

Welcome to the Live Well at Home Alarm Monitoring Service

Your Lifeline Pendant Alarm has been supplied by Live Well at Home who work together with monitoring centre, Worcestershire Telecare to provide a complete Telecare solution to help you live well at home.

Our Aims

Our monitoring centre aims to provide a service of the highest quality and will answer all calls in a way which

- Values equality and diversity
- Protects health and safety of service users
- Respects their rights to privacy, confidentiality and dignity.

They aim to answer

- 80% of all calls within 30 seconds
- 98.5% of all calls within 1 minute

Their Staff

- Are people of honesty and integrity
- Are skilled and regularly trained to provide a safe, effective and high quality service and deal with a wide range of situations as they arise
- Are monitored to ensure that we have the right levels to meet our call response times

When you contact the Monitoring and Response Centre, the operator will:

- Answer you by name
- State their name
- Ask how they can help you

When an Alarm Call is received at the Monitoring and Response Centre

As soon as you press the button on your base unit or your personal pendant button:

1. The system will immediately start dialling our Monitoring and Response Centre and the base unit will beep and flash alight to reassure you that the system has been activated
2. The base unit will now act as a “hands free” telephone. You will hear the operator answer your call through its loud speaker
3. The base unit also contains a powerful microphone so you will be able to talk to the operator and explain what the problem is even if you are some distance away from it
4. The operator will immediately be able to see your personal details on the computer screen and will arrange assistance for you by telephoning your contact or contacting the emergency services as appropriate

5. If you are able to speak to the operator

- Explain what the problem is
- Tell the operator what assistance you require (e.g neighbour, friend, relative doctor or emergency service)

In most cases we will get you the help you have asked for. However, although we will always take account of your wishes, there may be times where to do so could affect your health and safety.

In these circumstances, we will tell you what we are going to do and the reason for over ruling your expressed wishes – for example, if we feel that the attendance of an ambulance is more appropriate than a doctor.

In an emergency situation, we will try to keep the line open to you until emergency help has arrived.

6. If you are unable to speak to the operator

One of the most important features of a Telecare alarm is that even if you are unable to speak or the operator can not hear you, we know who is calling. This means we can still send help at once and if necessary, the operator will stay on the line until they are certain that help has arrived.

We will try to get a response from you by calling you on the telephone to check if you have activated the alarm accidentally and are unaware that a call has been put through to the Monitoring and Response Centre.

If we are still unable to get a response, we will assume that you need assistance and will arrange for your named contact or emergency services to visit your home and check your wellbeing.

Accidental Calls

Don't worry if you activate your alarm by accident. Just let the operator know that you are OK and not in need of assistance. Please note that we treat all calls as potential emergencies requiring urgent assistance until or unless we know otherwise.

Testing your equipment

If you have an alarm unit which is connected to a telephone line in your home, it is important that you test the alarm on a regular basis by pressing the personal pendant button supplied with the unit, once a month.

Access to your home

It is vital that in the case of an emergency, speedy access to your home is available for the emergency services. We do not hold keys to individual premises.

We recognise that you trust us with information on how your home can be entered so that emergency assistance can be provided.

For this reason, our access procedures are designed to protect your health, privacy and the physical security of your home.

If you live in a house, bungalow or flat and have an alarm connected to a telephone line

If you need help but are not able to answer the door (because of an accident or fall) we will attempt to contact your named contact/keyholder and ask them to attend.

If they are unable to attend or we can not contact them, in exceptional circumstances (when other methods have failed) the Police will be asked to force entry into your home.

Many customers choose to have a Keysafe installed – a small mechanical code operated box, discreetly bolted to an external wall of the property and away from general view. In the case of an emergency, the spare key can then be accessed by authorised persons such as the emergency services. For further details about a Keysafe, please contact **0845 241 9799**

If you live in sheltered housing

We will have already agreed arrangements for getting access to your home with your landlord or managing company in the case of an emergency. For example, some schemes have door entry systems or electronic key safes which we can open from the Monitoring and Response Centre and some organisations provide Warden cover outside of normal office hours in an emergency.

If you live in sheltered housing or other accommodation with a fixed alarm system, please carry out the tests as advised by your landlord.

Information held on our Monitoring Centre's Computer

Our monitoring centre uses a computerised call handling system which holds important information, including the personal details you provided to us. When a call is received, your details are displayed automatically on their computer screens.

It is very important that the records we hold are as up to date as possible.

If there are any changes in your details or your contacts/keyholders – such as a new address or telephone number – **please let us know immediately** by pressing your alarm button to contact the Monitoring and Response Centre.

Every year, we will ask you to check that the details we hold on our computer system about you are correct. We will send you a letter and ask you to confirm that they are still accurate.

Customer Satisfaction

We want you to be delighted with the service you receive from us and your opinions are very important to us. Each month, our Monitoring and Response Centre writes to a selection of customers who have activated an alarm call and asks them for their opinion on the quality of the service they received. The results of the survey are monitored and any specific queries are followed up.

We are pleased to report that quality survey results have constantly demonstrated that over 98% of customers are completely satisfied with the service they receive.

Compliments, Comments or Complaints

We are continually looking at ways to improve our service and we welcome all comments, feedback and suggestions.

To make sure that we deal with any complaints in a prompt and appropriate manner, we have a formal feedback process which provides information about how we will investigate your complaint, who will be dealing with it and when you can expect a reply.

If you would like a copy of the Customer Feedback Form and a leaflet which explains the service in greater detail, please contact **0845 241 9799**

Please note that all calls to the Monitoring and Response Centre are recorded for monitoring purposes. Voice recordings are retained for at least 12 months.

Telecare Options

In addition to your Telecare alarm, we can also supply and install a range of sensors and other equipment which will work with your Telecare alarm to create a complete personal and home reassurance system.



Fall Detector

This handy device detects if you have had a serious fall and automatically sends an alarm call to our Monitoring and Response Centre so that assistance can be provided.



Flood Detector

This neat and unobtrusive sensor provides an early warning by alerting our Monitoring and Response Centre if there is a possible flood in your home. Place it by the bath, shower or sink for constant peace of mind.



Smoke Detector

This detector provides additional protection by raising an instant alarm call to our Monitoring and Response Centre if smoke is detected in your home. It is quick and easy to install with no wiring necessary.



Movement Detector

This sensor can be used to detect movement in your home and can raise the alarm to our Monitoring and Response Centre where we can listen in to verify and record the presence of an intruder. This sensor can also be used to alert us if you are inactive for a prolonged period of time.



Bogus Caller Button

We can install an additional alarm button at your front door. If you are unsure about a visitor to your home, you can press the button to talk to one of the operators at our Monitoring and Response Centre.



Carbon Monoxide Detector

This detector provides protection by alerting our Monitoring and Response Centre if there are dangerous levels of carbon monoxide within your home, allowing swift action to be taken.



Temperature Extremes Sensor

This sensor provides advance alerts to our Monitoring and Response Centre of extreme household temperatures - hot or cold - which could lead to unhealthy living conditions. It also provides advance warnings of fire hazards as, unlike smoke detectors, it can be situated in smoke rich environments such as kitchens.



Keysafe™

Once a Keysafe™ has been fitted and a key safely stored inside, the detail of its location and code can be held securely at our Monitoring and Response Centre. These details will only be given to an authorised person if an emergency occurs. They can then use the key to enter your property and provide you with immediate care and assistance. Keysafe™ not only reduces the time taken to enter your home in an emergency, but avoids having to use the Police to force entry which can be expensive.

Costs

The cost for a Lifeline Pendant alarm is £4.00 a week with one a off an installation fee of £30.00. If you are interested in any of the other equipment shown, please call 0845 026 7944 for more information.

General Information

The weekly charge includes:

- Equipment rental
- Maintenance
- Monitoring 24 hours a day by our Monitoring and Response Centre

All prices exclude VAT which must be added unless you are eligible for VAT exemption under the VAT Act 1983 Goods and Services for Disabled Persons (see below)

VAT Exemption

You may be exempt from paying VAT on the cost of your alarm equipment under the guidelines published by HM Customs & Excise if you are:

- Blind, deaf or dumb (included in the Chronically Sick & Disabled Persons Act 1970)
- Substantially and permanently handicapped by illness, injury or congenital deformity

By virtue of general frailty most elderly people are able to claim VAT exemption. In order to claim VAT exemption, it will be necessary for you to sign an appropriate form which we will provide when we install your Telecare alarm and Telecare Options.

Payments

Payments of charges can be made by Direct debit, or by cheque. Payments should be made quarterly in advance.

Useful contact details

Live Well at Home

Shop: 0845 026 7944

(Mon – Fri 10am – 5.30pm Sat 9.30am – 5pm)

Care Services Office 0845 241 9799

Mon – Fri (9am – 5pm)

Problem with your Lifeline Unit – call 07711 981757

Worcestershire Telecare Monitoring Centre

Monitoring and Response Centre (Operators):

0845 056 8035 (24 hours)

Postal Address

Live Well at Home

One Stop Care Shop

77 High Street, Cheltenham, Glos GL50 1DU

email: shop@livewellathome.co.uk

website: www.livewellathome.co.uk

About Live Well at Home

Live Well at Home provides a wide range of domiciliary care services across the counties of Worcestershire and Gloucestershire. Services include the provision of useful living accessories and mobility equipment, Telecare and other preventative services, Occupational Therapy Assessments as well as personal care and support, dementia and crisis care and a Rapid Response 24 hour emergency care service. We are inspected by the Care Quality Commission to ensure that our service meets the Essential Standards for Quality and Safety for Domiciliary Care Services.

Telecare

We can provide and install Lifeline personal alarms, and other ancillary Telecare equipment such as smoke detectors, flood alarms, bed occupier sensors, chair occupancy sensors as well as tracking devices, a telephone reminder service complete with a monitoring and rapid response care service.

Occupational Therapy Assessments and Mobility Equipment

Our trained Occupational Therapist can be booked to visit you at your home to undertake an Assessment and advise on the type of equipment that could help make life that little easier.

All equipment can be purchased from our One Stop Care Shop in Cheltenham and our delivery service means we can deliver straight to your door.

For more information on mobility items stocked or care services available please call 0845 026 7944 or visit www.livewellathome.co.uk

About Worcestershire Telecare

Worcestershire TeleCare is a member of Kidderminster based, The Community Housing Group.

The service is delivered from a Monitoring and Response Centre based in Malvern which operates 24 hours a day, 365 days a year.

The Company is accredited by The Telecare Services Association and all of its experienced staff are highly trained and qualified.

Worcestershire TeleCare is a member of the Worcestershire TeleCare partnership. This is a “not for profit” organisation supported by a consortium of four leading care and housing providers within Worcestershire – The Community Housing Group, Festival Housing Group, Rooftop Housing Group and Worcester Community Housing – who will work in partnership to develop and enhance the service throughout the County.