



**Herts Careline**  
Because independence  
is important



Working together in Hertfordshire



## Community alarm and telecare service



# Welcome Pack



0300 999 2 999

[www.care-line.co.uk](http://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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# Assistive Technology Service Pack

## Summary of service

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 of the day or night at the press of a pendant and 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 different options to support our 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.

# The operation of your community alarm equipment

Your community alarm system allows you to summon help by pressing your call button on your pendant.

The Alarm Unit is reliable and simple to operate.

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.

**The most important buttons to become familiar with are the big red emergency alarm button on the Alarm Unit and the button on your pendant.**

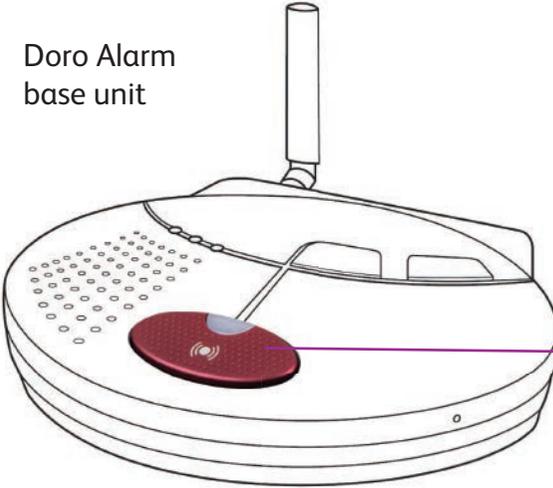
**To raise an alert for help, simply press either of these** and it will automatically dial through to our Control Centre – it will be responded to quickly.

**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

*Please note, equipment images are for illustration purposes and are subject to change*

## Doro equipment

Doro Alarm base unit



Doro Pendant



Alarm button

## Chiptech equipment

SEVEN Alarm base unit



Alarm button

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.

Chiptech Pendants



Alarm button

# The operation of your 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 falls detector pendant worn around your neck or wrist
- **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** – through 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, and will hand you a postcard of instructions relevant to the specific equipment you have installed in your home.**

# The operation of your 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

## Community alarms and telecare

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

1. The unit should remain connected at all times even if you are going to be away from home. 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. In addition to this, the alarm will self-test by calling through to our Control Centre every month or when it determines a service is required.
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.

Your telecare sensors will trigger automatically in case of emergency. If you fall, your pendant falls detector will sense this and automatically trigger a call for help through your alarm unit. The smoke detector, carbon monoxide detector, ambient temperature monitor and other sensors, dependent on your needs, are also linked to the Alarm Unit. If they detect an issue, they will automatically dial our Control Centre and we will speak to you to alert you to the situation or take other appropriate action.

## How much does it cost?

Details of your charges can be found in your Service Agreement. The price includes the monitoring of emergency calls, maintenance of the equipment, and an Emergency Response Call-Out Service when circumstances warrant it. Payments are made by monthly direct debit and VAT exemptions may apply.

## Do I wear my pendant in bed?

You can if you wish although generally we recommend you place your pendant on your bedside table; but remember to take it with you should you need to get up at night.

## Can I wear my pendant in the bath?

Most pendants are waterproof so you can wear them in the bath. You will be advised if yours is when the alarm unit is installed. However, we generally recommend you don't submerge them in water.

## Will the alarm work in a power cut?

Yes. The alarm has a back-up battery and will still work for up to 48 hours without mains power.

## **Will my alarm work throughout my entire property?**

The alarm usually works across a distance of up to 50 metres (55 yards or 160 feet). In typical homes this would include upstairs, downstairs and in small gardens. Your installer will have checked this for you. If you have self installed, we recommend you test your pendant from the furthest points in your property to make sure.

## **Will having the service affect my electricity bill?**

The Alarm Unit does require a power supply so there will be cost for the electricity. You may notice a minor increase to you bill from your electricity provider.

## **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 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.

## **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 immediately. 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 sure the issue has been dealt with appropriately.

## **What is a responder?**

We advise that you have at least two people who are willing to hold keys to your home and who can attend if you need assistance.

## **What's an Automatic Test Call?**

For Digital Alarms, your system regularly communicates with Herts Careline Control Centre. The system performs automatic diagnostics calls typically on a daily basis -this is essential to make sure your equipment is functioning correctly and comply with various British and European industry standards.

**A full list of Frequently Asked Questions can be found on the contact page of our website: [www.care-line.co.uk](http://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 recognised by His Majesty's Revenues and Customs (HMRC). 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. Alternatively, you can obtain further advice from HMRC by calling their local rate telephone number **0300 123 1073** or visiting its website **[www.hmrc.gov.uk](http://www.hmrc.gov.uk)**

# General Data Protection Regulation (GDPR)

Herts Careline will comply with the obligations under the General Data Protection Regulation and will endeavour to ensure that any information provided by you will remain confidential.

In exceptional circumstances, we may be obliged by law to disclose certain information about a client. If this occurs, we must adhere to these requests and in such circumstances we will be released from our duty of confidentiality. However these requests are 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](http://www.north-herts.gov.uk)**

## Adult Safeguarding Policy

Working in partnership with the community, partners, and safeguarding authorities, Herts Careline aims to make sure that vulnerable adults using its 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 of vulnerable adults, no matter how minor that concern may seem, or indeed if it is ultimately proven to be unfounded, and support the principle that it is best 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](http://www.north-herts.gov.uk)

## Fair Usage Policy

Herts Careline is committed to providing a dependable service to its clients when they most need it. Accordingly, we respectfully request that you refrain from using your assistive technology to make non-emergency contact with the Control Centre. 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](mailto:CarelineSupport@north-herts.gov.uk)

If your equipment is persistently used inappropriately we will make contact with you to discuss your needs and whether you would benefit from additional or alternative services. In extreme cases Herts Careline reserves the right to discontinue the provision of a service in order to safeguard the reliability of its operations.

## Guidance on landline telephone repairs

You will be advised if The Herts Careline assistive technology service makes use of your landline telephone. If it does and a fault arises on your telephone line, your alarm base unit will alert you via the verbal message – ‘*Please check your telephone line*’.

It is essential that an engineer from the telephone provider attends your property to correct the fault as soon as possible because it is likely that the community alarm or telecare system will not function correctly without a functioning telephone line.

## Priority fault resolution for telephone landlines - ONLY if your equipment uses a telephone line

Ofcom states that you are entitled to priority fault repair service on your landline telephone because of the nature of our services.

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 [www.btplc.com/Inclusion/index.htm](http://www.btplc.com/Inclusion/index.htm). Other providers may offer their own templates.

## 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 all of their equipment free of charge as it is provided on loan to them, rather than having to pay an additional fee for it. The equipment loaned to each new client is done so on the proviso 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 to Herts Careline 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

Sometimes our equipment is only needed by our clients for a short period of time, for example, if they're being discharged from hospital or requiring some help after a period of illness. So it is inefficient to dispose of this valuable equipment when it's still in perfect working order and can be safely used again. Even after prolonged use it is usually possible for us to reuse some of the equipment.

When equipment is returned, we carefully assess whether it can be remanufactured or refurbished to current industry standards, rather than start the manufacturing process from scratch. 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 cooperation.

## 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](http://www.care-line.co.uk) or by letter in the post.

# 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](mailto: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](http://www.care-line.co.uk) **Call:** 0300 999 2 999

**Email:** [CarelineSupport@north-herts.gov.uk](mailto: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](http://www.care-line.co.uk)**

Careline is a  
not-for-profit  
service of



**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](http://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 ਫ੍ਰੀਪੋਸਟ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਉ।

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

یہ لٹفلیٹ تبصروں، شکایات اور ستائش کے بارے میں ہے۔ اگر آپ کو یہ کسی دوسری زبان یا شکل میں درکار ہو، تو برائے مہربانی فارم کو پُر کر کے اسے نیچے دیئے ہوئے فری پوسٹ (مفت ڈاک) پتے 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 \_\_\_\_\_

Customer Service Manager

Address \_\_\_\_\_

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](http://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: \_\_\_\_/\_\_\_\_/\_\_\_\_





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