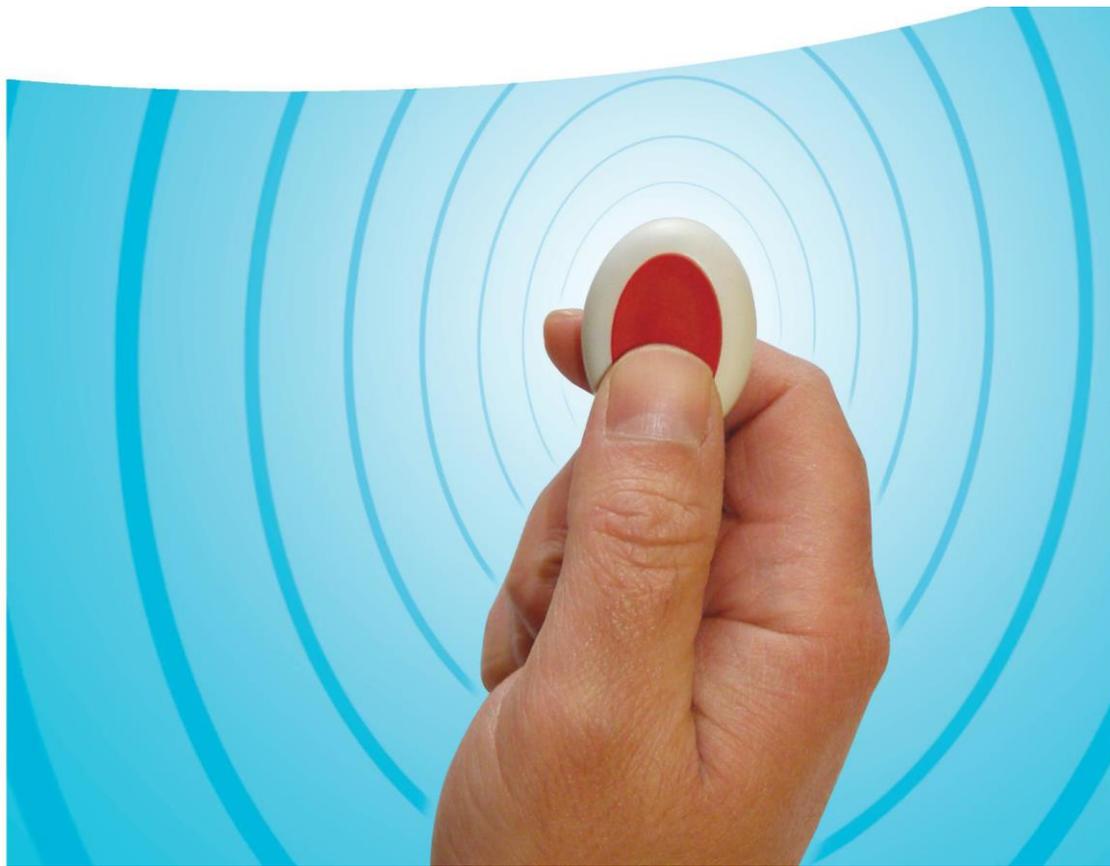


# Poole

# Lifeline

*Help at the touch of the button*



Poole Lifeline  
Operations Centre, Civic Centre, Poole BH15 2RU  
Tel: **01202 733255** - Email: [lifeline@bcpcouncil.gov.uk](mailto:lifeline@bcpcouncil.gov.uk)

## 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, respects their rights to privacy and confidentiality that empowers dignity and choice.

## **Our promise to you**

All clients are 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 develop and promote the service for the benefit of anyone who subscribes.

To contact 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?**

Poole lifeline is a friendly, local 24/7 calls monitoring service available to take your call whenever you need us.

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. They will assess the situation and if you require assistance they will arrange this as quickly as possible. This could be by contacting Emergency Services, G.P. carers, relatives or key holders, depending on the situation.

Please note that our performance target is that 97.5% of your calls will be answered within 60 seconds. We achieved this 98.40% of the time, in the year 2019 to 2020.

If you subscribe to the mobile service Poole Lifeline staff will respond to emergencies and carry out routine visits throughout the year. Staff will always provide identification when they visit your property.

If you have any doubt at all of their identity please do not hesitate to call us by pressing your emergency button 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?.



The Lifeline unit plugs into your master phone socket and a nearby electric socket (within 3mtrs of the phone supply). When you activate your alarm (via the emergency button or the base unit) it calls through to our 24 hour Monitoring Centre where of our highly trained call centre operators will answer your call. The base unit contains a loudspeaker and a highly sensitive microphone, which enables you to have a two-way conversation. It also has a battery backup for up to 40 hours in the event of a power cut.

The emergency button can be worn around the neck or on the wrist. It will activate your alarm when pressed up to a range of 50 meters (a range test will be carried out by our trained installers during the installation of your alarm). The emergency button is water resistant and can be worn in the shower.



Smoke detector, ceiling mounted.

This raises an audible alert like your traditional smoke alarms, but also sends an alert to Monitoring Centre or Carer Pager. This is a life saving device for individuals who are hard of hearing, live with Dementia/short term memory, are a heavy sleeper or have limited or no mobility. A smoke detector should be fitted on each floor. Our experienced team will be able to advice during the installation.

**Please note V A T is payable on all Smoke Detector 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 Mobile** service operates an assisted lifting policy which means that should you fall but have no injury we will be able to offer this service. All our officers are trained as first responder first aiders, if there is any injury we will not assist you up but will call the Ambulance service to deal.

**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.

## 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 minimum 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** and they can arrange for a free demonstration in your home.

You then need to 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; it allows Lifeline staff to get into your home as quickly as possible to give you assistance when you call us. It also makes it safer for staff as they will not have to negotiate dark alleys and slippery paths to get to the rear of your property especially in the hours of darkness.

**Please note that the Mobile service cannot commence until a front door key is provided. The installer will check these when on site.**

Your keys will be used in situations when we have received information from a third party, such as your family, friends or care agency, who have a genuine concern for your welfare, we will attend your property and knock at your door, if there is no reply we will let ourselves in to ascertain your situation.

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 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 the Telecare Services Association national standard is 45 minutes. Our average response time for 2019 to 2020 was 19.42 minutes.

The Mobile service includes an assisted lifting service for non-injured fallers reducing the time customers spend on the floor and the need for paramedics to attend. In 2019 to 2020 we used our lifting equipment to lift 1122 clients.

## **Monitoring Service**

If you would prefer the Monitoring service please arrange to have at least 2 key holders, 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/Fire Service 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 and damage is caused on entry we will accept liability.

Careful consideration must be given before you nominate a key holder as our *definition of a key holder is:* -

Someone you know and trust, who lives locally and has keys to the property, who will, having received a telephone request from the control centre operator, attend at anytime day or night if available or within specific designated times as recorded at the time of installation.

We will contact these people to ensure they understand their responsibilities and check 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.

Our representative will complete a personal detail form with you. This will include your name and address, surgery and medical details, next of kin, your key holders 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 is not visible particularly at night or there is 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 if you had an emergency and an identified hazard presents 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% fool proof. Our aim is to get help to you as promptly as possible; it can not be guaranteed that there would be a key in the safe as it is possible we would not be the only people to be using it. If you are on the Mobile service our policy is that we would still require a front door key to be held by us for use in an emergency.

For those who are on the monitoring service we will still need at least 2 key holders.

## When can you use your Lifeline?

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

- If you are feeling unwell and perhaps need a doctor to call, if you have fallen and are unable to get up off the floor, more seriously you have injured yourself. Unfortunately we are unable to help with your day-to-day personal care.

- In these security conscious times if you are worried about unwanted or uninvited guests press your emergency button and the **Lifeline** operator will contact the Police.
- We also like you to press your **emergency button** 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.

You must let us know of any changes to personal details such as a change of a telephone number etc. If you are going away on holiday or into hospital let us know when you are going and when you return by pressing your emergency button. We are here 24/7 so you can contact us at any time.

### 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 not call an ambulance until someone has visited, to assess the situation. This is to ensure we do not waste the Ambulance service valuable resources.

### How much does this service cost?

All services have an installation charge of £30.00

Lifeline Hire with Monitoring Service costs £3.82 per week, or £49.66 quarterly + VAT where applicable.

Lifeline Hire with Mobile Service costs £6.16 per week, or £80.08 quarterly + VAT where applicable.

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

There are three options of how you can pay: Monthly Direct Debit, Annual Invoice or Quarterly Invoice.

(Charges are current as at 1 April 2021).

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:-

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

## **Confidentiality**

**All the information we obtain from you is treated with the utmost confidentiality and it is our responsibility under Data Protection Act 2018 and GDPR with regard to storing, sharing and safely disposing of information.**

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

- Will lack of action on their part cause further harm to either the Service User or others?
- 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 will in certain circumstances pass your personal details on to them. Our Privacy Statement can be found on the [bcpcouncil.gov.uk](http://bcpcouncil.gov.uk) website which includes our agreed Information Sharing Protocol.

If you are considered to be at grave risk, information may be disclosed to relatives, the NHS 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

Over the period of April 2019 to March 2020 we were called out to help 4008 people.

During the year 1929 people pressed their pendant because they had fallen and needed help. Due of our timely intervention only 81 of these needed to be taken to hospital.

We installed 509 Lifeline units.

## Help for victims of crime

Help is available for any residents of Poole who have suffered or are suffering from 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.

## Are you a Carer?

There can be many people who provide care for someone in their family 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 interested in the Bournemouth, Christchurch and Poole Council 'Carers in Crisis' scheme further details can be found on the [bcpcouncil.gov.uk](http://bcpcouncil.gov.uk) website or by calling 01202 633902.

## What happens if there is a fault on the system?

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

Should any part of your lifeline equipment become faulty you can report it by calling 01202 733255. 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 £30 + 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 getting through to us, we have a back up control room at a different 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 in the event that this happens, your Lifeline unit is designed to continue dialling our emergency number until it is answered.

## 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 for us to return your keys if you subscribe to the mobile service.

If 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.

## What we ask from you

That you do not act in an abusive; either physical or verbal way towards Lifeline staff. If you do act in this way we 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 to contact the Control room in an emergency so please ensure you maintain a working phone line with your provider. Also we would expect you to look after the Lifeline equipment by keeping it 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 EMERGENCY BUTTON 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 20 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 outlined in this leaflet are not met you should write to:

**The Complaints Officer  
Housing Services  
Civic Centre  
Poole  
BH15 2RU**

E-mail: [www.bcpCouncil.gov.uk/complaints](http://www.bcpCouncil.gov.uk/complaints)

## **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@bcpCouncil.gov.uk](mailto:lifeline@bcpCouncil.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 contact us:

Phone: **01202 733255**

Website: [www.bcpCouncil.gov.uk/lifeline](http://www.bcpCouncil.gov.uk/lifeline)

Email: [lifeline@bcpCouncil.gov.uk](mailto:lifeline@bcpCouncil.gov.uk)

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  
Operations Centre  
Civic Centre  
Poole  
BH15 2RU

TEL: - 01202 733255

Name: .....

Address: .....

.....

.....

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

Tel No: .....

All calls to Poole Lifeline are recorded