



Herts Careline
Because independence
is important



Information for Volunteer Responders

We have been advised that you have agreed to act as an emergency contact for one of our Herts Careline service clients.

If they use their alarm, our highly trained and experienced operators will make every effort to deal with their concerns or problem there and then. However, occasionally we are unable to resolve the issue and in these circumstances we could contact you to see if you are able to visit them to check on their wellbeing. If you live further afield, in cases where just reassurance or information is required we would be able to speak to you over the telephone rather than require you to make a visit.

Please take a moment to read through the enclosed leaflet that explains your role in more detail. It offers some useful tips and information to help you with your invaluable role and outlines a few points of reference that we ask you to observe.

Important – please read

If you are **unable** to act as a Volunteer Responder please contact us to let us know. Please note that in order to fulfil your role it is vital that we hold your name and contact details on our secure client record so

Correspondence address: Herts Careline

PO Box 7075, MANCHESTER, M28 8JX

Tel: 0300 999 2 999

CarelineSupport@north-herts.gov.uk www.care-line.co.uk

that we can contact you if necessary. If you **do not** consent to this, again please inform us accordingly.

If you or one of your contacts has Talk Talk as their telephone provider, we are finding some instances that the Herts Careline telephone number is being blocked by that provider. This doesn't affect the alarm unit, but it does affect a landline telephone if we have to call you back to relay information. Please contact Talk Talk and ensure Herts Careline on 0300 999 2 999 is not blocked.

Herts Careline appreciates that you've agreed to act as a Volunteer Responder and we can assure you that we're always here to help. Working together we can make a big difference to the independence and safety of your loved one.

If you would like to talk to us, please call 0300 999 2 999 or email CarelineSupport@north-herts.gov.uk

Yours faithfully,

Herts Careline

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Herts Careline

Herts Careline is a service provided by North Herts Council in partnership with Hertfordshire County Council. We have been providing independent living services across Hertfordshire since 1982 and are one of the largest independent providers of assistive technology in the UK, serving over 16,000 clients across the county.

Thank you for being a volunteer responder

When choosing to have Herts Careline's community alarm or telecare service, your family member or friend is asked to nominate a minimum of two volunteer responders who can provide practical help if needs be. In some circumstances only one responder is nominated. We recommend that responders are people that they know, live nearby, and who are willing to be contacted by telephone (landline and/or mobile) in an emergency to provide assistance. We recognise that there is an element of responsibility in this role and we are happy to provide support and guidance to you so that together we can make a positive contribution to the health and wellbeing of the most vulnerable members of our community.

If you live further afield, in cases where just reassurance or information is required we would be able to speak to you over the telephone rather than require you to make a visit.



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



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What will I be asked to do?

The services of Herts Careline gives elderly and vulnerable people a means of getting help whenever it is needed to assist them to stay independent in their homes. Available 24 hours a day, 365 days a year, Herts Careline offers help, support, and peace of mind for service users, relatives, and friends at the touch of a button.

By pressing the button on their pendant, which is worn around their neck or on the wrist, the user is automatically connected through their telephone line to Herts Careline's Letchworth Garden City based Control Centre in Hertfordshire. Once we receive an alert we will speak to the client to assess the situation. If we cannot resolve their concerns or get a response our first point of contact is the nominated responder(s).

By agreeing to act as a volunteer responder you will be one of at least two nominated people who may be asked to visit your relative or friend if they need assistance. You will be asked to attend the property as quickly as possible and you may need to speak to the emergency services in some situations. When you arrive at the property, it's important that you press the button on the person's alarm unit or pendant to inform the Control Room that you have arrived to help so we can be updated on the situation.



Access to a service user's home

Your relative or friend must provide you with either a spare house key or the code for their key safe (if one is fitted) so that you can gain immediate access if necessary. One of the principal functions of a volunteer responder is to act as a point of communication and assistance between Herts Careline's Call Operators and the Emergency Services (if they are required). As a volunteer you are not expected to do anything that will put you at risk such as trying to lift anyone or enter a house in the event of a fire.

No obligation

There is no obligation for you to be available at all times. Herts Careline's Control Centre will always arrange alternative support if you cannot attend. You can let us know if there are times when you prefer not to be contacted and we can add these to the client's record.

Information

As a volunteer responder, information regarding your name, address, and telephone number(s) will be held securely. This information will not be used for any other purpose. If you move house, change telephone numbers or are on holiday, please let us know as it is vital that we keep the most up to date information as possible on our records.

Can Herts Careline help you?

As a volunteer responder you will see how Herts Careline positively improves the independence and wellbeing of your friend or relative. If you would like to refer anyone to us we'd be more than happy to help. Please visit www.care-line.co.uk or call 0300 999 2 999 for more information.

To find out more visit www.care-line.co.uk



**North
Herts**
Council