

About Our Traffic Light Response Service

Welcome to the Brain in Hand Traffic Light Response Service provided by PPP Taking Care.

We will contact you in response to the Traffic Light presses on your Brain in Hand app and we will also contact you if we notice you haven't been using Brain in Hand.

Our service is provided 24 hours a day, 7 days a week.

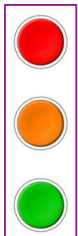
Support from our Traffic Light Response Service is about helping to keep your day on track - it is not a crisis service or a substitute for calling 999 in an emergency.

How we will support you

We are a team of dedicated, trained professionals who have extensive experience in responding to a wide range of alerts. We have undertaken specialist training to support you when you are feeling anxious or when you are facing a difficult situation and need support to find a solution. Traffic Light Responders will support you using the information you have entered in your Brain in Hand.

We work in shifts to provide a 24-hour response service. Consequently, a different team member could respond to your presses each time, but our team are consistent in how they will respond to you.

Request our support



We will contact you if you press either 1 red traffic light or 3 amber traffic lights in a row (in the same day) on your Brain in Hand app. We will respond to you within 30 minutes. You can decide if you would like us to contact you by phone, text message or email.

You will receive a text message informing you that we will be in touch in response to your traffic light press. If you decide you would not like us to contact you on this occasion, you can press a green traffic light to cancel our contact.

Our calls should last no more than about 20 minutes. If you don't answer the phone, we will try again after 10 minutes. If you have requested a response by text or email, conversations should last no longer than 1 hour. If we don't hear back from you after sending you a text or email within 10 minutes we will try again. If we don't hear back from you after a further 5 minutes we will close the contact. Once the contact with you is closed, if you require support again you can press red at any time to request our support.

We will do our best to meet your specific contact preferences which can be entered on the 'Notes' section in 'My Details' on your Brain in Hand website. If there is an occasion when we are unable to meet your preferences, we will inform you and will look at any other options we can offer at that time.

When you are first being set up on Brain in Hand, your Brain in Hand Specialist will encourage you to press a practice red traffic light during your training session. We will know this is a test and we will introduce you to our service.

Supporting you with using Brain in Hand

We might contact you if we have noticed that your usage of Brain in Hand has reduced significantly or if you have stopped using Brain in Hand all together.

We will contact you by your contact preference stated on your Brain in Hand website. You can report any issues you are experiencing with your Brain in Hand and we will help you or, if we can't, we will refer the issue to Brain in Hand to follow up. You can also tell us if you would like to stop using Brain in Hand.

What we can access

Traffic Light Responders have access to your Brain in Hand website but will only access this information to respond to 1 red or 3 amber traffic light presses, or when supporting you if your usage of Brain in Hand has reduced.

Traffic Light Responders will view the Notes section. Please tell us here if there is any information that you would like us to know that will help us to respond to you in the best way. We will view your Diary to see what you're doing, and we will view your Timeline to see what was recorded just before you pressed the red or 3rd amber traffic light.

We will leave a comment on your Timeline after we have spoken to you – either following your traffic light presses or if we have spoken to you to support you with your use of Brain in Hand.

Please see the terms and conditions on the Brain in Hand website for more information about data protection and access.

What we will do if we are concerned about you

If a Traffic Light Responder becomes concerned about your wellbeing or safety, we will contact your emergency contact and the emergency or other services as appropriate in line with PPP Taking Care's Safeguarding Policy. If we are concerned about your wellbeing we may contact your named Brain in Hand Supporter or other contacts you have provided. If you would like to see the full policy, please email support@braininhand.co.uk.

The Brain in Hand Response Service reserves the right to end access to the service if you use the service inappropriately.

If you decide you no longer wish to have the Traffic Light Response Service, please contact us using your **red traffic light** or by contacting Brain in Hand at support@braininhand.co.uk.

Service availability

The Traffic Light Response team cannot guarantee a response to every red or triple amber traffic light pressed, for example, if there is a problem with the service's internet connection, with your internet connection, or with the Brain in Hand Server. Please see the terms and conditions for more information.

If you experience technical difficulties with your Brain in Hand, please use this link to access our service desk: <https://braininhand.atlassian.net/servicedesk/customer/portals>.

By using our Traffic Light Response Service, you agree to:

- ✓ Use the Service appropriately and not as a crisis service
- ✓ Keep your emergency contact information and notes up to date on your Brain in Hand website
- ✓ Allow the recording of phone communications for service monitoring and staff training.