



How the Lifeline service works

How we deal with enquiries and applications for a Lifeline

When you make an enquiry about the Lifeline service, whether in writing, by telephone or by using a Lifeline leaflet we will arrange for you to receive an information and application pack to complete. It will be put in the post to you the same day that we receive your enquiry. We will be available for you to communicate with throughout the whole process from the moment of enquiry to the installation of your Lifeline equipment to make it as straight forward as possible. Simply call us on **01733 385100**

Anyone can complete an application for the Lifeline service, whether for themselves or someone else. If it is for someone else, however, that person must know the application is being made for them and be agreeable to it.

We do not normally prioritise referrals based on any scale of need, as we seek to install all Lifelines at the earliest possible opportunity. However, we will respond positively to any indications that an installation is urgent for particular reasons, but cannot guarantee that an installation can be carried out exactly at the time required.



While we will still attend on site to install a Lifeline where that is absolutely necessary, our preferred method of supplying the unit is by post for you or someone assisting you to plug in. We will supply all the necessary information for successful installation in a clear and easily understood form. There is a charge to cover the postage but this is significantly less than our charge for on site installation. It is also possible to deliver the Lifeline to you more quickly, usually by the next working day after receiving your application, which means you should be able to start using the service much more quickly.

Promoting Independent Living

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Once the Lifeline has been installed, service users are connected by the Lifeline equipment to our control centre 24-hours-a-day, 365-days-a-year. Our caring and experienced staff will be able to provide support and assistance to deal with any situation threatening welfare or wellbeing, enabling you to live as safely and independently as possible in your own home.

Calls to our control centre can be activated in a number of ways, depending on what equipment is linked to your Lifeline. Some of the large variety of equipment that could be attached is listed in our leaflet 'The range of Telecare equipment available'.

- Some equipment requires someone to press a button to make it work. The basic Lifeline installation has a button on the base unit and a button on a pendant which you wear (using a neck cord or wrist strap usually). Pressing either of these buttons will activate a call to our control centre and will allow our operators to talk to you and obtain whatever assistance you need. There are other pieces of equipment that require the pressing of a button to activate them as well



- Some equipment is activated by detecting particular circumstances. One example would be a smoke detector, which activates an alarm call to the control centre when it detects smoke in the property. Another would be a flood alert which detects when water has overflowed onto a floor from, for example, a bath



Whenever a call comes into our control centre, however it is activated, the operator can immediately see details about where the call is coming from and the people living there. They will also have details of all your contacts.

Providing that we can talk to you (you are capable of speaking and not too far away from the base unit for us to hear you clearly) we will call the necessary assistance for you. If we cannot talk to you to find out what the problem is we will call your emergency key contacts and ask them to call round and find out what the problem is. The exception to this would be in the event of a smoke detector being activated when, if we cannot obtain confirmation that there is no fire, we will call the fire service immediately.

For further information on how we will support your calls in emergency and non-emergency situations, please see the leaflet 'How we handle calls we receive from you'.

What you need to be able to connect to the service

In order to be able to connect to the Lifeline service using one of our dispersed alarms, there are two things normally required:



- A modern plug-in telephone socket (this is always required)



- A modern 13 amp electrical socket within about two metres of the telephone socket, preferably on the same wall (some alarm units are now being developed that do not need an electrical connection)

These need to be located in such a way that cables do not need to be trailed around or across doors or tucked under carpets where they can be walked on (please see the leaflet 'Our standards and performance indicators').

Eligibility for our services

Anyone who feels that they need a Lifeline can have one. Many of the people that we help are older people, people with disabilities, victims of hate crimes, violence and bogus callers. Some of our customers have illnesses such as HIV, Parkinson's disease or cancer, but needs are not confined to these areas. If you have a need that you think Lifeline might be able to help with, but you are unsure, please contact us (see the leaflet 'How to contact us') and we will gladly talk through the possibilities with you.

Who can be present at an installation?

Our expectation is that, when we install a Lifeline, the person(s) using the equipment will be present so that they can learn how to use the equipment. However, we recognise that in exceptional cases (eg where a potential user is in hospital and able to come home only if the Lifeline alarm is in place) this may not be possible. We will make suitable arrangements in such exceptional situations on a case-by-case basis.

Other than that, anyone can be present at an installation that the person we are installing for chooses to have present - family member(s), friend, neighbour, carer, etc.

Where we post out a Lifeline to you, you can have anyone you choose present to support and assist you when you install the Lifeline.

Agreement ‘cooling off’ period

If, within seven days of having a Lifeline installed, a customer decides that the service is not appropriate to their needs and they do not wish to use the service, they may request that the Lifeline be removed and they will incur no charges for rental or monitoring but will still be liable for the installation or postal charge.

The exception to this will be where, in those seven days, the service has been actively used by the customer to obtain assistance (accidental calls will be excluded), when they will become liable for the rental and monitoring charge for that week, as well as the installation or postal charge, but will be exempt from the requirement for four weeks notice of termination.

Provision of the Lifeline service

The service is provided by Cross Keys Homes Ltd, a registered charity (Charity No. 1104746), operating under the name “Lifeline” from its head office at Shrewsbury Avenue, Woodston, PETERBOROUGH, PE2 7BZ. While the service is normally delivered wholly by Lifeline, Cross Keys Homes Ltd reserves the right to sub-contract any or all of the service provided by Lifeline in the interests of maintaining the highest level of service to its clients and service users.