

JUST PRESS AND HELP WILL BE THERE

Terminating a service for someone with significant levels of care

Whenever a Lifeline installation is being terminated for someone who is receiving significant levels of support from a third party, be it family, social services, or some other agency, we will always endeavour to advise those third parties that the Lifeline service is being terminated. This is because the level of service that they provide may be planned around the fact that the Lifeline service is being used. If it is withdrawn, they may need to review and revise the support they provide.

See the factsheet 'Your Lifeline agreement' about things we expect you to agree to regarding termination of the Lifeline service.



Terminating The Lifeline Service

Ownership of the alarm equipment

Lifeline equipment may either be bought direct from the manufacturer or rented from Cross Keys Homes. Equipment bought by those who wish to use only the monitoring services of Lifeline remains at all times the property and responsibility of the person buying the equipment and Cross Keys Homes will not assume any responsibility or liability for its maintenance or repair. Equipment rented from Cross Keys Homes remains our property at all times and needs to be returned to us on termination of the Lifeline agreement.

Terminating a Lifeline agreement

Except in circumstances where a customer has died, we require **four weeks notice** of termination from anyone who wants to terminate the service. This notice of termination should be **in writing** but we will accept an initial telephone notification providing it is followed immediately by a confirmation in writing. While we appreciate that notice in writing can be difficult in certain circumstances it helps us to maintain the audit trail on each service being terminated. We also expect all of our customers, or their representatives, to make every effort to notify us as quickly as possible when it becomes necessary to terminate a Lifeline installation, in order to make suitable arrangements to return Lifeline equipment to us at the earliest possible opportunity.

You can either return equipment to Cross Keys Homes' head office, or request a jiffy bag to be sent out so that it can be returned by post, or, in exceptional cases, make arrangements for a telecare services officer to collect. Where you are able to return the Lifeline to our head office reception, you can complete a termination notice form at the same time which can substitute for the notice in writing. However, any notice period will only begin on the day the Lifeline is returned to our head office unless previous telephone notification of termination has been received.



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Circumstances in which Cross Keys Homes may terminate the Lifeline service

Normally a Lifeline would be terminated at the request of a customer or their representative. However, in certain circumstances Cross Keys Homes may decide to terminate the service to a customer.

a) Disconnection on the grounds of non-payment of the Lifeline service charges

Where a significant level of alarm service charges remains unpaid, we will commence a procedure which could ultimately lead to the withdrawal of the service from a customer.

- The service user will be contacted by Cross Keys Homes' incomes section, requesting that arrangements be made to clear the debt. This will be after they have made enquiries with us as to whether there are any extenuating circumstances regarding the debt
- Failing any resolution of the debt, the incomes section will request the Lifeline service to conduct a risk assessment regarding the

withdrawal of the service. This assessment will be conducted by sending you an assessment form to complete and return to us. No outstanding debt will be pursued to a final conclusion without the completion of a risk assessment

- Depending on the assessed level of risk, the appropriate approval for withdrawal of the service will be sought and a second letter, giving the necessary four weeks notice of termination, will be sent by the incomes section
- If there is still no resolution of the debt, we will attend to recover the Lifeline equipment on the date of withdrawal of service notified in the second letter. Any outstanding debt will be pursued using the normal Cross Keys Homes' debt recovery procedure

Our primary intention throughout the process will be to assist the customer to resolve the outstanding debt, whether by accessing another source of funding for the charges or by assisting in constructing an appropriate schedule of repayments for the debt. Termination will be pursued to its conclusion only where it is not possible to achieve this.

b) Disconnection on the grounds of consistent abuse of the service

Termination of the service may also take place where there is abuse or misuse of the alarm service, defined as follows:

- Repeatedly activating the alarm for reasons other than a genuine emergency or genuine need for reassurance
- Repeatedly asking for mobile assistance from officers when there is no need for assistance
- Repeatedly asking for professional help or emergency services when there is no need for help or assistance
- Making calls to the service that are abusive or threatening
- The willful withholding of payment for the telephone line rental (as against the alarm service charges) by the customer or their representative, that results in the non-operation of the service
- Creating or allowing danger to staff within the scope of the regulations governing health and safety at work, e.g. failing to restrain a dangerous pet on the premises, allowing the risk of disease through negligence etc

Should a customer abuse or misuse the service in any of the ways mentioned above, the telecare services manager will be asked to authorise the termination procedure. The necessary four weeks written notice of intention to terminate the service

will be issued to the customer and staff will work with the customer during this period to try to resolve the situation by all reasonable means. If the situation can be resolved then the notice of termination will be withdrawn. If there is no resolution and all possible approaches have been fully exhausted, the telecare services manager will confirm withdrawal of the service on completion of the notice period and the Lifeline equipment will be removed.

