



24 hour monitoring from Magna Careline

Peace of mind at the touch of a button

How does the Magna Careline service work?

With Careline you can call for help by the simple touch of a button. This can be either on the alarm unit, or by pressing a radio pendant, which can be worn around the neck, on the wrist or clipped to your clothing.

Once you press the button, you will be linked to Magna Careline where friendly and professional staff will find out the kind of help you need and take appropriate action.

This could be contacting a friend or family member to alert them to a problem or contacting the emergency services. Where possible our staff will stay on the line until help arrives.

The Careline equipment can be purchased or rented. A small on-going charge is made for the service, which also covers the cost of maintenance of the alarm unit.

Installation of the system and the provision of the service are simple, and are carried out by our own staff.

You would benefit from the Magna Careline service if...

- You have recently been discharged from hospital and require additional support
- You are housebound
- You are vulnerable and living alone whether young, elderly or disabled.

For a small weekly charge you get:

- Easy installation - our experts will install and demonstrate the service in your home
- Alarm button can be worn on a pendant around your neck
- Quick response - help fast in an emergency
- Professional service - Careline is a fully TSA accredited alarm service
- Reassurance - peace of mind that help is available at the touch of a button.

Using your lifeline alarm

- 1 Activate your lifeline alarm by pressing the red button on your pendant or press the red button on the base unit.
- 2 Once pressed this calls our 24 hour monitoring centre within a matter of seconds. A reassurance light will flash on your alarm unit.
- 3 Our monitoring centre will respond via the speech link on the base unit which sits next to your telephone.
- 4 You will be able to speak directly to one of our trained operators to ask for assistance.
- 5 If you are unable to speak or if you tell the operator there is a problem, the operator will call your emergency contacts and the emergency services if needed.
- 6 The operator will stay on the line until you are in safe hands.

What if...?

my alarm stops working?

If you encounter any problems with your alarm system, please report them to the monitoring centre on 01305 260289. Once a fault has been established we will arrange for an advisor to attend. We aim to respond to all faults of this nature within 48 hours by repairing or replacing the alarm. A call out fee may be charged if a problem is reported with the Careline unit, which subsequently is found to be a fault at the client's property such as telephone line failure.

I have lost my pendant?

Please contact the monitoring centre on 01305 260289 to request a replacement pendant. We aim for an advisor to visit to programme a replacement pendant within 48 hours. A call out fee will be charged for this visit, however we will allow two weeks for the missing pendant to be found before a charge is made to you for the replacement pendant.

What if...?

I press my button by accident?

We like to know you are safe so please do not worry if you accidentally activate your alarm!

Wait for the operator to answer your call and tell them you have pressed the button by accident.

It is very important every time you contact us, whether you are testing your equipment or have pressed it by accident, you answer the operator because otherwise we will think you need assistance.

My personal circumstances change?

If there is a change to any of the information we hold on you, e.g. emergency contacts, GP details, new access code to key safe, a change in medical information etc, you must let us know immediately.

Please do this by pressing your alarm button so the Careline operator can amend your details immediately on screen to ensure a speedy response should help be required. You can also contact us via email, letter or telephone. Our contact details are shown at the end of this guide.

If you are moving home and would like to have the alarm at your next home you must write to us to advise us that you are moving. We will contact you and will arrange for an Installer to visit and install the alarm at your new address (there may be a charge levied for re-installation).

I am away from home

If you are going away (for example on holiday) please contact the Control Centre by pressing your pendant or the button on the alarm unit and advise the Careline operator.

Please note that when you return it is very important you let us know you are back at home.

Testing your equipment

Remember to test your Lifeline equipment regularly.

At least once a month you should press your button to ensure it is working properly.

You should test the alarm by pressing the pendant button, which will allow us to measure the strength of the battery. If the battery signal is low we will arrange for our installer to visit you within 48 hours to replace the battery.

When you have pressed the button, please wait for the operator to answer and tell them you are testing the equipment.

Safety information

Maintenance of your alarm unit

You must maintain a telephone connection in your home and inform us of any changes such as additional telephones, installation of broadband or a change in service provider.

You should ensure that the alarm unit is placed away from high temperature, e.g. radiators. Also liquids should not be kept near the unit, for example a vase of flowers.

Please do not unplug your alarm unit. If you do unplug it accidentally or if there is a power cut at your home the alarm unit will flash or beep rapidly to notify you that the alarm is not connected to mains power. The alarm unit has a battery and will continue to work for a number of hours until mains power is restored. The alarm unit will also contact us at the Control Centre and we will contact you to find out if there has been a power failure or if the machine is faulty and requires replacement.

You must allow our telecare advisors access to your home for maintenance and inspection purposes.

Other phones in the property

Please be careful to ensure all other phones in your home are not left off the hook because if a phone is left off the hook your alarm unit will not work. Please do ensure

that Cordless Telephone Base units are placed a little distance from the Lifeline Unit to prevent interference.

BT priority fault repair scheme

If you are a BT customer and have a long term illness or disability you can sign up to the BT priority fault repair scheme. The scheme ensures BT will respond to any faults you report day or night, 365 days a year. An application form can be obtained by phoning 0800 800 150.

Extensions

Please do not fit additional telephone extensions into the main socket because if the circuit is overloaded the alarm unit will not work.

Broadband filters

Do ensure that if broadband is used the filters are fitted correctly to stop interference.

Ringling Equivalent Number (REN Limit)

Do ensure that the number of electrical units, e.g. fax machines, wireless router, telephones, connected to the telephone socket has a total REN value not exceeding 4.

Wearing your pendant

Please do wear your pendant at all times.

Safety information



Health and safety

Please note that our staff work in accordance with the Magna Housing Group Health and Safety Policy during the installation of your lifeline alarm unit. You must ensure that any potential hazards are removed before our staff visit you. If you have any concerns about the installation please contact the Control Centre in the first instance on 01305 260289 (all calls to this number are recorded).

Confidentiality of information

Magna Careline Ltd will only use your information for the provision of the service agreed in the Service Agreement. Your information will be held and processed in accordance with the Data Protection Act 1998.

Our staff

All Magna Careline Ltd personnel are screened by the Criminal Records Bureau.

Comments, complaints and compliments

If you have any comments, complaints or compliments about the service you should contact the Control Centre in the first instance on 01305 260289 (all calls are recorded). This number is available at any time day or night.

Terminating your contract

If you wish to cancel your contract you can notify the Control Centre by one of the methods listed at the beginning of this user guide. We will advise you about how the unit should be returned. You have a 21 day cooling off period under all circumstances.

Changing the service you receive

If you require a change to your service, e.g. you wish to purchase a smoke detector please contact the Control Centre using one of the contact options listed at the beginning of this user guide.

Protection of vulnerable adults

Definitions

The Department of Health, No Secrets Report (March 2000), defines a vulnerable adult as a person 'who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him or herself or unable to protect him or herself against significant harm or exploitation'.

It defines abuse as 'a violation of an individual's human and civil rights by any other person or persons'.

Recognising abuse

Physical abuse may involve: slapping, pushing, kicking, scalding, cigarette burns, use of inappropriate restraints, self-inflicted injuries.

Signs of physical abuse could include: bruising, unexplained injuries, unexplained behaviour changes, injuries that have not received medical attention.

Sexual abuse may involve: unwanted sexual attention, rape, sexual innuendo, sexual acts

to which a person has not consented and may not understand.

Emotional abuse may involve: intimidation, humiliation, racial abuse, deprivation of contact with friends/family, blackmail.

Neglect may include: failure to provide access to health or social care services, withholding of certain necessities, e.g. medication, food, heating.

Financial abuse may include: monies being withheld, bills not paid, theft, fraud.

Discriminatory abuse may include: discrimination and/or harassment on the basis of religion, race, age, sex, disability etc

Reporting suspected, disclosed or discovered abuse

If you suspect or have been made aware of abuse occurring you have a duty to report it immediately. Please contact your local council social services department or the police.

If it is an emergency, call 999.

Abuse or suspected abuse will be reported by Magna Careline Ltd with or without the service user's permission.

Careline equipment

We have a range of equipment that works with your lifeline unit to give extra peace of mind. Here is some of our most popular equipment.

C500 first ever Police approved keysafe

A small safe attached to your outside wall. You keep a spare key inside to allow your contacts and the emergency services access with your unique code.

Additional pendants and wriststraps

Your lifeline unit will be supplied with one personal pendant as standard but you can buy additional pendants for extra peace of mind.

Flood detector

Provides an early warning of flood situations, such as taps being left on, raising an alarm to our monitoring centre.

Bogus call button

Fitted near the door, this discreet button can be used to call for assistance when a stranger knocks at your door.

Fall detector

This clever detector is worn around the waist. It senses the impact and angle of a fall and raises an immediate response.





Bed/chair sensor

To assist with reducing and detecting falls, this sensor detects when a user has left the bed/chair and not returned within the pre-set time.

Property exit sensor

Monitors for people leaving a building at unusual times of day and night, this sensor can also detect if a main exit door has been left open and can be linked to external lighting to provide added protection.

Wireless smoke detector

Senses smoke in your home and raises an instant alarm. Unlike conventional detectors though, this wireless device raises the alarm to our monitoring centre.

Wireless carbon monoxide detector

Warns of dangerous CO levels that can otherwise go undetected. Connects straight to our control centre so that we can raise the alarm.

Temperature extremes sensor

Helps to minimise the risks of a rapid rise of heat (in the kitchen for example) or sustained periods of cold by connecting to our control centre so we can raise the alarm.



Welcome to monitoring from Magna Careline

Magna Careline is a 24 hour personal emergency monitoring service, which helps people to continue to live independently in their own homes.

Based in the South West, the service is connected to your home through an alarm unit linked to your telephone line. This means that help in times of crisis is just the push of a button away.

Our dedicated control centre operates around the clock, staffed by our experienced and friendly staff.

Established for over 20 years, Magna Careline helps you and your loved ones stay safe and independent in their own home.

Please let us know if you would like a copy of our annual report.

01305 755800

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If you would like this information in braille, large
print, or audio cassette, please call 01305 260289



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Magna Careline