



# Making Choices About The Service



## The choice of service options

There are parts of this service where our customers can make choices and there are parts which they must accept as provided if they are to use the service:

- The basic Lifeline installation consists of an alarm unit together with a pendant which is worn on the person, connected to our Lifeline control centre. None of this is optional. We do not install Lifeline equipment to connect with anyone else other than our control centre (or someone sub-contracted to Cross Keys Homes for the purposes of providing the monitoring service)
- Customers wishing to subscribe to the Lifeline service will be required to sign an agreement with Cross Keys Homes following installation of the equipment, which will commit them, as users of the service, to doing certain things (as outlined in the factsheet 'Your Lifeline agreement'). We will not provide the Lifeline service to anyone unwilling or unable to sign the contract as it is currently formulated
- Customers will be required to provide certain information to us when making an application for the installation of the equipment, and will be responsible for keeping us informed of any changes to their circumstances (see the factsheet 'Your information and how we use it'). The provision of this information is a requirement for the service

- There is a considerable variety of Telecare equipment that can be connected to the basic Lifeline installation to provide support or protection in various additional ways; for example, smoke detectors, flood detectors, falls detectors, etc. The provision of such equipment may involve an assessment process, and may also involve an installation charge and increased rental and/or monitoring charges. The provision of such equipment is not compulsory. Clients may choose whether to have such equipment installed or not, and which equipment to have installed, where they are funding the equipment themselves. Where the equipment is being funded for them only that equipment assessed as being appropriate to meeting the needs of that customer may be available to choose from



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**LIFE LINE**

A service provided by

  
**CROSS KEYS Homes**  
You'll be at home with us.

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- The Lifeline service provides a limited mobile response service. This is currently provided only to those living in postcodes PE1 – 4 who have no one who can act as keyholders/responders. There is an additional charge for this service and a requirement to have a key safe fitted before the service is provided. We can arrange for a key safe to be fitted but there is a charge for this also. Charges can be advised to you if you call us on **08453 130 190**. Any other on site response by the Lifeline service will only be where there is an emergency within the Greater Peterborough area and at the sole discretion of the Lifeline service. There is currently no visiting service but this may change in the future, as may the area covered by the response service. If and when they do clients will be advised and given the opportunity to choose which level of service they wish to receive

## Arrangements for variation of the service

Where it is possible to make choices about any aspect of the service that we provide to you, we will be glad to discuss any changes that you wish to make to the service you receive. Please contact us on **08453 130 190**.

We will discuss with you the implications of the changes you wish to make and costs that may be involved and will make all the necessary arrangements, including completion of any paperwork, in order to implement these changes.

## The choice is always yours

Where choices are available regarding the service we provide, we will always maintain your right to make a free and willing choice of what part(s) of the service you want to receive. We will always be willing to provide the information necessary to make these choices and to discuss them with you at your request. We will give guidance on the available choices and the benefits and risks arising from making those choices. However, the final decision will always be yours.

