A resident and family communication note

An explanation to adapt for your service.

Proposed subject: Changes to our telephone or alarm arrangements

We are reviewing the telephone and alarm arrangements used at [service] as part of the national move from older analogue telephone services to digital systems.

Our priority is that people can continue to seek help and receive the appropriate response. We are working with the organisations responsible for the relevant equipment and connections to establish what changes, if any, are needed at this service.

We will explain any planned work that may affect you, including the date, the support available and the arrangements in place during the change. You do not need to purchase equipment or respond to an unsolicited caller because of this notice.

If you use a personal alarm supplied by another organisation, please contact us so we can explain whom you should speak to about its telephone connection. You may also need to contact your own telephone provider. We will respect your preferred communication method and support needs.

Our named contact: [name or role]

How to reach us: [approved service contact]

Date issued: [actual date]

Adaptation note: This is a draft for individual services to adapt. It does not replace required formal notifications or assessments. Avoid claiming that a service has been fully tested unless the evidence exists.