

JUST PRESS AND HELP WILL BE THERE



12. In respect of recording calls, you acknowledge that all alarm calls made to and by the control centre, and all calls made to and from the control centre on the: **01733 235 085, 01733 385 100** and **08453 130 190** numbers, are voice recorded for your protection and to ensure that Cross Keys Homes holds an accurate and detailed record of events, and accept and agree to such recording.

13. In respect of periods of planned absence from your home, you acknowledge the need to advise the control centre of any planned periods of absence from your home that you may have. This may be for holidays, planned hospital admission, etc. This need involve no more than a call on the alarm system before you depart to advise the date of departure and the likely length of absence, and another call on the alarm system when you get back to advise of your return.

14. In respect of testing the equipment in your possession on a regular basis, you acknowledge:

- a) Your responsibility to test the pendant on a monthly basis by using it to call our control centre
- b) Your understanding of the possible consequences of not doing so



Your Lifeline Agreement

By signing the agreement for the supply of Lifeline, you are making a commitment to accept the following obligations under the terms and conditions of that agreement.

1. In respect of those who choose to rent the Lifeline equipment from Cross Keys Homes, you agree:

- a) To use, or to ensure the use of, the Lifeline equipment in a careful and proper manner and in accordance with the instructions given, and not interfere or tamper with it, or permit anyone else to do so, and return the equipment in working condition, fair wear and tear excepted, on the termination of your agreement
- b) To ensure the Lifeline equipment is kept at the premises in which it has been initially installed unless permission has been obtained from Cross Keys Homes to move it elsewhere
- c) Not to sell, change or dispose of the equipment or permit anyone else to do so

2. In respect of any faults, you agree to:

- a) Report to Cross Keys Homes any defects in the equipment as soon as possible. This can be done either by making an alarm call using the Lifeline equipment if it is still serviceable, or by calling **08453 130 190** at any time of the day or night. You can also e-mail: controlcentre@crosskeyshomes.co.uk

b) Recognize the right reserved by Cross Keys Homes to charge for any damage to Cross Keys Homes' Lifeline equipment, caused by the willful act or neglect of the service user(s), or any family or visitors to the service user's home

3. In respect of your named contacts, you are confirming that your nominated key contacts have signed your application form themselves to signify their understanding and acceptance of the role. Where you request a change of nominated key contact you are agreeing that we may write to your replacement nomination and ask them to confirm that they are agreeable to being named as contacts and understand what will be expected of them, and that if any are not you will provide another name as a substitute, with whom we will also check agreement and understanding.

4. In respect of arrangements to share information with others, you are giving authority to Cross Keys Homes to disclose, as may be necessary, details about the person(s) using the service under the Data Protection Act 1998. This may include information regarding medical, health and/or personal circumstances, and may be given to such persons and/or organisations who become involved in the welfare of the person(s) using the service. This information will only be given in the interests of providing the full benefits of Cross Keys Homes' Lifeline alarm service to the service user(s) and/or maintaining the welfare of user(s).

JUST PRESS AND HELP WILL BE THERE

5. In respect of gaining access to the service user's property in an emergency, you are:

- a) Giving authority to Cross Keys Homes to obtain entry into the home where the Lifeline is installed in emergencies, i.e. in circumstances where the service user has alerted the control centre for assistance and where they are not able to open the door for the relevant assistance to be given
- b) Accepting that Cross Keys Homes cannot be held liable for payment to repair external doors/windows in these circumstances, where the property does not belong to Cross Keys Homes
- c) Recognising that Cross Keys Homes will repair any external damage caused to doors/windows of Cross Keys Homes' own properties in these circumstances, but reserves the right to recharge for such repairs where circumstances warrant it

6. In respect of access to your home, you agree to permit Cross Keys Homes' employees or their representatives to enter the premises at all reasonable times on reasonable notice, in order to inspect or test the Lifeline equipment, carry out repairs, alterations, improvements, or to recover the equipment in the event of an enforced termination.

7. In respect of the termination of the Lifeline service and the agreement you entered into, you:

- a) Acknowledge that both parties in this agreement may terminate the agreement for the supply of the Lifeline service by giving a minimum of four weeks **written** notice. You may give initial notice of the intention to terminate your agreement by telephone but this **MUST** be followed immediately by written notice (which may be by completion of a termination notice form at head office reception where the equipment is returned there in person). The Lifeline equipment must be returned to the address in section (b) either on or before the expiry of the agreement

- b) Acknowledge that the person entering into the agreement for the service will retain liability for the rental and monitoring charges of the Lifeline equipment, and the outstanding capital costs of the equipment, if it is not returned. In certain circumstances arrangements can be made for a telecare services officer to collect the Lifeline from a client's home. If you require this assistance please telephone **08453 130 190** and ask to speak to a telecare services officer. Otherwise, please return the unit to:

**Cross Keys Homes,
Supported Housing Services,
Control Centre,
Shrewsbury Avenue,
Woodston,
Peterborough,
PE2 7BZ**

- c) Acknowledge that, in the event of the death of the Lifeline user, the authorised agent/ representative of the client must contact Cross Keys Homes' control centre to make arrangements for the return or collection of the Lifeline equipment. The four week notice period will not apply in circumstances of death
- d) Recognise that the rental and monitoring charges may continue to be levied until the Lifeline equipment is returned (against the deceased's estate if that is appropriate) if the agent/ representative takes an undue amount of time to return the Lifeline equipment following arrangements being made for its return

- e) Undertake to return the equipment in working condition, fair wear and tear excepted, on the termination of this agreement, failing which the person signing the agreement (or their estate) shall pay Cross Keys Homes immediately upon demand either:

- i) The rental, and monitoring charges that were in force at the time the agreement was terminated, until such time as the equipment is returned or,
- ii) The outstanding capital cost of the equipment together with the administration costs incurred in replacing the unreturned equipment with new equipment, together with any outstanding rental and monitoring charges

8. In respect of your key contacts, you agree to maintain all necessary arrangements to facilitate key holder access to your property in an emergency. This will mean ensuring that your key contacts always have access to the correct keys and that the Lifeline service has up-to-date information on the means of access to that key, e.g. being advised of any changes to key safe numbers, the location of keys, or the details of key contacts.

9. In respect of keeping the information we hold concerning you up-to-date, you agree:

- a) To advise Cross Keys Homes' control centre immediately of any change in the telephone number and/or address of the person(s) using the service and/or the person entering into the agreement, to ensure the control centre can still make necessary contact
- b) To advise the control centre of any other changes that are relevant to help Cross Keys Homes meet its obligations to the person(s) using the service under this agreement, e.g. change of doctors, emergency key holder, other contacts, etc

10. In respect of the need to provide up-to-date information, you acknowledge that Cross Keys Homes' Lifeline service cannot be held responsible for any failure to supply its service to a customer where that failure is consequent upon the customer not supplying and/or updating the information required to provide that service.

11. In respect of the processing of your data, you give your consent to all necessary processing of data that we hold about you, for the purposes of providing you with the full benefits of the Lifeline service and for the production of statistical information that will inform the review and development of Cross Keys Homes' Lifeline service. All data is held and processed under the provisions of the Data Protection Act 1998.

