

Provision of Key Safes



This information leaflet sets out East Lothian Health & Social Care Partnerships responsibilities to people who may wish to have a Key Safe installed.

Key Safes

Key Safes are helpful for those people who need to allow access to their property when they are unable to get to the door safely themselves. They would normally only be used by trusted care providers who need access to help you with care needs or access in an emergency for example following a fall.

As standard, East Lothian Health and Social Care Partnership no longer provide Key Safes.

Purchase

You can purchase Key Safes in many local hardware stores or locksmiths or can purchase online. Some Key safe suppliers are 'police preferred' so it may be useful to research the one that you feel happier with. The suppliers below are only a few of some recognised retailers that provide these to privately purchase, there are many more online options available at a range of costs:

- **B&Q**
- **Argos**
- **Screwfix**
- **Amazon**
- **Age UK**
- **NRS Healthcare**



Installation

East Lothian Council Tenants

All tenants must first seek permission to have a Key Safe installed. You can seek permission by calling 01875 824 311 or by emailing: permissions@eastlothian.gov.uk. Private installation can then be arranged.

If you privately rent your home, you must seek permission from your landlord.

It should also be noted that the ongoing maintenance and any repair for privately purchased Key Safes is the responsibility of the homeowner/tenant.

If you require someone to install this for you, East Lothian Council has a trusted trader list on their website:

www.trustedtrader.scot/EastLothian

There are several other local services who may also be able to support you with sourcing and/or installation of Key Safes:

- **Volunteer Centre East Lothian**
 - www.volunteercentreeastlothian.org.uk
 - 01875 615 423
- **Care & Repair (homeowners only)**
 - careandrepaireastlothian.co.uk
 - enquires@careandrepaireastlothian.co.uk
 - 01620 828 445



Important Notes

If you are installing a Key Safe, please consider where it would be best located, for ease of access but also out of vision from the street where possible.

It is important to let your home insurer know that you have installed a Key Safe.

You must keep your Key Safe code secure and not share it with those who do not routinely require access to support your care needs at home.

We strongly recommend that Key Safe codes are changed regularly to ensure appropriate security measures are in place. We also recommend not using a code that is easily guessed i.e., year of birth.

If you are a housing association tenant, please contact your housing officer for advice on permissions to install a Key Safe

Useful Contacts regarding Care or Telecare services and Key Safe provision:

- **Social Work**

- Contact Centre: 01875 824 309
- Email: communityaccess@eastlothian.gov.uk

- **Telecare**

- 01875 824 309
- Email: communityaccess@eastlothian.gov.uk

- **Feedback & Complaints**

- You can get a **FEEDBACK** form from your local council office or do this online at www.eastlothiancouncil.gov.uk/complaints
- 0131 653 5290
- Email: feedback@eastlothian.gov.uk