# **Appendix 3: Letter for Service User - for ASC**

Dear (insert name)

Date: (insert date)

We were contacted by your care agency on (date ) because when they arrived at (date and time) to provide your care call, you were not at home and as a result, they activated our No-Reply procedure as part of their care responsibility

Under this procedure, the care agency will try to locate you by telephone, check around the outside of your property, check with your neighbours, or any local contacts they have for you, and if you have a key safe at your property, they will check inside, in an effort to make sure you are safe.

If the care agency are unable to make contact with you within an hour, they report the No-Reply to us at Adult Social Care to undertake a further searches, which could include contacting your relatives and friends that we have contact details for, your GP and local hospitals, any organisation that we know support you, or may hold a key to your property.

If we are unable to locate you, we may contact the police to carry out a welfare call. The police will do further searches to try and make sure that you are safe, and not injured. If the police are unable to locate you and dependent on your assessed needs, a decision may be made to force an entry into your property, to make sure you are not injured or in your property and unable to open the door or call for assistance. this would be a last resort action for the police and only undertaken if they were concerns about your safety and wellbeing.

It is very important that you contact the care agency, to let them know you will not be in and need to change the time or cancel the care call, if you are not going to be at home at the time your carer is due to arrive, to avoid the agency activating the No Reply procedure.

If you would like to speak to Adult Social Care about your support plan please contact the Community Duty Team on 020 7926 5555 option 2.

Yours sincerely