Your first useful step

One conversation to begin.

Start here, even if you are not sure the switchover affects you.

You do not need a complete inventory to begin. Choose one important service: an emergency alarm, a resident call system, a lift telephone or the way your team contacts help out of hours.

1. What is it for?

In one sentence, say which care activity this system supports. You do not need to describe the engineering.

2. Who knows how it works?

Find the current supplier, landlord, council, estates lead or other person responsible for the service.

3. What is the question?

'Could you confirm if this is affected by the analogue phone switchover, what action is planned and how its continued operation will be checked?'

4. What happens next?

Write down the person who will provide an answer and when you will hear back.

Your one-page outcome:

• Service or building: _____

• What the system helps people do: _____

• Named provider or internal contact: _____

• Status: Confirmed with evidence / Action agreed / Awaiting confirmation / Not applicable

• Next useful step and owner: _____

• Review date: _____

If you already know all this: go directly to Chapter 4 or Chapter 6 to make sense of the proposed solution or the available evidence.

If someone may currently be unable to summon help: follow your existing emergency, care and supplier escalation arrangements now. This resource is not an emergency service.