Poole Lifeline
Telecare Services
Housing and Community Services

Help
Reassurance and Support available 24 hours a day 365 days a year.

Telecare Services to the community at a touch of a button

6 March 2014
Some comments from our Clients

Mrs M: - ‘Everyone who responds to my calls is so confident yet friendly and reassuring. My two sons are also happy that I have help at immediate hand if necessary’

Mrs J: - ‘I think the service and its equipment is just wonderful and I am privileged to be able to enjoy the facilities you offer. I am very grateful. Thank you’

Mrs S: - ‘It is a joy to know that I have contact with someone 24 hours a day - this definitely gives me peace of mind’

Mr and Mrs C: - ‘We feel much safer and find it very comforting, it’s helped us a lot’

Mr I: - ‘Thoroughly recommendable, feel safe. Response time good and reassuring’

A Grandmother: - I believe Lifeline is a necessity, or as my grandchildren say “a no brainer”

Mrs G; - “I’m sure I cannot praise enough for the wonderful service they have always given me”.

A New Client: - ‘I lived on my own until I had lifeline fitted’.

A Resident of Sheltered Housing: - ‘I would like to thank everyone for their kindness since I had my heart attack’

Mrs C: - ‘My sincere thanks to the Lifeline operator on duty. Her quick action saved my bungalow. Words cannot express how grateful I am for the smoke detector system’.

Family of ex Client: - I would like to stress the valuable service we have found Lifeline to be. Kind, unflappable people manning the phone at all times. With a prompt, caring, efficient response to each potential crisis situation

Mr B: - ‘I suffered a fall at home, the situation could not have been handled better, both efficiently and with friendly reassurance’

Mrs B: - ‘When I phone to check my button I am always treated with courtesy and respect, as I am 94 years old that means a lot to me.’
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POOLE LIFELINE TELECARE SERVICES

Our commitment to you

We will treat all our Clients in such a way that values their equality and diversity, protects their health and safety, that respects their rights to privacy and confidentiality that empowers and accords dignity and choice. If you have any concerns then please contact our control room.

Our promise to you

All service users to be treated in a way that recognises their individual needs.

All calls treated as potential emergencies until proved otherwise.

Liaise with other agencies and nominated contacts to ensure the wellbeing of clients

To record, maintain and update records in a confidential and secure manner.

To train our staff to a high standard and strive for excellence at all times.

To afford all Service Users independence, security and well being within their own home.

To develop and promote the service for the benefit of the whole community.

To visit you at least once a year to ensure the equipment still meets your needs and to check on your personal details.

What is Poole Lifeline?

Since 1988 the Borough of Poole have provided a community alarm based, telecare service to the residents of Poole, providing a compact emergency alarm system for all people at risk living in their own homes. Backed up by a local control centre equipped with call-handling computers, which provides 2-way speech communication between callers and caring staff.
The subscription to the Poole Lifeline service is purely voluntary however there may be occasions when the service is recommended as part of a support / care package you receive from Social Services

**Who can have a Lifeline unit?**

*Poole Lifeline* Telecare services are available to all sections of the community irrespective of their age, gender, race, disability or sexual orientation.

Not only people who live alone, but couples who are worried about each other, for example if one of them has to go out for any reason.

For those of you who have moved to this area, perhaps on retirement, leaving your families in other parts of the country, the service offered by *Poole Lifeline* ensures peace of mind for them and insurance for you.

Support is also available to victims of crime and domestic violence through close liaison with Dorset Police and Victim Support groups.

**Who will be on hand to help you?**

At the Control Centre there is a team of staff who are on hand to answer your calls and queries, and to assess the situation and get assistance to you as quickly as possible, be it contacting Emergency Services, G.P. carers, relatives or key holders.

They work a shift rota to cover 24 hours a day, 365 days a year. When they answer you they will introduce themselves by name, say it’s *Poole Lifeline* and ask how they can help you.

*Please note that our performance target is that 97.5% of your calls will be answered within 60 seconds. We achieved this 99.42% of the time, in the year 2012 to 2013.*

Staff are also available to respond to emergencies and to carry out routine visits throughout the year and they will identify themselves when you answer the door or they come to help in an emergency.
If you have any doubt at all of their identity please do not hesitate to call us by pressing your pendant or calling 01202 733255 to check they are who they say they are.

Please see below an example of their Identity card.

What equipment does Poole Lifeline provide?

Each *Lifeline* unit is used in conjunction with your existing telephone. It provides two-way voice conversation between you and the operator. There is also a pendant, which you must keep with you whenever you are at home on your own. You can wear it in three ways, either hung on a cord around your neck, clipped on your clothing or on a wrist strap.

**Pendants**
*These have a range of up to 50m*

The pendant is waterproof but it is not designed for complete immersion over extended periods of time. For example it should not be worn in the bath.
Please see the rear of this booklet for examples of many Telecare ancillaries available that could assist and keep you safe and secure in your own home.

![Smoke detector, ceiling mounted.](image)

You should also be aware that in the event that a smoke detector is activate the Poole Lifeline monitoring centre will call the Fire & Rescue services.

**Please note V A T is payable on all such installations irrespective of your health or financial status.**

**How can Poole Lifeline help you?**

*Poole Lifeline* provides the option of two services to our clients: 'Monitoring' and 'Mobile'.

For those of you who subscribe to the Monitoring service we need the names of **at least two key holders**.

If you choose the Mobile service, *Lifeline* will require a key or keys to your home.

*Poole Lifeline* is an emergency response service and therefore cannot help with any care issues that may arise. However if you require advice or information on how to contact the care organisations we will be pleased to help if we can.

*Poole Lifeline* operates a non Lift policy which means that should you fall and hurt yourself we will be able to offer first aid, but will call the Ambulance service to pick you up and check you over.

**Short term provision of mobile service**

*Poole Lifeline* can also offer existing Monitoring clients or new clients the provision of a short term Mobile service for the maximum period of **one calendar month.**
What happens if you decide you want a Lifeline?

What do you need?

An electric point and a telephone line and socket, these should be as close together as possible. As the Lifeline is powered by electricity there will be a very small charge whilst the Lifeline is plugged in, the Lifeline also uses your telephone line and you are responsible for paying the Line rental, normal call charges apply each and every time you use your Lifeline.

What do you do next?

Contact Poole Lifeline on 01202 733255 to arrange for a demonstration.

Then decide which service best fulfils your needs. Your request for an appointment will be treated on a first come first served basis on a date that is convenient for you. Every effort will be made to keep our appointment, however if someone needs an installation in an emergency we may need to change our appointment.

You are more than welcome to invite someone to be with you when we demonstrate the equipment.

Mobile service

If you want the Mobile service please arrange for a spare key(s) to your front door to be ready. It has to be the front door for several reasons, not least it allows Lifeline staff to get into your home as quickly as possible to give you assistance, should you call us, and liaise with the Emergency Services, Doctors etc, if necessary. It also makes it safer for staff who will not have to negotiate dark alleys and slippery paths to get to the rear of your property.

Please note that the Mobile service cannot commence until a front door key is provided. Please make sure these keys work!

If, having received information from a third party, such as your family, friends or carer agencies, and our staff feel that there is a
genuine concern for your welfare, we will attend your address with your key in order to ascertain your wellbeing.

Your keys are kept within a secure location, locked in a cabinet and can only be identified by your unique number. If you need to change your keys for any reason and would like them collected we require a minimum of 5 days notice. In the event of you being unable to give this notice a charge of £15 will be payable.

In the event of adverse weather conditions we may take longer to get to you and in some cases may require the assistance of the emergency services to get to you safely. We will always endeavour to reach you but in these cases we cannot guarantee our response time.

Please note our performance target response time to be with you in an emergency is for: - Telecare Services Association national standard = 45 minutes.
Our average response time for 2012 to 2013 was 15 minutes.

Monitoring Service

If you would prefer the Monitoring service please arrange to have at least 2 keyholders, more if you can provide them. These may be friends, relatives or neighbours who live close enough to get to you quickly in an emergency to allow access for the Emergency Services if they are required.

We therefore rely on your key holders to attend at all times. We will not call an Ambulance until we know what help you need. This is to ensure we do not waste the Ambulance service’s valuable resources.

In the event that we are unable to contact any of your key holders, or where you have put additional locks on your door and not provided us with a key we will ask the Police to assist in gaining entry to your property causing the minimum amount of damage necessary. You will be liable for any repairs that this might require.

If, for any unforeseen circumstances, we are unable to access the keys that we hold to your premises then we will accept liability for any damage that is caused.

Careful consideration must be given before you nominate a key holder as our definition of a key holder is: -
‘Someone with access to your home and is available 24 hours a day 7 days a week or within specific designated times as recorded at the time of installation’.

We will contact these people to ensure they understand their responsibilities and that they hold a key to your property. In the event of 1 or all of them being unable to fulfil this duty, other key holders must be nominated to allow the service to continue.

**Please note that the Monitoring service cannot commence until at least 2 key holders are available.**

Our representative will call to show you exactly how the equipment will work within your own home.

If you are happy to proceed, the *Lifeline* equipment can usually be installed there and then.

**What happens on installation**

The *Lifeline* unit requires both an electric socket and a telephone point. For safety reasons these must be sited on the same wall to avoid hazardous trailing wires across floors or doorways. Our representative will be able to advise you on any extensions or adaptations that may be necessary; however we are unable to make purchases, recommend products or tradesmen.

Our representative will complete a personal detail form with you. This will include your name and address, doctor and medical details (which could help in an emergency), next of kin, your keyholders if applicable and any special details about your home, such as locks or access. Our representative will also carry out a brief assessment of your property to identify any potential problems and hazards they can see that may affect our ability to get assistance to you.

The problems could be: -your house number or name is not visible particularly at night or worse still no house number at all. Unlit steps and alleys also present a hazard to our staff that may visit you in an emergency.

Our representative will make some brief recommendations as to what improvement you could make to assist us in an emergency in the event that it is a hazard does present a danger to staff, we may
not be able to offer the service until it has been removed or made safe.

*Please note that it is very important that you let us know of any changes to your personal details and circumstances as soon as possible.*

*You should also be aware that having extra equipment plugged into your telephone line like broadband, answer machines and any other automatic dialling equipment may affect the Lifeline unit being able to make a call in an emergency.*

**Key safes**

Some of you may have a key safe or have been recommended to have one installed, these are very useful in times of emergency but they are not 100% foolproof.

Our aim is to get help to you in the shortest possible time, and it is not possible to guarantee that there would be a key in the safe when we come to use it. Our policy if you are on the Mobile service, is that even if you have a key safe we would still require a key to be held by us for use in an emergency.

For those of you on the monitoring service we will still need at least 2 keyholders.

**When can you use your Lifeline?**

Here are some of the occasions when you should press your pendant and use your *Lifeline*.

1. If you are feeling unwell and perhaps need a doctor to call, if you have fallen and are unable to get up, or more seriously you have hurt yourself. Unfortunately we are unable to help with your day-to-day or emergency care.

2. In these security conscious times if you are worried about unwanted or uninvited guests press your pendant and our *Lifeline* operator will contact the Police.

3. We also like you to press your *Lifeline* pendant every month to test it. This is very important, as it will identify any problems before you need to use your Lifeline in an emergency.
4. If you are going away on holiday or into hospital let us know when you are going and when you return by pressing your pendant.

5. You must also let us know of any changes to person details like if you change your doctor etc. again you should press your pendant to let us know.

**What if I am too far away to speak to you or cannot speak for some reason?**

Don't worry we have a procedure to follow. If we are unable to make verbal contact with you we will always make sure someone comes to help you and to find out what’s wrong. We will never call for an ambulance until someone has visited, to assess the situation. This is to ensure we do not waste the Ambulance service’s valuable resources.

**How much does this service cost?**

*Lifeline* Hire with Monitoring Service costs £3.62 per week, or £47.05 quarterly + VAT where applicable.

*Lifeline* Hire with Mobile Service costs £5.66 per week, or £73.60 quarterly + VAT where applicable.

Short-term *Lifeline* Mobile Service for existing Monitoring clients costs £15.00 + a £30.00 charge for any call-outs.

Short-term *Lifeline* Mobile Service for new clients costs £30.00 + a £30.00 charge for any call-outs.

4 options of payment: Direct Debit, Annual, Quarterly account, Quarterly cash, are available.

(Charges are current as at 1 April 2014).

These charges will increase annually in line with other Council services.

Please note that non-payment for any reason may result in the termination of the service.
Some people may be exempt from paying VAT on the Lifeline system if they are chronically sick or disabled. For example:

1. With a physical or mental impairment which has long term and substantial adverse effect upon his/her ability to carry out everyday activities;

2. With a condition, which the medical profession treats as a chronic sickness such as diabetes, heart conditions, terminal illness and sight or hearing impairment.

For further information: - HM Customs & Excise 0845 01 09 000

There are other local providers of the monitoring service for example

Bournemouth Careline 01202 392718 @ £3.07 per week + VAT

**Confidentiality**

All the information we obtain from you is treated with the utmost confidentiality and is covered by the Data Protection Act.

We will take into account your wishes at all times. But the operator must also take into account the following factors:

1. Will lack of action on their part cause further harm to either the Service User or others?

2. Will the lack of any further action cause damage to buildings or structure?

In the event of a member of the team taking action, which is against your wishes, they will explain to you the action they are taking and why they are taking it.

*Poole Lifeline* works closely with Dorset Ambulance Service and may in certain circumstances pass your personal details on to them. An agreed Information Sharing Protocol covers this.

If you are considered to be at grave risk, information may be disclosed to relatives, members of the Primary Care Trust and/or Social Services.

You have the right to see any information we keep on file about you or your family, and ask for any inaccurate information to be corrected or removed.
Statistics

Between April 2012 to Feb 2013 :-  We were called out to help 1467 people.

631 people had pressed their pendant because they had fallen and needed help, because of our timely intervention, only 125 of these needed to be taken to hospital.

We installed 427 Lifeline units.

Help for victims of crime

Help is available for any residents of Poole who have suffered or are suffering from any of the following:

Burglary, Domestic Violence, Intimidation, Anti social behaviour, Racial Harassment

Installation can be for a limited period (minimum one month) for short-term reassurance, or on a long-term permanent basis. Poole Lifeline works closely with Dorset Police and has agreed a strict Code of Practice for dealing with calls from such installations; it cannot however guarantee any form of response from the Police in relation to any of the above installations.

Costs may vary please phone 01202 733255 for full details.

Are you a Carer?

There are many people who provide care for someone in their family, a friend or neighbour, but cannot be there 24 hours a day.

Would you like the peace of mind knowing that the person you care for will receive immediate help when you are not with them? The experienced operators will quickly assess the situation and ensure that the right kind of help is on its way and contact you to let you know what has happened.

You may also be interest in the Borough of Poole ‘Carers in Crisis’ scheme further details can be found on the boroughofpoole.com website or by calling 01202 633902.
Some things you need to consider

You should also be aware that not all Telephone service providers will guarantee that your emergency calls will get through to the lifeline control room. If you are thinking about changing your provider or worried about your existing provider, please make sure you asked them about this or contact us we may be able to help.

What happens if there is a fault on the system?

Poole lifeline will use its best endeavours to provide a 24 hours a day cover to answer calls made from your lifeline alarm unit.

Should any part of your lifeline equipment become faulty we will rectify the problem on site within 48 hours, if we are unable to rectify the fault a replacement unit will be installed at no extra cost.

Poole Lifeline cannot be held responsible if the failure of its equipment and service is due to other organisation’s equipment or any extensions or appliances you may have in your home or work carried out to your telephone system e.g. computers, modems, telephone lines or changes to wiring.

Please note that if we find the fault is not with our equipment then a £25 + vat charge may be made for our attendance.

In the event that there is a problem with the Lifeline Control room equipment which prevents your calls being received at our main control room, we have a back up location. We will move to this location as quickly as possible to ensure we can answer your call should you need us. Please rest assured that in the event that this happens, your Lifeline unit is designed to continue dialling our emergency number until it is answered.

Victim support systems are excluded from the above arrangements, please contact us for details.
What to do if you want to change the service provided to you or you no longer require the Lifeline service

In the event that you no longer require the Poole Lifeline service you must contact us on 01202 733255 to arrange the collection of our equipment and the return of any keys we may have.

If the reason you are cancelling is because your circumstances have changed for any reason, for example financially, please let us know as we may be able to help you with alternative funding or support.

You want to change the service you receive, phone the number above and one of our representatives will make an appointment to come and see you.

Please refer to section on ‘WHAT HAPPENS IF YOU DECIDE YOU WANT A LIFELINE’ on page 9, if you do want to change your service.

Please note: - that in the event that a re installation is requested within 4 months, a service charge of £45 may be payable.

What we ask from you

We would expect that you will not act in an abusive, either physical or verbal way, or be under the influence of alcohol or drugs if we are to provide a service to you. We therefore reserve the right to limit assistance to any persons that are threatening or offensive towards any member of staff.

We will ensure that anyone we deal with is treated with respect and courtesy, in return we ask our customers to treat staff with the same respect and courtesy.

If you are a smoker we ask that you respect our right to work in a smoke free atmosphere and refrain from smoking whilst we are visiting you and for about an hour before our appointment and open any windows and doors to ventilate the room if you can.

the lifeline equipment needs a phone line to be able contact the Control room in an emergency so please ensure you maintain a working phone line with you provider.
Also we would expect you to look after the Lifeline equipment by keeping clean and free from damage, this will ensure the equipment is fully functional and available to you should you need it in an emergency.

**PRESS YOUR PENDANT REGULARLY**

**If you are not satisfied or if you have a concern**

About our service to you, our staff, your safety and health please do not hesitate to contact us. If there are any procedural issues, which you may be concerned about, then please either contact us or discuss them during the demonstration.

Complaints will be accepted in writing, in person, on the telephone and where appropriate by e-mail, and will be acknowledged within 3 working days. Your complaint will be investigated and you will receive a full response or a progress update in writing within 15 working days of us receiving the complaint. If you are not satisfied with the reply you have the right to appeal to a more senior officer. Full details of all the Councils complaints procedure and the Local Government Ombudsman Service are available from the Council offices.

If you feel that the service promises listed in this leaflet are not met you should write to:

The Complaints Officer  
Housing and Community Services  
Civic Centre  
Poole  
BH15 2RU  E-mail: comments.housingandcommunity@poole.gov.uk

**Do you require further information?**

If you would like to have more information on any of the *Lifeline* services or would like to arrange for a demonstration in your own home, please call us on **01202 733255**.

e-mail: lifeline@poole.gov.uk

A copy of our Annual report is available in various formats on request.
Other formats and translations

We can supply this or any other information relating to our services in large print, on audiotape or in your own language. Please call 01202 733255

**Website** www.boroughofpoole.com/lifeline

**Email**: enquiries@boroughofpoole.com

www.boroughofpoole.com/translations

In order to maintain high standards calls into the Control Room are recorded.

**PLEASE NOTE IF YOU DO NOT WISH FOR YOUR CALLS TO BE MONITORED IN THIS WAY WE ARE UNABLE TO OFFER YOU THE SERVICE.**

If now, or in the future you would like to take part in a panel whose purpose is to discuss the current services provided by Poole Lifeline and look at ways we could improve our services please contact us as above.
Poole Lifeline Telecare Services

If you know someone who you think may benefit from our services please detach this last page and pass our details to them

If you would like to receive further information about the Lifeline Telecare Service, please complete this slip and return it to:

Poole Lifeline Telecare Services
Borough Operations Centre
Civic Centre
Poole
Dorset BH15 2RU

TEL: - 01202 733255

Name: ...........................................................................

Address: ...........................................................................
...........................................................................
...........................................................................
...........................................................................

Post Code: ......................................................

Tel No: ...........................................................................

All calls to Poole Lifeline are recorded
Poole Lifeline
TELECARE SERVICES
Poole Lifeline is a 24 hour service providing an instant response at the touch of a button. The service enables people to live independently within their own homes.

- Friendly and reliable service
- Help at the touch of a button
- Independence and peace of mind 24/7
- A complete reassurance solution for everyone, especially those leaving hospital

For more information and a free demonstration
Telephone: 01202 733255

Calls to Poole Lifeline are recorded