

Lifeline



SUPPORTED HOUSING LIFELINE SERVICE TERMS AND CONDITIONS OF SERVICE

What can you expect from our Service

We will provide you with a 24 hour emergency response service via the emergency call equipment we have supplied to you (Lifeline Unit). We will collect relevant details from you and we promise to hold these details securely either in paper format, on computer or a combination of both. This information is held so we can respond to you effectively when you press your emergency button. Upon pressing your emergency button the lifeline unit will dial through to our 24-hour call centre where you will be able to talk to a trained operator. They will take the necessary action to assist you.

What we can do

- Provide a 24 hour a day emergency response
- Contact your doctor, relative or carer
- Provide you with information, advice and guidance
- Provide reassurance

This list is not exhaustive, should you be unsure whether we can assist you with something please speak to the call centre or your Mobile Warden.

What we cannot do

- Guarantee the arrival at your dwelling of the mobile warden, Richmondshire District Council staff or others within a set period of time
- Provide personal care (such as washing, dressing, assisting with toileting or putting you to bed)
- Provide domestic care (such as cooking, cleaning or washing)
- Provide transport
- Manage your medication
- Go shopping for you, or take you shopping

We do understand that there may be times when you need assistance with the above, and so in some instances we may be able to assist you as a one off emergency measure.

We can give you information on how to contact agencies which provide this form of assistance long term.

Inappropriate use of the Lifeline Service

We will respond to you in an emergency (for example if you fall or are unwell and require urgent assistance). If you have asked for an emergency response, or you do not respond to the call centre, we will contact your designated emergency contact or send a mobile warden to you. We will advise you if we feel your request was not a reasonable one.

Where customers continue to use the Service for routine help or for things that the Service is not intended for (such as switching on a TV, help with washing, dressing, getting in or out of bed, closing windows or removing insects) we reserve the right to charge the customer at a rate which will cover the cost of the call out. We will withdraw the Service from customers who continue to misuse or abuse the Service.

Equipment Faults

Your mobile warden will visit you at least every six weeks and at this visit they will test your equipment to ensure it is in full working order. If the equipment has developed a fault we will replace it or arrange for a repair to it. You can report a fault to the 24-hour call centre by pressing your red button or calling: **01653 697737 (24 Hours)**.

Telephone Lines and Call Costs

Your emergency call equipment will make emergency calls via your landline **so you will need to ensure if any faults occur they are notified to your phone line provider.** If you are a British Telecom customer, upon installation of lifeline, we recommend that you ask to be placed on their Priority Fault Repair Service – **0800 80 01 50**. We cannot be held responsible for any phone line faults and neither are we able to report faults to your phone line on your behalf – you will need to report these yourself to your own provider.

As a customer you agree to accept and cover the cost of emergency and test calls. The lifeline unit will not interfere with your broadband service (if installed) and as such we cannot be held responsible for any loss or deterioration in your broadband or telephone service. You must notify the call centre or the mobile warden of any faults with the equipment we provide to you. The mobile warden will arrange to visit your home to repair or replace the equipment. While every effort will be made to arrange a convenient time for visits we cannot guarantee this. Richmondshire District Council will not be responsible for any costs incurred for repairs to your phone line by a private contractor.

How will calls be handled?

When you press your pendant and a call goes through to the 24-hour call centre, the operator will try to establish who you would like us to contact. If you are able to talk via the lifeline unit the operator will take action based on what you tell her. If you cannot talk to the operator via the unit she will firstly call you via your landline and if she is still unable to speak to you she will then contact your emergency key holders and ask them to check on you. If it is not possible to get hold of your emergency contacts the operator will ask the mobile warden to attend.

Error calls

Do not worry if you make a call in error. When the operator talks to you, just let her know that this is the case and she will reset your lifeline equipment for you.

Emergency Response

We will endeavour to respond to emergency call outs as soon as possible. However, external factors such as the number of calls being made, telephone line congestion and adverse weather conditions may affect response times. Customers should bear in mind that our mobile wardens have to adhere to speed limits – they do not have any special dispensation for arriving more quickly. We will aim to arrive as soon as possible, but in particularly busy times it may take up to an hour for the mobile warden to arrive. If response by a warden is delayed the call centre will offer alternatives such as contacting the emergency services or your family. We cannot be held responsible for any delays in attending to you, which are caused by events out of our control (such as adverse weather conditions, traffic congestion, a high volume of call outs). All mobile wardens are first aid trained and can provide basic emergency first aid only. We reserve the right to refer you to your GP, **111** or **999** if we feel we cannot meet your needs with basic emergency first aid. If we are unable to contact your preferred first responder we will send a mobile warden instead.

Contact Details

We can only contact you or your family or next of kin if we hold the correct details. If your emergency contacts change address or phone numbers you must let us know.



Security and Access to Your Home

You agree to provide us with the relevant keys to access your home in an emergency. So as to ensure your property can be accessed in the event of an emergency, you agree to ensure that you do not leave any keys in the lock on the inside of a door which would prevent access. You also agree to ensure that there are no additional security measures (such as door chains or bars) which would delay entry in an emergency. If you have additional security measures in place, meaning the warden cannot gain access to your property, and if she has reason to believe you are in danger, the warden or the call centre operator may request assistance to force entry. In this event, we cannot be held responsible for covering the cost of repairs caused by forcing entry to your home and as the customer you agree not to pursue any claims for damages against Richmondshire District Council. We agree to access your home only in the event of an emergency or if we believe that you are inside and unable to raise an alarm or contact anyone for help. We agree to hold your keys at a secure location. If we need to force entry to your home in an emergency we will ask the police to do so.

Key Safes

We strongly encourage our customers to have a key safe installed as this can dramatically reduce our response times to you and is preferable to holding keys at a secure location. Key safes can provide a very cost effective way of ensuring that there is ease of access for the emergency services if necessary. We can hold information on where your key safe is located and what the pin code is to open it so that in case of an emergency (where we are involved) we can safely pass this information on. If you would like more information on key safes, where to get them, who can fit them and how they work, please contact us.

'No response' Calls

If you are leaving your home for an extended period of time, for example going on holiday or hospital admission, we would request that you inform us of this. You can do this by pressing your pendant/emergency button and informing the 24-hour call centre or by calling them on: **01653 697737**. If you do not tell us that you have gone away and your equipment calls us, we may access your home to check on you. We will make 'best endeavours' to locate your whereabouts if we cannot contact you but we cannot be held responsible if we are unable to locate you. As the customer you agree to assist us by informing us if you will not be home.

Safeguarding

As the service provider, we have a legal duty of care to ensure that you are free from being abused by others; we also have a duty of care to ensure that you do not abuse others. If we believe that you are being abused or are abusing others we will discuss this with you (where appropriate) and report this to either the Police or Health and Adult Services.

Professional Boundaries

To ensure that we provide you with a professional service, we will ensure that our wardens act within our Code of Conduct. This limits the way in which they work with you and ensures that both you, 'The Customer', and they, 'The Service Provider', are afforded some protection by putting in place 'professional boundaries'. This means that they cannot meet, visit, or work with you outside of their job role or working hours.

Useful Telephone Numbers and Contact Details

You are able to contact the 24-hour call centre by pressing your emergency call button or you can ring on: **01653 697737**. You can also contact our office between 8:45am and 5.15pm Monday to Thursday or 8:45am to 4:45pm Friday on: **01748 829100**.

Withdrawal of the Service

We will continue to provide you with the Service for as long as possible, however, customers who do not abide by the terms and conditions of Service, refuse to pay for the Service (where applicable), who pose a threat to our staff or who abuse our staff will have the Service withdrawn at our discretion.

If you would like more information on any of the above or wish to discuss the Lifeline Service please call: 01748 901147.