

Next steps

To find out more visit www.care-line.co.uk



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Careline is a not-for-profit service of

**NORTH HERTFORDSHIRE
DISTRICT COUNCIL**



Other sources of assistance:

North Hertfordshire District Council	01462 474000
Hertfordshire County Council	0300 123 4040
Hertfordshire Community Meals	01462 678423
North Hertfordshire Homes	01462 704100
Howard Cottage Housing Association	01462 683307
HM Revenues and Customs	0300 123 1073
Alzheimer's Association	0300 2221122
Osteoporosis Association	0845 4500230
Royal National Institute for the Blind	0303 123 9999
NHS Advice	111
Lister Hospital, Stevenage	01438 314333
QE2, Welwyn Garden City	01707 328111
Watford General Hospital	01923 244366

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Herts Careline
Because independence
is important

Community Alarms Service Pack



0300 999 2 999

www.care-line.co.uk



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Summary of service

Live your life independently

Welcome to Hertfordshire Careline.

You have subscribed our popular community alarm service that provides a convenient and reliable way for you to summon assistance whenever you need it. In return for your monthly subscription we will provide you with modern equipment that will enable you to contact Careline's Control Centre at any time of the day or night.

If any problem cannot be resolved by our highly trained operators we will arrange for someone to visit you to make sure you're safe and sound.

This Service Pack contains important information that will help you get the most out of your community alarm service. Remember, we're here to help so if you have any problems or questions please don't hesitate to contact us.

Guide to the operation of your equipment

The Lifeline Alarm unit is reliable and simple to operate.

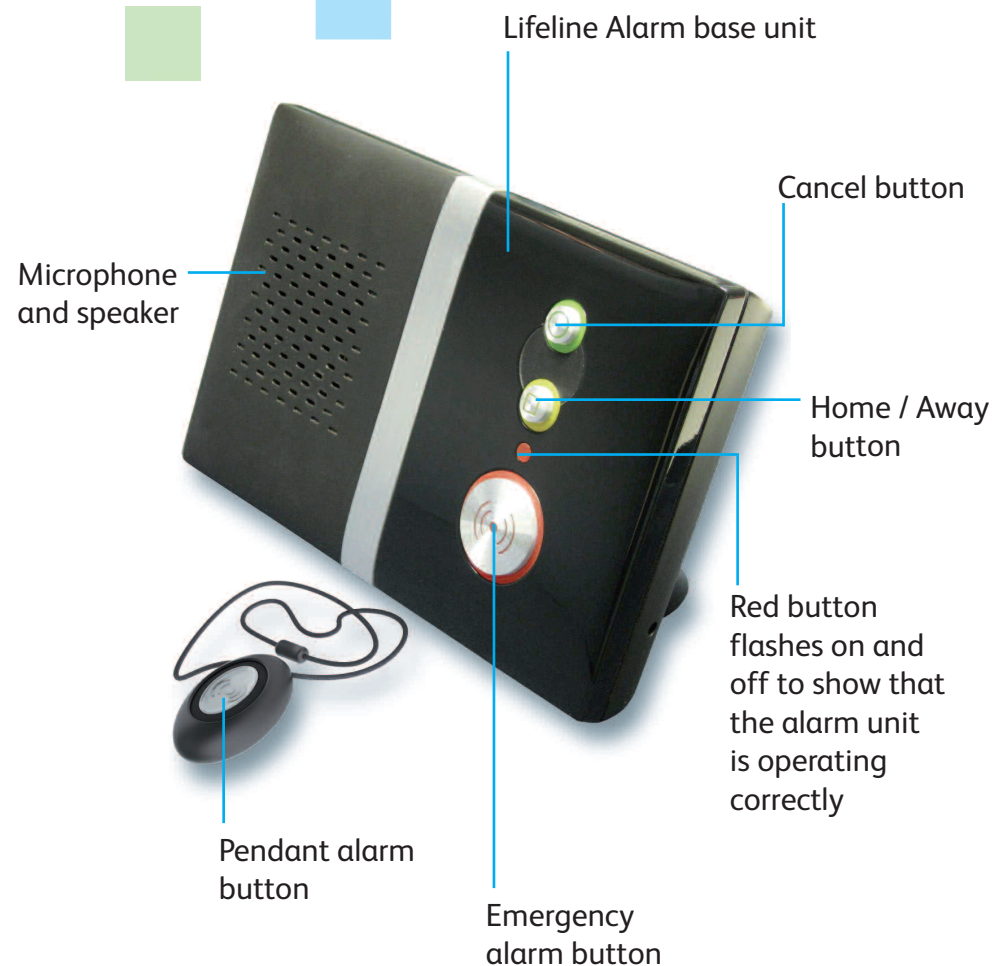
If you requested that Careline installed your Lifeline Alarm unit, an engineer from our partners, Hertfordshire Community Meals, will have installed and demonstrated it on our behalf. Please take a moment to familiarise yourself with the manual that was supplied with the equipment and its recommended use.

Your equipment

The most important buttons to become familiar with are the big red emergency alarm button on the Lifeline Alarm base unit and the button on your pendant. To raise an alert for help, simply press the button on your Lifeline Alarm base unit or the button on your pendant and it will automatically dial through to Hertfordshire Careline's Control Centre – it will be responded to quickly.

Self installation guidance

If you self-installed your Lifeline Alarm unit, please refer to the instructions that came with the unit to make sure that it is set up correctly. Once installed, please press your pendant to test your alarm and speak to our call operators who will welcome you to our service and confirm that your installation was successful.



Please test your alarm once a month by pressing the button on your pendant to ensure that it is working correctly. Please tell the call operator that you are testing your equipment when they answer your call.

Help us to help you

These 5 points will help you make the most of your community alarm service:

1. The unit should remain connected at all times even if you are going to be away from home. If you do need to turn the electricity off for any reason please disconnect the unit from the telephone socket as well.
2. Please test your pendant once a month to ensure that it is working correctly. In addition to this, the alarm will self-test by calling through to our Control Centre every month or when it determines a service is required.
3. Let us know if you are going to be away from home for more than a few days. Please contact us again when you return by pressing the pendant button to ensure the unit is working properly.
4. It is important that you advise us if your circumstances change:
 - If your key holders change
 - If you change the code to your key safe
 - If you change your doctor
 - If a key holder or relative changes their telephone number
 - If there is any change to your medical condition
5. If you wish to nominate a family member, friend or legal representative to pay for the service on your behalf or look after your interests, (in relation to your alarm or payments of the alarm service), please let us know.

Frequently Asked Questions

How does the alarm unit work?

Your alarm is plugged into your telephone line and power socket. You have been issued with a pendant which can be worn around your neck or on a wrist strap. When you press the button it will automatically call the Careline Control Centre and one of our highly trained operators will help you.

How much does it cost?

Details of the Careline charges can be found in your Client Agreement. The price includes the monitoring of emergency calls, maintenance of the equipment, and a Fallback Emergency Response Call-Out Service when circumstances warrant it. There are a range of options regarding the cost of the installation and self installation of the equipment - please visit www.care-line.co.uk for full details. Payments are made by monthly direct debit and VAT exemptions may apply.

Do I wear my pendant in bed?

You can if you wish although generally we recommend you place your pendant on your bedside table; but remember to take it with you should you need to get up at night.

Can I wear my pendant in the bath?

Most pendants are waterproof and you will be advised if yours is when the alarm unit is installed. However, we generally suggest you put your pendant at low level in the bathroom so you can reach it if you fall or get stuck in the bath.



Frequently Asked Questions

Will my alarm work throughout my entire property

The alarm usually works across a distance of up to 50 metres (55 yards or 160 ft).

In typical homes this would include upstairs, downstairs and in small gardens. Your installer will have checked this for you. If you have self installed, we recommend you test your pendant from the furthest points in your property to make sure.

Will the alarm work in a power cut?

Yes. The alarm has a back-up battery and will still work for up to 48 hours without mains power.

What if I press the pendant by mistake?

This is easily done so please don't worry - just tell the operator that you have pressed it by mistake.

What if the alarm goes wrong?

If you notice a problem please call us and we will arrange for a trained technician to visit you and resolve the issue.

What happens if I cannot hear you or speak to you?

If we have received a call and do not get a response, we will telephone you back immediately. If you do not respond to that call, the operator will contact one of your nominated responders. If your responders are unable to attend you we will arrange for an emergency visit. No call will be ended until the operator is sure the issue has been dealt with appropriately.

What is a responder?

We advise that you have at least two people who are willing to hold keys to your home and who can attend if you need assistance.

A full list of Frequently Asked Questions can be found at www.care-line.co.uk

VAT guidance

Hertfordshire Careline must charge you Value Added Tax (VAT) on the supply of your community alarms service unless you have an exemption recognised by Her Majesty's Revenues and Customs (HMRC). If you are chronically sick, disabled, or terminally ill it is likely that you will be exempt from the VAT charges.

If you think you are eligible please contact us and we will send you a VAT exemption form to complete. Alternatively, you can obtain further advice from HMRC by calling their local rate telephone number 0300 123 1073 or visiting its website www.hmrc.gov.uk

Data Protection Policy

Hertfordshire Careline will comply with the obligations under the Data Protection Act 1998 and will endeavour to ensure that any information provided by you will remain confidential. In occasional circumstances, we may be obliged by law to disclose certain information about a client. If this occurs, we must adhere to these requests and in such circumstances we will be released from our duty of confidentiality.

However these requests are rare and at all other times any information provided by you will remain confidential.

Further details about our Data Protection Policy can be found at: http://www.north-herts.gov.uk/index/council_and_democracy/data_protection_and_freedom_of_information/data_protection.htm

Adult Safeguarding Policy

Working in partnership with the community, partners, and safeguarding authorities, Hertfordshire Careline aims to make sure that vulnerable adults using its services are listened to and protected from abuse. We actively encourage our staff and partners to report all incidents or concerns they may have in relation to the wellbeing of vulnerable adults, no matter how minor that concern may seem, or indeed if it is ultimately proven to be unfounded, and support the principle that it is best to report than look away or ignore.

Further details about our Adult Safeguarding Policy can be found at:
www.north-herts.gov.uk/index/community_and_living/children/safeguarding_children/safeguarding_policy.htm.

Fair Usage Policy

Hertfordshire Careline is committed to providing a dependable service to its clients when they most need it. Accordingly, we respectfully request that you refrain from using your Lifeline Alarm to make non-emergency contact with the Control Centre. If you need to discuss any aspect of your service please telephone the Customer Service Team on 0300 999 2 999 between 9am and 5pm Monday to Friday or email careline@north-herts.gov.uk.

If the community alarm equipment is persistently used inappropriately we will make contact with you to discuss your needs and whether you would benefit from additional or alternative services. In extreme cases Hertfordshire Careline reserves the right to discontinue the provision of a service in order to safeguard the reliability of its operations.



Return of equipment guide

The equipment remains the property of Hertfordshire Careline at all times and when it is no longer needed it must be returned to us. Please contact us if you wish to cease your community alarm service and we will then make arrangements for the return of the equipment – this will be a free service.

Your feedback

We value your opinion about our service. If you would like to make a comment, compliment or complaint, please refer to our Comments, Compliments and Complaints! leaflet, telephone our Customer Service Team on 0300 999 2 999 between 9am and 5pm Monday to Friday or email careline@north-herts.gov.uk.