | | | | |  | | | | | |
| 210 Knights Hill (SLaM) | | |  | | | 020 8670 4518 | | | | |  | | | | | |
| Others | | |  | | |  | | | | |  | | | | | |
| **Time Solved / Passed On:** | | |  | | | | | | **To whom:** | | | | |  | | | |
| **Outcome / Reason for passing on:** | | | | |  | | | | | | | | | | | | |
|  | | | | | |  | | | | | | | | | | | |
|  | | | | | |  | | | | | | | | | | | |
| **Informed Adult Social Care:** | | |  | | | | | | | **Date:** | | |  | | **Time** |  |
| **Signed:** | |  | | | | | | **Telephone No:** | | | | | |  | | | |
| **Position:** | |  | | | | | | | | |  | | |  | | | |