



Herts Careline
Because independence
is important



Community alarm and telecare service



Welcome Pack



0300 999 2 999

www.care-line.co.uk

Welcome to Herts Careline

Thank you for choosing Herts Careline as your assistive technology service provider. This Welcome Pack contains important information about your service.

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Summary of services

Herts Careline's award-winning assistive technology service, provided in collaboration with Hertfordshire County Council (HCC) offers independence and reassurance to thousands of people living in Hertfordshire. The service is substantially discounted by HCC and provides a convenient and reliable way for you to summon assistance whenever you need it, via the following means:

- **Community alarm service**

summon assistance at any time, day or night, at the press of a pendant to be connected to our 24/7 Hertfordshire based Control Centre.

- **Telecare service**

modern and discreet equipment (such as smoke detectors, fall detectors, door sensors, and heat sensors) installed in your home that will automatically alert our Control Centre in the event of an issue. Telecare can help standard or more complex issues with different options to support your specific needs and lifestyle.

- **Standalone service**

equipment that is not linked to our Control Centre, but is useful in helping maintain your independence; for example, preventing overflowing baths or basins (barometric plug), or helping to monitor varying seizure types.

Community alarm equipment

Your community alarm system allows you to summon help by pressing your call button on your pendant. Upon installation the technician will demonstrate to you how it works and will make a test call to the Control Centre to confirm your installation was successful. Please take time to familiarise yourself with the manual that was supplied with the equipment and its recommended use.

Test your equipment - we ask you to test your system once a month by pressing the button on your pendant to ensure it is working correctly.



Raising an alert for help

To raise an alert for help, press either the button on your alarm unit, or press and hold the button on your pendant or fall detector for a few seconds until you see your pendant light up and / or you hear your alarm activate.

It will automatically dial through to our Control Centre - it will be responded to quickly.

Please see the alert buttons for each alarm system highlighted in red circles below:

Eliza S equipment



SEVEN equipment



Telecare equipment

Depending on your specific telecare package, an alert will be automatically generated by each device (if fitted) in the following circumstances:

- **If you fall** – via your fall detector pendant worn around your neck or wrist. Some falls, mostly soft falls (controlled descents against a wall or chair) may not be picked up by the fall detector. If you are able to, always press the button on the pendant to activate the alarm manually to make sure that the alert has gone through.
- **If there is a fire** – via your smoke detector
- **If there's a sudden rise or drop in room temperature** – via your ambient temperature monitor or heat detector
- **If carbon monoxide is in the air** – via your carbon monoxide detector
- **If there is a flood in the bathroom or kitchen** – via your flood detector
- **If no movement is detected in a property or if unwanted visitors are at the door** – via Passive Infrared (PIR) Sensor
- Your assessor will explain how your equipment works when it is installed.

Standalone equipment

If you have subscribed to our standalone service, which means that your equipment isn't connected to our Control Centre, your fee goes toward Herts Careline maintaining your equipment and servicing it when necessary. Please refer to the manual(s) that came with your standalone equipment for information about their operation. If you feel there is an issue with your standalone equipment, or if you would like to discuss further areas of support we may be able to offer you, please call us on 0300 999 2 999.



Help us to help you

These 5 points will help you make the most of your assistive technology service.

1. The unit should remain connected at all times. If you do need to turn the electricity off for any reason please reconnect, plug it back in and make a test call to our Control Centre.
2. Please test your pendant once a month to ensure that it is working correctly.
3. Let us know if you are going to be away from home for more than a few days. Please contact us again when you return by pressing the pendant button to ensure the unit is working properly.
4. It is important that you advise us if your circumstances change:
 - If your key holders change
 - If you change the code to your key safe
 - If you change your doctor
 - If a key holder or relative changes their telephone number
 - If there is any change to your medical condition
5. If you wish to nominate a family member, friend or legal representative to pay for the service on your behalf or look after your interests, (in relation to your alarm or payments of the alarm service), please let us know.

Frequently Asked Questions

How does the equipment work?

You have been issued with a pendant which can be worn around your neck or on a wrist strap. When you press the button on your pendant it will automatically call our Control Centre and one of our highly trained operators will help you. If you have additional telecare with us such as the smoke detector, carbon monoxide detector, ambient temperature monitor or other sensors, they will automatically dial our Control Centre if they detect an issue. One of our operators will speak to you to alert you to the situation or take other appropriate action.

Can I wear my pendant in the shower or bath?

The pendants are water resistant, so you can wear them in the shower. However, please do not submerge the pendant in water.

What if I press the pendant by mistake?

This is easily done so please don't worry - just tell the operator that you have pressed it by mistake.

What happens if I cannot hear you or speak to you?

If we have received a call and do not get a response, we will telephone you back. If you do not respond to that call, the operator will contact one of your nominated responders. If your responders are unable to attend you, we will arrange for an emergency visit. No call will be ended until the operator is certain the issue has been dealt with appropriately.

What if the alarm doesn't work?

If you notice a problem please call us and we will arrange for a trained engineer to visit you and resolve the issue.

How do I clean my alarm and pendant?

To clean your alarm and pendant use a damp cloth and a non-corrosive, non-abrasive cleaner. Please do not use abrasive or polishing cleaners or immerse your base unit in liquid, or position it in a place where liquids can be spilled on it.

Will my alarm work throughout my entire property?

Your community alarm pendant should work up to at least 100 metres, in line of sight. It might not work if you have a long garden, for example. It's worth testing before going too far on your own. The technician will also show you the range on the day of installation.

A full list of Frequently Asked Questions can be found on the Equipment Support page of our website under the 'contact us' tab: www.care-line.co.uk

VAT guidance

Herts Careline must charge Value Added Tax (VAT) on the supply of your assistive technology service unless you have an exemption. If you are chronically sick, disabled, or terminally ill it is very likely that you will be exempt from the VAT charges. If you think you are eligible, please contact us and we will send you a VAT exemption form to complete.

General Data Protection Regulation (GDPR)

Herts Careline will comply with the obligations under the General Data Protection Regulation to ensure that any information provided by you will remain confidential. In exceptional circumstances, we may be obligated by law to disclose information about a client. If this occurs, we will be released from our duty of confidentiality and must adhere to the request. However, this is rare and at all other times any information provided by you will remain confidential. Further details about our Data Protection Policy can be found by searching for 'data protection' at www.north-herts.gov.uk.

Adult safeguarding policy

We aim to make sure that vulnerable adults using our services are listened to and protected from abuse. We actively encourage our staff and partners to report all incidents or concerns they may have in relation to the wellbeing our service users, supporting the principle that it is better to report, than look away or ignore.

Further details about our Adult Safeguarding Policy can be found by searching for 'adult safeguarding policy' at www.north-herts.gov.uk

Fair usage policy

We are committed to providing a dependable service to our service users when it is most needed. Accordingly, we respectfully request that you refrain from using your assistive technology to make non-emergency contact with the Control Centre. If your equipment is persistently used inappropriately, we will contact you to discuss your needs and whether you would benefit from additional or alternative services. In extreme cases, we reserve the right to discontinue the provision of a service to safeguard the reliability of our operations. If you need to discuss any aspect of your service, please telephone the Customer Service Team on 0300 999 2 999 between 9am and 5pm Monday to Friday, or email CarelineSupport@north-herts.gov.uk

Return of equipment guide

The cost of the Herts Careline community alarm and telecare service is substantially subsidised by Hertfordshire County Council (HCC). This means that new customers benefit from their equipment on loan, rather than having to pay an added fee for it. The equipment loaned to each new client is done so on the provision that once it is no longer required, that it is returned to Herts Careline (this is a free service – please see overleaf). The equipment is of value and can be reused, by another member of the community, after it has been serviced by its manufacturers.

Help us to help others and protect the environment

Even after prolonged use, it is usually possible for us to reuse some of the equipment after it has been returned to us. It is therefore inefficient to dispose of this valuable equipment when it's still in perfect working order and can be safely used again. When equipment is returned, we carefully assess whether it can be remanufactured or refurbished to current industry standards. This allows us not only to provide cost effective services but also benefits the environment by reducing the carbon footprint associated with the manufacturing of our equipment. However, we can only continue to do this with your co-operation.

If you no longer need your service

Due to the nature of our service, we require written instruction if the service is to be discontinued from one of the following people:

- Next of Kin
- Nominated Responder
- Appointed Executor
- Lasting Power Attorney
- Appointed by the Court

Once we receive written instruction regarding the cancellation, we will confirm how the equipment should be returned to us – this will either be via the post (free of charge) or we will arrange a convenient time to collect the equipment. Cancellations can be made via our cancellation eForm found on our website at www.care-line.co.uk or by letter in the post. Please telephone the Customer Service Team on 0300 999 2 999 between 9am and 5pm Monday to Friday, or email CarelineSupport@north-herts.gov.uk

Landline telephones

Herts Careline equipment is fully digital so does not use or require a landline telephone. However, if you have a landline telephone and a fault arises, Ofcom states that you are entitled to a priority fault repair service as your community alarm / telecare company (Herts Careline) may need to contact you over your telephone line. Each telecoms provider will have their own policies surrounding this, but it is worth taking note that this service could be available. Please contact your individual provider for details.

BT has a Free Priority Fault Repair Service letter template for their customers to use. You can find it at https://www.bt.com/content/dam/bt/help/including-you/BT_Free_Priority_Fault_Repair_Scheme.pdf

Other providers may offer their own templates.

British Red Cross responder service

The British Red Cross (BRC) deliver a county wide response service for monitored service users using our community alarm and telecare service. This response service is available for every customer on the Careline service, 24 hours a day and 7 days a week to perform vital welfare checks and assistance to those in vulnerable situations.

The BRC Responder Service is there to provide a response when an informal responder such as a family member or neighbour is unavailable. When those who use the Herts Careline service press their pendant alarm, if our control room receives no verbal response from them or if they cannot determine the exact reason for the call, the call operators will ask an informal responder to attend. But if that person doesn't have someone we can call on, BRC will be sent to the person's home to check on them to make sure we can get them the right help.

BRC will attend the home, assess the reason why an alarm was raised, deal with the situation as appropriate and, if necessary, call the Emergency Services. They will also report back to Careline. This element is important to the Herts Careline service as it is there to provide support, peace of mind and assistance to ensure the most appropriate response is delivered and to help prevent service-users advancing to a crisis point where more critical intervention may be needed. Herts Careline will always call the emergency services if there is an emergency.



BritishRedCross

All OK Reassurance service

We can also supply a daily check-in telephone service called All OK that doesn't require equipment in the home. To make sure you are feeling well each day, our Control Room can make an automatic call to your landline or mobile phone to check you are OK. A simple, discreet button press to bring reassurance to you and your family knowing we can check you are well each day.


As you're already with Herts Careline, you can benefit from All OK as an add on for just an additional £8.75 per month (+VAT if applicable)* or, you can join All OK as a service on its own please ask us for this cost.

£8.75

per month

(+VAT if applicable)*

plus one-off
£10 set-up fee



***"Very good service,
in fact I look forward
to my morning call."***

*This price could be subject to change

Find out more at www.care-line.co.uk/allok

Home and Away service

Whether you're at home, walking to the shops or visiting a friend, the GO pendant is with you every step of the way. As it comes with an alarm base unit, it doubles up as a home community alarm too. It can bring peace of mind wherever you are. If you have other risks or needs, you can link additional telecare devices to the SEVEN alarm base unit of the GO pendant.

When activated, the pendant uses 4G technology and sends an alert along with your GPS location to Herts Careline's 24/7 control room. The wearer can talk with the call operator over the speakerphone on the device and help will be arranged. If you're on our standard pendant and alarm service, you can upgrade to the GO pendant for just an additional £5 per month.

A man with short dark hair and sunglasses is walking on a paved path outdoors. He is wearing a dark jacket over a light-colored t-shirt and light blue jeans. A GO pendant is visible around his neck. In the background, there are green bushes, a white van, and a house.

£5

extra per month
or £25 including the
standard Careline
service
(+VAT if applicable)*

Home and Away service

“ I find it reassuring that my GO pendant works indoors and outdoors! ”



Refer a friend

Receive a
**FREE £10
voucher!**

Help a friend or family member stay independent and safe within their home by referring them to us. Our community alarm service makes a big difference to the independence and wellbeing of people of all ages and circumstances across Hertfordshire, including:

- Older people
- People returning from hospital
- Those prone to falls
- Vulnerable adults
- People with disabilities or restricted mobility
- Unpaid Carers

How to refer:

Simply email CarelineSupport@north-herts.gov.uk or call 0300 999 2 999 (option 1) and provide us with your friends' details (you MUST ask their permission first) and quote 'FRIENDS15'. We will send them an information pack, and if your friend then joins the service you will receive a £10 M&S voucher.

For more information:

Visit: www.care-line.co.uk **Call:** 0300 999 2 999

Email: CarelineSupport@north-herts.gov.uk

No limit to how many people can be recommended.
Terms and conditions apply. See website for details.
Not open to professional referrals.



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Comments Compliments Complaints



Herts Careline is a not-for-profit service provided by North Herts Council. We have been providing independent living services across Hertfordshire for over 40 years and are one of the largest independent providers of assistive technology in the UK.

We would like to know what you think about our community alarm and telecare services so please let us know if you have a comment, compliment or complaint.

0300 999 2 999
www.care-line.co.uk



**North
Herts**
Council

Comments, Compliments, Complaints

We would like to know what you think about our services so please let us know if you have a comment, compliment or complaint.

How do you let us know?

You can talk to us in person, or phone us, write to us, send us a fax, email, or use our website.

If you prefer, you can fill in the enclosed form on page 23 and post it to us.

If you need help to do this, you can ask someone to contact us on your behalf. Many problems can be sorted out by talking to us. Most differences or misunderstandings can be sorted out simply and quickly. If you don't tell us about a problem, we may not know how to help you. As a starting point you should talk to the manager of the service involved, or if you don't know who to contact, phone 0300 999 2 999 and we'll direct you. If you have tried to sort out a problem but are still not happy, you may then decide to make a complaint.

Or, you may decide to make a complaint straight away.

What could you complain about?

- When we have failed to do something we should have done
- When we have done something badly or in the wrong way
- When we have treated you unfairly or not politely

This form is intended for reporting comments, compliments or complaints for Herts Careline's community alarm and telecare services only.

What happens next?

If you have contacted us with a comment or suggestion, we will consider what you have said carefully and see if we can improve the quality of the service we provide.

If you have a compliment for us, we will happily pass it on to the employee or service involved!

If you have contacted us with a complaint, we promise to:

- be fair
- deal with it as quickly as possible
- deal with it in confidence
- keep you informed at all stages

We aim to resolve complaints as quickly as possible but it may take up to 10 working days.

If we are unable to provide a response within 10 working days we will contact you to explain when we expect to complete the investigation.

What if you are not happy with our response to your complaint?

If you are not happy with our response, we have a review process.

You can write to the Director of the Service you are complaining about saying why you are not happy with the response. They will look at the issue again. We need to receive this letter within 20 days of our response to you.

Local Government Ombudsman

We hope that we can sort out your problem, but if you have followed our complaints procedure and you are still not happy, you may contact:

The Local Government Ombudsman

PO Box 4771, Coventry CV4 0EH

Phone: 0300 061 0614

www.lgo.org.uk

The LGO can investigate complaints about the council, however in most cases before they will investigate a complaint, the council must have had the chance to put things right first through the first and/or second stage of the complaints process. The Ombudsman will not usually consider complaints that are over 12 months old unless there is a compelling reason to do so.

Translations

This leaflet is about comments, compliments and complaints. If you would like it in a different language or format please complete the form and return it to the address below.

এই প্রচারপত্রটি মন্তব্য, অভিযোগ ও প্রশংসা সম্পর্কে। আপনি যদি এটা অন্য কোনো ভাষায় কিংবা আকারে চান, তাহলে ফর্মটি পূরণ করুন এবং সেটা নিচের 'ফ্রীপোস্ট' ঠিকানায় ফেরত পাঠিয়ে দিন।

本宣傳頁是關於意見、抱怨和表揚的。如果您需要不同的語言或格式，請填寫表格並將其寄到以下免費投遞地址。

Questo opuscolo tratta commenti, reclami e apprezzamenti positivi. Se desidera riceverne una copia in una lingua o in un formato diversi, completi il modulo e lo rispedisca all'indirizzo franco posta che segue.

ਇਹ ਪਰਚੀ ਟਿੱਪਣੀਆਂ, ਸ਼ਿਕਾਇਤਾਂ ਅਤੇ ਪ੍ਰਸ਼ੰਸਾ ਦੇ ਬਾਰੇ ਵਿੱਚ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਦੂਸਰੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਦੂਸਰੇ ਰੂਪ ਦੇ ਵਿੱਚ ਲੈਣਾ ਚਾਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਇਸ ਫ਼ਾਰਮ ਨੂੰ ਭਰੋ ਅਤੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਫ਼੍ਰੀਪੋਸਟ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਉ।

Bu kitapçık görüşleriniz, şikayetleriniz ve iyi dileklerinize ilgilidir. Kitapçığı başka bir dilde ya da biçimde okumak isterseniz lütfen formu doldurunuz ve aşağıdaki ücretsiz posta adresine gönderiniz.

یہ لفلیٹ تبصروں، شکایات اور ستائش کے بارے میں ہے۔ اگر آپ کو یہ کسی دوسری زبان یا شکل میں درکار ہو، تو براۓ مہربانی فارم کو پُر کر کے اسے نیچے دیئے ہوئے فری پوسٹ (مفت ڈاک) پتہ پر واپس ارسال کریں۔

Ta broszurka zawiera komentarze, wyrazy uznania i zażalenia. Jeżeli chcesz otrzymać ją w innym języku lub w innym formacie, proszę wypełnić formularz i przestać na adres podany poniżej. Znaczek nie jest potrzebny.

☐ ਪੰਜਾਬੀ ☐ اُردو ☐ ITALIANO ☐ 中文 ☐ TÜRKÇE
☐ বাংলা ☐ POLSKI ☐ Large Print ☐ Audio Cassette

Name _____

Address _____

Customer Service Manager

North Herts Council

P.O. Box 10613

Nottingham

NG6 6DW

Putting people first

We aim to listen to our customers and deliver responsive, high quality, value for money services.

We will:

- be speedy, efficient and polite, no matter how you contact us
- provide fair and accessible services to all groups and individuals in a way to suit your needs without discrimination
- provide well-trained and easily identifiable staff
- always provide a contact name, phone number and e-mail address for your enquiry
- greet you clearly and politely with ‘good morning’ or ‘good afternoon’, our service area and name
- respect your rights to confidentiality, privacy and safety

We also aim to:

- let you know if we are not able to provide a full response within this time, with our reasons why, and aim to reply within 10 working days
- give you an appointment so that you can visit us and we can visit you

We promise to:

- continue to improve our service to you by treating your comments, compliments and complaints positively and learning from experience
- clearly explain our complaints procedure and follow it, keeping you informed of the progress of your complaint

You can view North Herts Council’s full Comments, compliments and complaints policy and procedure at www.north-herts.gov.uk or we can email or post you a copy.

Comments, Compliments, Complaints

Please complete and return in an envelope to:

Customer Service Manager, North Herts Council
P.O. Box 10613, Nottingham NG6 6DW

Name: _____

Address: _____

_____ Phone: _____

Email: _____

This is a: Comment ☐ Compliment ☐ Complaint ☐ (please tick the appropriate box.)

Have you raised this matter with the service involved? Yes ☐ No ☐

Please tell us about your comment, compliment or complaint.

(Please give as many details as possible, for example, what happened, where and when it happened, and what action you would like us to take.)

Continue on reverse if necessary.

Filled in by (if different from above) _____

Signature: _____ Date: ____/____/____

Further comments

[illegible]



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For helpful guides
and to see our
service in action,
visit our YouTube
@HertsCareline
and our other social
media platforms.

