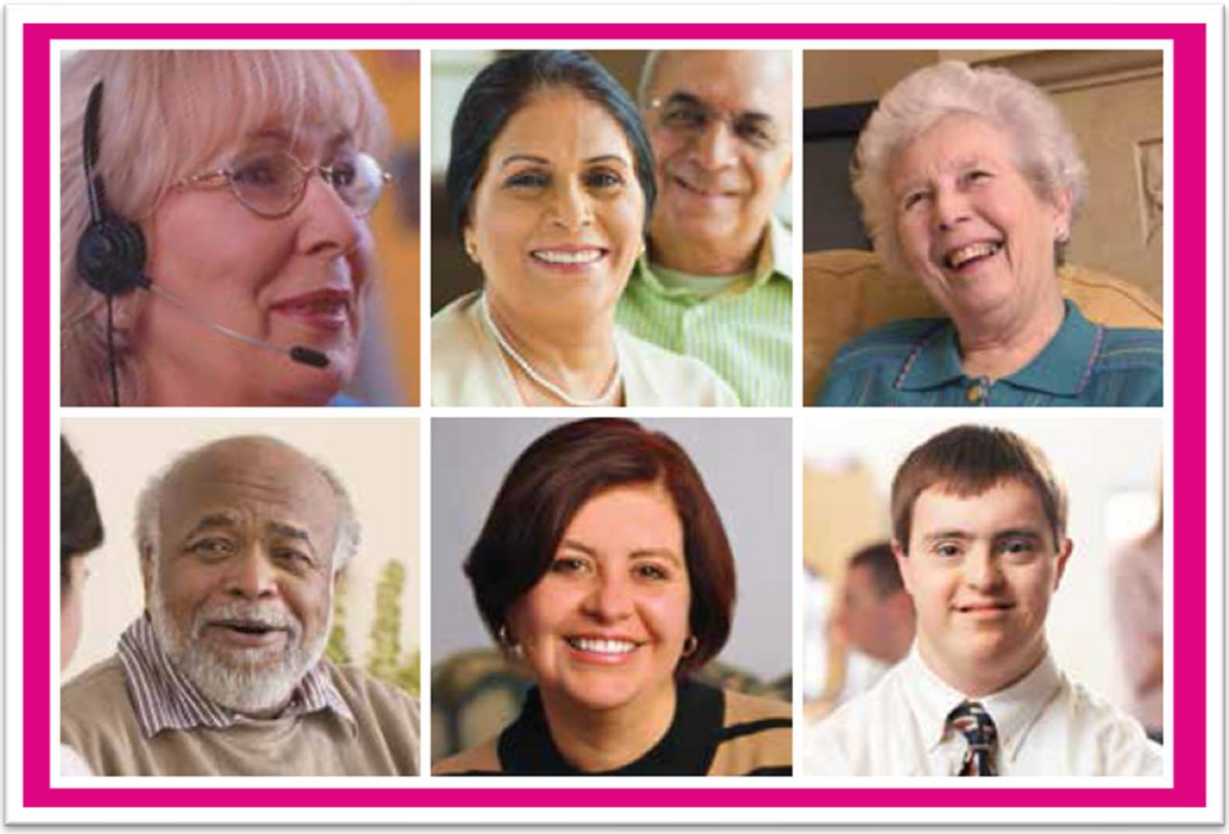
Derby City Council
Carelink Information Pack



The Gate house, 184 Kedleston Road, Derby, DE22 1GT.

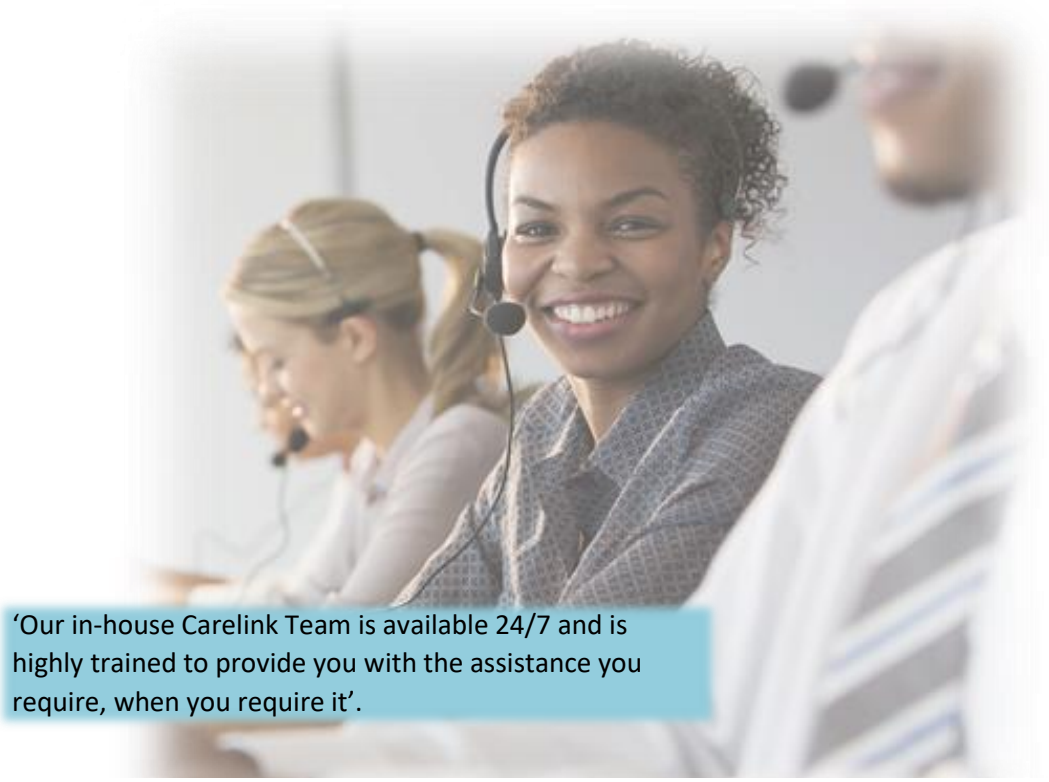
Carelink Telephone 01332 642203, E-Mail Carelink@derby.gov.uk
Website www.derby.gov.uk

Derby City Council

Derby Carelink

Welcome to Derby City Council Carelink we are a telephone-based monitoring service provider. Our personal alarms and pendants help you maintain your independence while also knowing that help is available if needed.

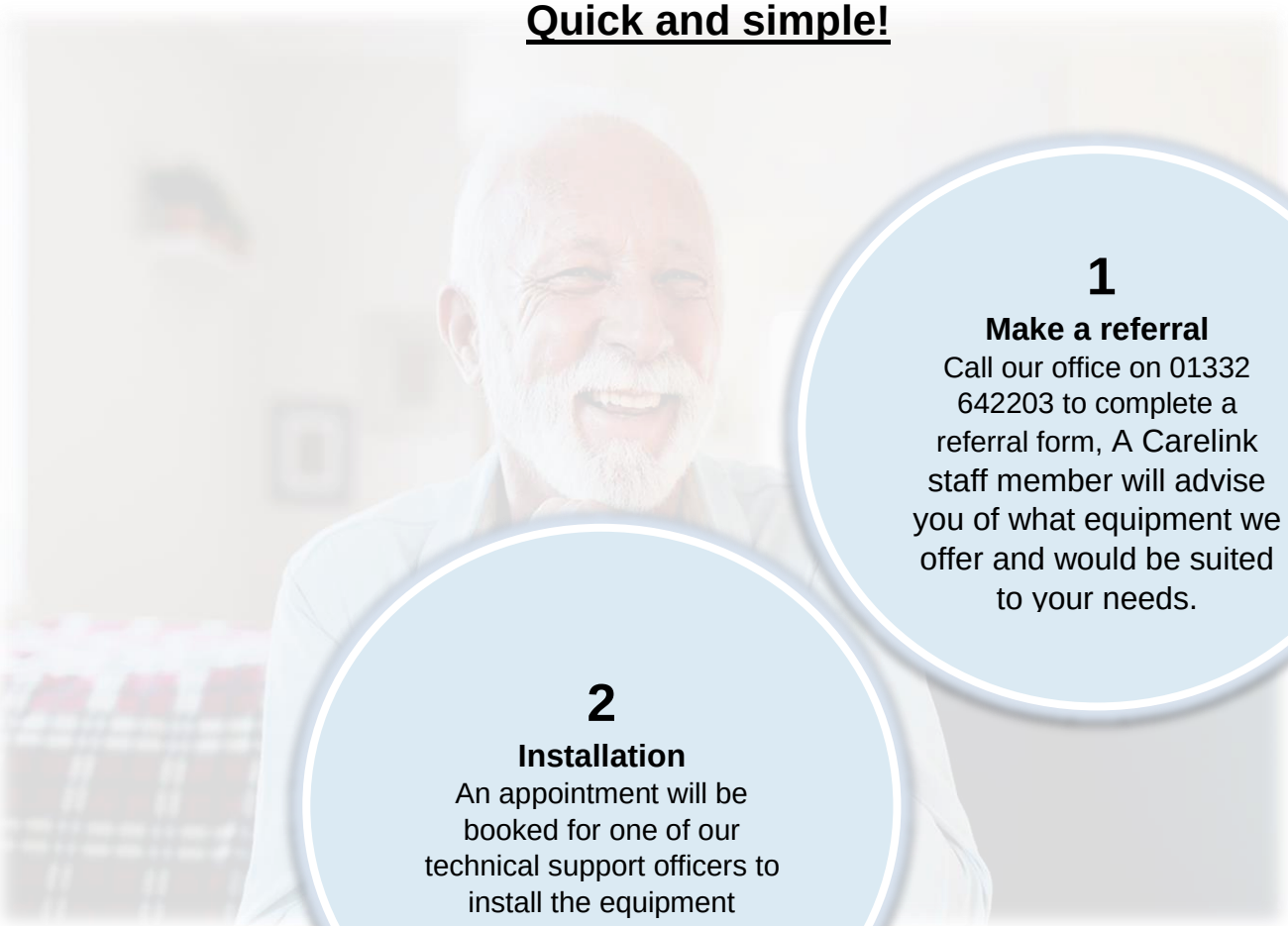
At Carelink we have caring well trained staff to take your call 24 hours a day, every day of the year. Alternatively, we can provide equipment which will send an alert to a designated mobile, On-site carer or relative if you require.



Telecare alarms

The alarm equipment we install is designed to work within the area of your home and garden. When the button is pressed or Telecare equipment is activated, it sends a signal to the main unit which will then place a call through to Carelink or your Carer. The Carelink equipment has a range of between 25 to 50 metres.

Joining the Carelink technology enabled care (TEC) service is Quick and simple!



1
Make a referral

Call our office on 01332 642203 to complete a referral form, A Carelink staff member will advise you of what equipment we offer and would be suited to your needs.

2
Installation

An appointment will be booked for one of our technical support officers to install the equipment

3
Test your equipment

Our technical support officer will test the equipment and our call handling team will answer your test call and make sure everything is working perfectly

4
You're ready to go

Your lifeline equipment is ready to use, if you need help day or night, simply press your pendant

Our Services

Lifeline & Response

All Carelink customers are provided with the equipment to alert the control centre for help. In the event of an emergency Carelink will dispatch a responder to attend to assess the situation, if the responder deems that you require further assistance from the emergency services after arriving onsite, they will organise this. If you have fallen and the responder assess you are safe to be lifted, they will use our specialist lifting equipment, to assist you up and support you to suitable safe position.

Access

We ask all our customers to ensure access can be gained by Carelink staff 24 hours a day, 7 days a week by providing a key safe number or other access details. Please notify Carelink immediately of any changes to the access arrangements. Currently we are offering Carelink customers free police approved key safe as part of the service. If customers do not wish to have a key safe installed arrangements will need to be made. This may be having a family member with a spare key who will have to meet our responders at the property if they must attend.

Please note if at any point when help is requested, and Carelink is unable to access the property the Emergency Services may be contacted to gain entry to your home. Carelink accept no liability for any damage caused, or for securing the premises in these circumstances.

Manger Elk

In the event of a fall the Responder will assist the customer to shuffle onto the cushion which can then be inflated with someone supporting the individual to bring them to a raise seated position ready to stand.

Raizer

The Raizer is a simple battery-operated mobile lifting cushion. Our responder will assemble the equipment around the fallen person. The lifting cushion will lift from a flat fall position on the floor, to a raised seated position ready to stand.

Manger Camel

The Camel lifting cushion can lift a faller using single handed care techniques. With an inbuilt backrest the Camel offers a fully supportive lift. Using the simple hand control and compressor provided to inflate the Camel.

Calling for Help

To raise a call for help, all you need to do is press the button on the main lifeline unit, or the button on the pendant. This will put an alarm call through one of our call handlers who are on duty 24-hours a day in the Carelink control centre.

The call handler will use the information you provided at installation to get help to you as quickly as possible - even if you are unable to speak to us. If we receive a call and no response, we will dispatch a Carelink responder to attend and carry out a safe and well check.

Calling for help

Press your pendant or alarm unit

Remember to wear your pendant while you are home. If you fall you may not be able to reach the alarm unit but can press the button on the pendant to call for help if you are wearing it

Our 24/7 call handling team will answer your call

Please note all calls are recorded for monitoring and training purposes

They will support you to receive the help you need

Please note all additional equipment such as door sensors, epilepsy sensors, bed, and chair sensors will automatically alert Carelink/ designated mobile phone when triggered.

Once the call has been raised

The Call Handler Will:

- Ask several questions to ascertain what help you need.
- Organise the required help this could be a Carelink Responder or Emergency Services.
- Contact next of kin
- Provide reassurance in an emergency - we will stay on the line and remain in contact until help has arrived (unless instructed otherwise by the Emergency Services)
- We will treat all calls as a potential emergency until proved otherwise.
- If you are unable to communicate effectively, we will assume you need emergency help and dispatched a responder to carry out safe and well check.

Please note all calls are recorded for monitoring and training purposes.

✓ The Carelink Responder will:

- Will respond 24 hours a day 7 days a week.
- Complete both a visual and verbal assessment of what help is required
- Give access to emergency services.
- Provide a lifting service if they have assessed it is safe to do so.
- Contact the appropriate contacts from the list on our system
- Provide reassurance and wait with you until Emergency Services or your Next of Kin arrive if the responder is unable to aid themselves. (Please note the responder will only be able to do this if they have not been called to another emergency)

✗ The Carelink Responder will not:

- Provide personal care but we will visit to assess the situation.
- Derby City Council (Carelink) accepts no liability for any loss or damage to property.

House Keeping

Testing the equipment

At least once a year, a member of staff will visit your home, to make sure that the equipment is working correctly. An annual data check will be carried out over the telephone to ensure the details we hold on to our records are up to date, prior to your annual maintenance visit.

You should also press the pendant and telecare unit at least once a month and put a call through to Carelink. If the equipment fails to put a call through to Carelink, contact the call centre immediately, on 01332 642203. It is better to check the equipment regularly in this way so that you can be sure it will work if you need it in an emergency.

You must tell us if:

- You change your key safe number
- You or your contacts move house or change telephone number
- You change your doctor or Carer Service
- You or your contacts are going away e.g., Holiday, Hospital

Analogue Equipment

- After using any telephone in your house, always replace the handset. Your lifeline equipment may not work if the line is engaged in this way.
- Always wear the Pendant whilst at home.
- Ensure that the equipment is installed directly into the suitable three pin electrical socket. If this is not possible, a call for help may not be raised if a telephone in your home is left off the receiver. Please contact us on 01332 642203 to discuss equipment available to reduce this risk.
- Frequently check that equipment is plugged in and the power always left on.

Digital Equipment

- Ensure that the equipment is installed directly into the suitable three pin electrical socket.

Important Information

Carelink installers safely install the Carelink equipment in accordance with Derby City Councils Health and Safety Policy. Full details of this policy are available on www.derby.gov.uk.
We want to ensure the equipment will work correctly when it is needed. If you have any concerns about the equipment or how it was installed, please contact the Service Manager by telephoning 01332 642203 or emailing carelink@derby.gov.uk

Returning your equipment

If you no longer require the telecare service, please call our office on 01332 642203, we can arrange for a member of the Carelink team to collect the equipment. You will be allocated a morning or afternoon appointment slot, when the equipment has been collected, you will be issued with a receipt. If the equipment is not returned or is damaged, you will be charged accordingly. Our finance clerk will contact yourself regarding any outstanding finances in due course.

Carelink charges will continue until the equipment is returned or collected.

Paying for the Service FROM 1ST APRIL 2023

You will be sent an invoice for Carelink services monthly, payment will be taken via direct debit:

- Direct Debit from your bank, this will be taken on or around the 15th of each month. If you require any further information or assistance, please telephone our finance department on 01332 647887.
- If invoices are not paid within 28 days a reminder will be sent, if a payment is not received within 14 days of the reminder, we reserve the right to collect the equipment and refer the outstanding debt to a debt collection agency.

Please note if you suffer from a long-term illness or disability you may qualify for VAT exemption.

Please advise our finance department if there is a lasting power of attorney in place

Charges for telecare

Lifeline & Pendant + Response Service

(This Service requires a Key safe to be installed at the property and can be installed free of charge by DCC within Derby City Boundary)

£7.15 per week

(VAT exemption may apply)

Including VAT £8.60 Per week

Additional Peripherals

£1.45 per item per week. (Inc VAT £1.70 per week. VAT exemption may apply)

(These are additional costs on top of the Lifeline and Response Service)

- Heat detector
- Smoke detector
- Carbon monoxide detector
- Flood detectors
- Extreme temperature detector
- Extra pendant
- Fall detector
- Pull cord
- Door contacts
- Movement/non-movement PIR
- Bogus Caller Alarms

Subject to change annually

Charges for telecare

Epilepsy Package

£12.85 per week. (Including VAT £15.40 per week. VAT exemption may apply)

- Lifeline unit
- Epilepsy Sensor Control Box
- Bed Senor
- Built in universal Sensor

DDA Package

£12.85 per week. (Including VAT £15.40 per week. VAT exemption may apply)

- Lifeline unit
- Wired Transmitter
- Flashing Beacon
- DDA Pager
- Vibrating Pillow
- Smoke Alarm

Replacement pendants

One off payment of £56.80

Subject to change annually

Why we collect information

We will ask for and hold personal confidential information about you which will be used to for the purpose of setting up, monitoring, and providing a community alarm service to enable you to summon help if needed. We will also use the same information so that we can charge you for the service we provide.

This information may include:

- Name,
- Address,
- Date of birth,
- Next of kin or emergency contacts
- Carers or support workers
- Health professionals such as Doctors or Community Nurses.
- Bank account details for charging purposes as payment will only be accepted by Direct Debit
- Key safe details
- Lasting power of attorney

How information is retained and kept safe.

- Information is retained in secure electronic format on a computer system and access is restricted to only those who need to know.
- The original paper records are destroyed as confidential waste
- It is important that information is kept safe and secure, to protect your confidentiality.

Who will the information be shared with?

To provide you with the best possible service, sometimes we will need to share information about you with others.

We may share your information with the emergency services as well as range of Health and Social Care organisations and regulatory bodies. This could be your GP service and NHS services such as the Falls Service or Adult Social Care. We would only do this to assist them to carry out their duties to ensure you get the best possible emergency treatment or service.

We will also share your information internally with our Finance Department to enable us to charge you for the service provided to you.

You have the right to withdraw consent for us to share your personal information

You have the right to refuse/withdraw consent to information sharing at any time. Please contact us to discuss this on 01332 642203

For further information about how your personal information will be used, please visit https://www.derby.gov.uk/site-info/privacy-notices/a-z/adult-social-care/ where you can see a full copy of our Privacy Notice. Alternatively, you can request a hard copy from the Contact Support Team, Business Support, Derby City Council, Council House, Derby DE1 2FS. Email: contact.support@derby.gov.uk Tel: 01332 640825

Safeguarding Adults

Organisations across Derby and Derbyshire are working together to ensure that:

- Adults living in Derby are supported to safeguard themselves from abuse and can report any concerns they may have
- There is a zero-tolerance approach to the abuse of Adults at Risk where this occurs.

Who does this apply to?

Under the Care Act 2014, the safeguarding adults procedures apply to anyone aged 18 or over who:

- needs care and support
- is at risk of, or is experiencing abuse or neglect
- is unable to keep themselves safe because of their care and support needs.

What do we mean by 'abuse'?

Abuse is a violation of a person's rights or dignity by someone else. There are many kinds of abuse:

Physical
This could be hitting, slapping, pushing or kicking.

Sexual
This includes rape and sexual assault or sexual acts to which the adult at risk**:**

- has not consented
- could not consent
- was pressured into consenting.

Psychological
This could be:

- emotional abuse
- threats of harm or abandonment
- depriving the person of contact
- humiliating
- blaming
- controlling
- intimidating
- coercing
- harassing
- verbally abusing
- isolating
- withdrawing the person from services or

Financial or material

Neglect or acts of omission
This includes:

- ignoring medical or physical care needs
- failing to provide access to appropriate health care, social care or education services misusing medication
- Inadequate nutrition or heating.

Discriminatory
This includes:

- Racist behaviour
- Sexist behaviour
- Harassment based on a person's ethnicity, race, culture, sexual orientation, age or disability
- Other forms of harassment, slurs or similar treatment.

Safeguarding Adults

Who commits abuse?

It can be done by anyone, including:

- relatives or family members
- professional staff
- paid care workers
- volunteers
- other users of services
- neighbours
- friends and associates
- Strangers.

Where can you get help?

If you are the victim of abuse or think you know someone who is being or has been abused, it is important to get help and advice. Contact us and we will take your concerns seriously.

Our contact details

During office hours
(Monday to Friday 9am to 5pm)
Contact details to make a referral to Derby City Council, Multi-Agency Safeguarding Hub (MASH):

- Telephone: 01332 642855
- Minicom: 01332 640666
- Fax: 01332 643299

Outside office hours
You can contact Careline (Derby's out of hours emergency social care service):

- Telephone: 01332 786968
- Minicom: 01332 785642
- Fax: 01332 786965
- SMS text message number: 07890 034081 (for customers with hearing impairment)

Emergency Help

If something needs to be done straight away to protect someone from abuse or harm, call the emergency number 999 (24 hours). The Deaf and hearing-impaired community can use the National Short Message Service (SMS) Emergency Service. To use this service, you will need to register at www.emergencysms.org.uk

Alternatively, if it is a non-emergency criminal matter, you can call the local police on telephone number 101

Our Standards

We always aim to provide a high-quality reassuring service. Some of the standards you can expect from us are listed below:

- We aim to install urgent lifeline equipment within 48 hours, and non-urgent equipment within 5 working days
- We aim to answer 97.5% of all calls received at Carelink within 60 seconds and 99% within 3 minutes.
- In an emergency we aim to have a Carelink responder with you within 45 minutes.
- We will reply to all letters within seven working days.
- We will provide an efficient, caring service, which responds to the needs of our customers
- We will treat every call as a potential emergency until proved otherwise.
- We will treat all our customers with dignity and respect
- If a fault is discovered in any Carelink equipment installed in your home, we will aim to replace or repair it within 48 hours including weekends and bank holidays.
- All visits are made by prior appointment unless we are responding to an emergency.
- Carelink staff will be carrying an ID card, you will be told the name of the staff member due to attend so you will always be able to check who is visiting.
- We also carry out a new customer and annual customer satisfaction survey

Complaints, Compliments and Comments

If you or your representative, wish to complain, compliment or comment about any aspect of the services we provide please write to: Customer Feedback, The Council house, Corporation Street, Derby, DE1 2FS. Or telephone on 01332 640000

Further information

If you or your representative would like any further information about any of our services, please visit the Derby City Council website or contact us and we will be happy to answer your questions.

All our policies including the complaints management policy, equality and diversity policy and advocacy are available on our website;
www.derby.gov.uk/yourlifeyourchoice

Remember you can call us any time, day, or night even if you just need a little reassurance, advice, or assistance. We are always happy to take your call.

Frequently asked questions

Can I refer a family member or friend?

Yes, of course you can. You can contact us directly on 01332 642203 and complete a referral on behalf of your family member/friend or provide us with the contact details of your friend. We will then contact them to complete a referral with them directly.

What should I do if I press my pendant/alarm unit by accident?

Don't panic, once your alarm connects to the call centre just let the call handler know you are ok and pressed the pendant by accident. The call handler will make a note of this and close the call.

What if I lose my pendant?

If you lose you your pendant, you can call our office on 01332 642203 and one of our team will arrange for it to be replaced. There is a one-off charge for a replacement pendant which will be confirmed by our office staff. If you find your pendant within two weeks, you will be issued a refund and the new pendant will be collected.

When will my direct debit payment be taken?

Your direct debit payment will be taken on or around 15th of each month.

What happens if I need help and press my pendant or alarm unit?

Trained operators will answer your calls and get the most appropriate help to you. This could be from relatives, neighbours, your GP, or emergency services.
Carelink also has a team of responders who can come to your assistance
Our responders can:

- ✓ safely lift you if you have fallen, using special equipment
- ✓ check on you if there are concerns about your wellbeing
- ✓ arrange access for emergency services.

Are the pendants waterproof?

All our alarm pendants are water resistant, however we do advise against submerging your pendant in water

How can I add a second alarm user?

It's very simple, you can call us on 01332 642203 and ask for an additional pendant, we will take some details of the user to add onto our customer record and an appointment will be made for the additional pendant to be installed. There is an extra weekly cost of £1.25 that will be added to your existing invoice. You will also be issued with a new lifeline service agreement.

What if I fall in the garden and you can't hear me?

If we can't hear you over the alarm unit, we will also try and call you on your landline or mobile just in case it was a false alarm. If we still can't reach you, we will dispatch a Carelink responder to carry out a safe and well check.

We can give you this information in any other way, style or language that will help you access it. Please contact us on **01332 642203** or **derby.gov.uk/signing-service/**

Punjabi
ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਇੱਥੇ ਸੰਪਰਕ ਕਰੋ: **01332 642203** ਜਾਂ **derby.gov.uk/signing-service/**

Polish
Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku. Prosimy o kontakt: **01332 642203** lub **derby.gov.uk/signing-service/**

Slovak
Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Prosím, kontaktujte nás na tel. č.: **01332 642203** alebo na stránke **derby.gov.uk/signing-service/**

Urdu
یہ معلومات ہم آپ کو کسی دیگر اسے طریقے، انداز اور زبان میں مہیا کو سکتے ہیں
جو اس تک رسائی میں آپ کی مدد کوے۔ براہ کوم **01332 642203** ل
پر ہم سے رابطہ کویں **derby.gov.uk/signing-service/**

Derby City Council

Derby City Council
The Council House Corporation Street Derby DE1 2FS
www.derby.gov.uk