

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



**Helping people to live well
and independently at home**

Call us on 01856 898 222

to get started

How we can help

Many older people live alone and may not have regular visitors. 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 morning. Many don't want their family to worry about them.

Our 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.

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.

The thing that matters to me is the peace of mind that someone is checking that I'm ok as I am on my own, I am disabled and I have a dog.

Margaret, Age 73

I value the service as it gives peace of mind to my family

Isobel, Age 78

Providing Reassurance

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 the Good Day Service works

Each person is called at a regular time 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.

The Good Day Calls Team

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

The 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.

Fire Service Home Safety Check

As part of their commitment to building a safer Scotland the Scottish Fire and Rescue Service offer everyone in Scotland a free home fire safety visit. They can also fit smoke alarms free of charge if your home requires them.

If you would like a home safety check from the Fire Service, just call the **Age Scotland Helpline on 0800 12 44 222** and we can arrange it for you.





The Good Day Calls help me get my day underway with a cheery chat
Bill, Age 80

How to 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: www.agescotland.org.uk/gooddaycalls

Alternatively, you can make a referral over the phone by calling us on **01856 898 222**

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

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For more information, visit: www.agescotland.org.uk/gooddaycalls

Age Scotland, a registered charity and company limited by guarantee, is part of the Age Network, dedicated to improving the later lives of everyone on the ageing journey. Registration Number: 153343, Charity Number: SC010100,
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