

# Telecare Services

## SERVICE INFORMATION BOOKLET

Directorate of Social Services



Mae'r ddogfen hon ar gael yn Gymraeg, ac mewn ieithoedd a fformatau eraill ar gais.  
This document is available in Welsh, and in other languages and formats on request.

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# ABOUT THE SERVICE

## Who provides the service?

The Telecare Services department of Caerphilly County Borough Council operates the service. Alarm Calls are connected to our Monitoring Centre in Caerphilly, which is staffed 24 hours a day, every day of the year, by a team of caring operators who are fully trained to respond promptly to your calls and take whatever action is needed.

## Our contact details are

Telecare Services  
74 Ffordd y Maes  
Caerphilly  
CF83 2BH

## Telephone:

Monitoring Centre / Operators: 029 20865367 (recorded line)  
(Open 24 hours)

Careline Assistant (Applications / Installation): 01443 873656  
(office hours only)

Administration Team (Invoice and General queries): 01443  
873663 (office hours only)

Office hours are Mon-Thurs 9am-5pm Friday 9am-4.30pm,  
closed bank holidays

## Email:

Monitoring Centre / Operators: [Telecare@caerphilly.gov.uk](mailto:Telecare@caerphilly.gov.uk)  
Applications / Installation / Invoice / General queries:  
[Caerphillycareline@caerphilly.gov.uk](mailto:Caerphillycareline@caerphilly.gov.uk)

## Council Website

[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

## **How does it work?**

The Telecare Alarm comes in two parts:

**The base unit:** This plugs into your telephone line and automatically dials the Monitoring Response Centre when activated. It has a sensitive microphone and powerful loudspeaker that enables you to speak to the operator from most locations around your home.

**A pendant:** A button that can be worn around the neck or on your wrist. Using the pendant you can remotely activate the base unit from anywhere in your home or garden, within a 50 meter range.

Help can be summoned by pressing the red button on the base unit or the pendant. The base unit will then automatically dial the Monitoring Response Centre.

## **What happens when I make an emergency call?**

When the Monitoring Response Centre receives your call, the computer will display all the personal information previously supplied by yourself, such as the name and address of your doctor, relatives, friends and key holders together with information about your health. We will identify what your needs are and contact the relevant person or service to assist you

- If you are unable to talk we will still arrange for the appropriate assistance to be provided.

We will endeavor to take client's wishes into account whenever possible. However, we reserve the right to act against those wishes in certain circumstances, such as a serious concern for health and safety. When we do this, we will fully explain and document the reasons for our decision.

Our staff will do everything they reasonably can to get you the help and assistance you need.

However, please note they are not medically trained and cannot attend to you personally. Staff have also been advised that they must not offer you services that they, their friends or their family run independently of the Control Room, and at no time offer you financial advice.

## **Non-emergency Calls**

### Faults

If your equipment develops a fault please contact our Careline Assistant or our Control Centre (See Contact Numbers)

### Advice on other services

If you would like advice on meals on wheels or other support, we would advise you to contact Caerphilly Council's Adult Services Duty and Information Team (ASDIT) on 0808 1002500

## **Access to your Home**

In order to avoid the stress and inconvenience of a forced entry to your home in the event of an emergency, if you are not able to open the door yourself - we would strongly suggest that you consider installing a small discreet key-safe or nominate a nearby key-holder who is always be available to be called upon day or night

In the event of an emergency or no response call, if a key is not available, it may be necessary for the emergency services to force access to your home. The Telecare Services department cannot be held responsible for meeting the cost of any repairs to damage that may be caused as a result.

If you would like advice on installing a key safe please contact the Careline Assistant (See Contact Numbers) or speak with the Careline Assistant when they visit.

In order to ensure access to your home, it is advisable that you do not use bolts or chains on the door that will prevent access to anyone that will be responding to your call for help.

You will also need to make sure that where possible there are no hazards at your property, both inside and outside that could hinder you receiving the attention you may require. For example - If your family pet is a large dog, we will include these details on your information form so we can inform the emergency services before they call. If possible you should move the dog to a safe and secure area before any planned visits.

# HOW TO OBTAIN THE SERVICE

## **What will happen once we receive your application form?**

A member of our team will contact you to arrange an appointment.

If you would like us to arrange the appointment via a family member or friend please complete section 7 on the form.

You are welcome to invite an advocate, members of your family or a friend to be with you during demonstration/ installation.

The appointment should be arranged within 7 working days of us receiving your completed application form.

## **What will happen during the assessment / installation appointment?**

The Careline Assistant will

- Check your eligibility to receive the service (see our eligibility criteria sheet)
- Check that it is possible to install the alarm safely\*
- Explain the Service
- Confirm the cost of the service (see separate charges sheet)
- Explain how the equipment works and check you are able to use it
  - If you have any manual dexterity issues please let the Careline Assistant know as we may be able to provide you with a more suitable pendant to meet your needs.

### \*Checking that it is possible to install the alarm safely

We operate according to strict Health and Safety policies, aimed at protecting both our customers and our staff. We will pay particular attention to any electrical concerns (e.g. old wiring, loose points) and make sure that there are no trip hazards.

The Lifeline Unit requires both an electric power point and a telephone socket. For safety reasons, these must be sited on the same wall and easily accessible to avoid hazardous trailing wires across floors or doorways, please note that our Careline Assistant will not be able to move any heavy objects or furniture.

Occasionally there may be technical complications which will hinder the installation of the Unit, the Careline Assistant will be able to advise on the type of extension or adaptors that may be necessary; however, we are unable to make purchases on your behalf or supply/recommend products or tradesmen.

If it is possible to install the alarm safely the Careline Assistant can do this during the same visit.

However, if you would like more time to think about having the alarm just let the Careline Assistant know and they will arrange to call back.

As part of the installation process the Careline Assistant will ask you to complete and sign

- A client information form
- A service level agreement / contract with us.

However, there is a 21 day “cooling off” period should you change your mind and there is no minimum length to this contract.



The client information form asks you to provide us with information about your health, any care you receive, details of anyone we should contact in the event of an emergency (for example a friend or family member) and arrangements for access to your home. Please have these details ready for the Careline Assistant when they call and ensure you have checked with any personal contacts that they are happy to be nominated as a contact.

## **Staff Code of Conduct / Service Standards to protect you**

### The Careline Assistant

- Will be wearing their ID, please ask to see it before you let them in.
- Will not ask you for any money. You will be invoiced separately for the service.
- Cannot accept any gifts.
- Must be courteous and helpful during the visit

If you feel that the Careline Assistant has not followed our code of conduct or you are unhappy with the installation visit please contact us immediately (see complaints)

# AFTER THE ALARM HAS BEEN INSTALLED

## How Do I Look After My Unit?

### Maintain a telephone connection

It is important that the telephone connection to the Unit is maintained. If your phone line stops working, the alarm will be unable to contact the Monitoring Centre. The use of other auto dialer systems e.g. broadband could have an adverse affect on the alarm.

Not all telephony suppliers support social alarms / telecare (see General Information). If you wish to change supplier it is your responsibility to check whether or not the new supplier supports the service.

### Keep the unit plugged in

The Unit should never be unplugged from the electricity supply. In the event of an electric power cut in your area the battery back-up system in the unit will keep the system working for a short period of time. However, once this period of time has passed, the alarm will no longer work.

Once the power has returned to your home - you should test the alarm to ensure it is working.

### Pendant

The personal pendant is shower proof but is not designed for complete immersion in water over an extended period so, it would be okay to wear it in the shower but we would not recommend it is worn while in the bath. Whilst in the bath it should be kept close at hand in case of an emergency.

### Cleaning the unit

The unit is not waterproof and should only be cleaned with a lightly moistened damp cloth if necessary. For further information on caring for your equipment refer to the manufacturers user guide.

### Testing the Equipment

We ask that you test your pendant regularly, at least monthly. Failure to undertake these tests may mean that when an emergency arises the equipment may not work.

You can do the test at any time of the day or night to suit you. When making a test call - Please ensure when your call is answered, you state clearly that it is a test call - otherwise the Operator will assume that you need assistance.

### **Reporting a Fault**

If you wish to report a fault regarding the equipment please telephone the Control Room on 029 20865367.

Should any part of the equipment we have provided become faulty in any way, we will aim to rectify this as soon as possible. If the fault cannot be repaired then we will exchange the Unit free of charge.

However, if the equipment failure has been caused by another supplier's equipment e.g. failed telephone line, an extension lead, adaptor, changes to your telephone line supplier/system e.g. installation of broadband, or the Unit has been damaged by yourself, Telecare Services cannot be held responsible and you may be liable to meet the cost of the repair or replacement. Your weekly charge will still apply.

### **What happens if I activate an alarm call by accident?**

An operator will answer the call. They will talk to you and, once it has been agreed that it was a false alarm call, the connection will be ended. If you do activate the alarm by accident, please do not leave your property until your call has been answered - so that the operator can establish that it is a mistake. However, if the operator is unable to confirm that the call was activated accidentally, the call will be treated as a potential emergency. If we receive accidental alarm calls on a regular basis a member of the Telecare Services Team may contact you to discuss the problem and to see whether these calls can be reduced.

### **If you are going to be away**

Please advise the Monitoring Response Centre staff if you are going to be absent from home for a week or more and please activate your alarm to let us know when you have returned home.

## **FURTHER INFORMATION**

### **How we will use / store your information**

All your personal information is kept safe and secure in the Monitoring Centre and will be used to provide you with the Telecare Service.

Telecare Services processes all personal information in accordance with the Data Protection Act 1998.

One of the rights under this Act is the 'Right of Subject Access'. This gives individuals the right to be supplied with the personal data held about them. If you wish to make a request for information about yourself you can do so by completing a Subject Access Form, pay a fee of £10 and provide two forms of identification. Further details and a copy of the form can be obtained via the Council Website or by calling our administration Team (See Contact Details)

We may share information about you with your contacts, your doctor, the emergency services and other agencies that may support you on a 'need to know' basis, in order to deal with your calls, support your use of the service and ensure your health and safety.

All Telecare Services staff have been vetted by Caerphilly CBC using the Disclosure and Barring Service (DBS) check.

### **Keeping My Information Up-To-Date**

It is very important that the information we keep about you, and your contacts is up-to-date so we are able to respond effectively if an emergency occurs. Please keep this in mind and tell us if any of your details change e.g. a contact changes their telephone number or address, you have a change in your medical condition. We will also contact you at least once a year to check the information we hold is still accurate.

## **Your Welfare**

Your welfare is important to us at all times and our Careline Assistant can provide you with a leaflet titled “Protection of Vulnerable Adults” if required.

If you have any health or safety concerns please report them immediately by either pressing the red button on your Lifeline Unit; by telephoning the Monitoring Centre or contacting the number on the leaflet.

## **Cancelling the Service**

If you would like to cancel the service please contact the Telecare Services department by phone or post (See Contact Details). Our Careline Assistant will notify our finance department and make arrangements to collect the equipment. One weeks notice of cancellation is required.

On receipt of the equipment our staff will delete your personal information from our system.

If any part of the equipment is not returned or is damaged you may be charged for a replacement.

We will not normally notify any other person/organisation such as carers and other support agencies of your decision to cancel your contract and return the equipment. However, we reserve the right to do so if we feel that it is a risk to your health and safety.

## **Service Cost**

Please see the enclosed ‘Charges Sheet’.

You may be able to obtain some help to meet this cost through the Supporting People Grant if you are in receipt of Housing Benefit or a rebate on your Council Tax (this excludes single persons allowance).

The Careline Assistant will check your eligibility prior to your visit and explain the charge you would pay at the time of their visit.

You may also be exempt from paying VAT charges. Again, the Careline Assistant will discuss this with you at the time of their visit.

If you are not eligible for help through the supporting people grant when we install the equipment but your financial circumstances later change please contact us and we will recheck your eligibility.

### **Methods of payment**

You will receive an invoice shortly after the installation of your equipment. We ask that payment arrangements be made promptly on receipt of this invoice.

Detailed information on how to pay will be included with the invoice.

Options for payment include

- By Post – Payment can be made by crossing a cheque or postal order made payable to “Caerphilly County Borough Council”, please send the tear off remittance slip from the invoice with your payment to (Caerphilly County Borough Council, Penallta House, Tredomen Park, Ystrad Mynach, Hengoed, CF82 7PG)
- In Person (a list of current Council Cash Offices will be included with your invoice)
- Direct Debit (a direct debit form will be sent out with your first invoice)
- Debit Card / Credit Card – payments can be made by phoning 01443 863366 (NB There is a 2% charge when using credit card)
- BACS / CHAPS or INTERNET (The current details for this will be included with your invoice)

## **Voice Recording**

For your safety and security all calls made to and from the Monitoring Centre are voice recorded. These recordings may be used to aid and assist in staff training.

## **How do I make a complaint?**

We aim to get things right the first time however; we encourage our customers to let us know immediately they have a problem so we can put it right.

The complaints process has 3 stages. A client may make a complaint at either stage 1 or stage 2.

### **Stage 1 – local resolution**

Clients are encouraged to first contact the person who provided the service or their manager. This can be done by telephone, in writing or by email. The manager will investigate your complaint and provide you with an outcome. This should take no longer than two weeks.

### **Stage 2 – formal consideration**

The Client can contact the directorate complaints officer.

By phone 0800 328 4061

By Email [socialservices@caerphilly.gov.uk](mailto:socialservices@caerphilly.gov.uk)

Online: [www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)

In writing: FREEPOST, Customer Services, Social Services, Penallta House, Tredomen Park, Hengoed. CF82 7PG

You have a right to expect a response from the Council within 5 weeks.



### **Stage 3 – The Ombudsman**

If the client is still not satisfied with the results of the Council's investigation, they may write to Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pencoed, CF35 5LJ.

Tel: 0300 790 0203

Email: [ask@ombudsman-wales.org.uk](mailto:ask@ombudsman-wales.org.uk)

[www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)

### **Consultation on Services**

We carry out a client satisfaction survey every year. This survey will give you the opportunity to provide us with feedback and suggestions about the service.

However, if you want to express an appreciation or make a suggestion you can do so at any time. Please contact us via our administration office (See Contacts)

We aim for high standards and would welcome any positive feedback on whether we achieve this expectation and / or any suggestions that will help us to improve the service we provide.

### **Telecare Services Association Accredited**

Telecare Services Association (TSA) is the industry body for telecare and telehealth. In order to achieve and maintain accreditation we must undergo an annual assessment by an independent auditor to ensure we meet the standards set by the Code of Practice. We were the first Monitoring Response Centre in Wales to achieve accreditation and have retained it ever since.

## **Telephony Suppliers**

Some telephony suppliers may not guarantee to support Social Alarm systems. This may result in your social alarm not getting through to the monitoring centre.

If your telephony supplier is not British Telecom you must check that they do support social alarm systems. You should find this issue referred to in the Terms and Conditions of your contract with them. If it is not referred to in the Terms and Conditions we recommend that you contact your telephony supplier to check. We cannot guarantee our social alarm system will always work with all telephone Supplier Networks. If you require further information please speak to our Careline Assistant (see Contact Details)