

Careline

COMMUNITY SERVICE

Using your Alarm System



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Welcome to Careline

Dear Customer

Welcome and thank you for joining the Careline service, part of the West Norfolk Home Improvement Agency. Careline has provided an alarm service since 1986 and staff employed are experienced and caring professionals.

Now that you have an alarm system installed in your home, help is at hand 24 hours a day 365 days a year. When you activate the alarm system your calls will be answered by our alarm-monitoring provider Herefordshire Housing.

We hope you find having a Careline alarm installed reassuring. Our aim is to help you remain independent, safe and secure in your own home. You, your family and friends can have peace of mind knowing that you are only the “push of a button” away from help.

This booklet has been produced as a helpful guide on “how to use your alarm”. If you still have any questions after reading the booklet, please do not hesitate to contact us.

Our Telephone Number is 01553 616200

How to make an alarm call

1. You have the choice of either pressing the personal button that you wear (pendant) or the alarm button on the main alarm unit.
2. Once you have pressed the alarm button, you will hear a few bleeping tones - you are then being connected to the call centre staff.
3. When your alarm call reaches the call centre, all the personal details, which you provided when the alarm was installed, are displayed on a computer.
4. Call centre staff will speak to you and ask whether you have a problem.
5. If you are able to let call centre staff know what problem you have, it will enable them to get the right help to you quickly.
6. Do not worry if you are taken ill and cannot speak, call centre staff will call for help immediately (usually one of your personal contacts). They will stay in touch with you until help arrives and only close the alarm call down when they know you have got the assistance you need.
7. They will ask you if you want your next of kin informed or if you are taken to Hospital they will automatically inform your next of kin, unless you tell them that you do not want them informed.
8. Most customers activate their alarm by mistake on many occasions. Please do not worry if this happens. Just confirm with the call centre staff that you pressed the alarm by mistake and they will close the call down.
9. Activating the alarm by mistake does have benefits; it allows you to keep familiar with how the alarm works so

that if you ever have an emergency you will know what to expect. It also tests the equipment.

10. You can answer incoming calls to your telephone simply by pressing your pendant. This gives you additional time to get to your phone safely in order to pick up the receiver and talk to the person calling you.

Frequently asked questions

Read through a list of the most commonly asked questions regarding the Careline service.

How does it work?

If you press one of the alarm buttons, a call will automatically be received at the call centre. It takes about a minute before the person at the call centre speaks to you through the alarm unit. The alarm works like a two-way radio. When the call centre staff are speaking to you, wait for them to finish speaking before you answer. If you speak before they have finished talking they will not hear you.

Will they hear me?

You do not need to be close to the alarm unit to speak. All alarm systems have a very sensitive microphone, which will pick up your voice from a distance. However, the further away from the main alarm box you are, the fainter your voice will be. Speak loud and clearly to enable the call staff to hear you. Keep what you are saying to a minimum, an example might be if you have had a fall, shout help. This information is enough for the call centre staff to know you are in need of assistance. If you are outside, rest assured the alarm will be activated if you are within the tested maximum distance from the unit, which is 50m (this can vary dependent on a number of environmental factors such as building construction).

What if I can't speak?

Every alarm call that the call centre receives has to have a response. If you activate your alarm and the call centre staff cannot hear you, they have got all your details on the computer in front of them. They will automatically get someone to your home to check you have not got a problem.

If you are able to move closer to the main alarm box this will help you and them to hear more clearly. Do not attempt to move if you are feeling unwell or have had a fall.

Who will the call centre contact?

If the operator is unable to hear you they will follow the procedure below:

1. Call the house phone. This will give you the opportunity to let them know you are safe if you have pressed the pendant by mistake, it will also give you an indication that help is coming if you are unable to reach the phone.
2. If at this point we have not managed to speak to you, we will try to call your contacts in the order supplied. They will be asked to go to your property and see if you require assistance. They should then press the button on the alarm box and speak to an operator, should you require assistance.
3. If your contacts are not available or you do not have anybody locally, we will then call the emergency services to carry out a welfare check, this will ensure that somebody will always come to your aid.

What information is kept on the computer?

We only keep the information that you gave us when we installed the alarm unit, details such as your next of kin, your doctor etc. Anything you tell us about yourself will remain confidential. If any of your details change please make sure you tell us immediately.

Can I wear my pendant (alarm button) in bed?

It is not advisable to wear the pendant around your neck in bed. Keep it by your bedside and if you get out of bed in the night please remember to take your pendant with you. Alternatively you can wear the wristband.

Is my pendant waterproof?

Your pendant can be worn in the shower, however, it is not recommended to wear it in the bath or under water for longer than 20 minutes. If the pendant is damaged or the waterproof seal is broken, do not use it in water and report it to Careline Community Service so that it can be exchanged.

Will my pendant work in the garden?

Your pendant will work within 50 metres from the alarm unit. It will trigger an alarm call from this distance, however, you may not be able to hear or speak to the operator via the alarm unit from this distance.

What happens if I press my alarm by mistake?

Most customers frequently activate their alarm by mistake, please do not worry if this happens. Just confirm with the call centre staff that you pressed the alarm by mistake and they will close the call down.

What happens if there is a fault with my telephone line?

If the alarm does not detect an active telephone line, for example it has been unplugged or there is a fault on the telephone line, the alarm will either issue a warning message that the telephone line is disconnected otherwise it will issue beeps. If you pick up the telephone and are unable to call out you will need to have this rectified before the alarm unit can be used for emergency calls.

What happens if there is a power cut or a problem with my electricity supply?

Our alarms have rechargeable batteries that automatically take over for a period of up to 40 hours in the event of power failure to the box and during this time your alarm will still continue to function.

Please do not attempt to change the batteries yourself; we will do this when required as part of your rental agreement.

If the alarm does not detect electricity it will either issue a warning message that there is no power to the alarm or it will issue a series of beeps.

Please check the following:

1. Check that the alarm unit has not been switched off or unplugged from the electrical socket.
2. Check that the electric supply from the fuse box has not been tripped or blown, you may need help to check this.
3. You may be experiencing a power cut and if possible confirm with a neighbour. You may get a call from our control centre on your telephone to see if you are safe.

If the alarm unit continues to beep or give voice commands you can stop this by pressing the GREEN button twice in

succession on the box. When your electricity supply resumes your alarm unit will automatically reset itself.

The red light on my alarm box is flashing what does this mean?

The red light flashes when you are using the phone line or there is a problem. If it flashes when you are not on the phone, please check your phone line is working properly. If there is a problem, contact your phone provider immediately as it means your alarm cannot contact the call centre team.

The green light on my alarm box is flashing what does this mean?

This means you have activated the 'away mode' or are in 'programming mode'. To rectify this, press the green button for five seconds and then test the unit by performing a test call to our call centre.

My alarm box is beeping how do I stop the noise?

Press and hold the green cancel button on the box for five seconds. Then test your alarm to make sure it is working by performing a test call to the call centre. If it does not work, please contact us on 01553 616200.

How often should I test my pendant?

We recommend that you test your pendant every month, it is important that you remember to do this so we suggest adding a note to your calendar or diary. The test call enables us to be sure that your pendant is working and also alerts us if the battery is running low.

The average battery life of a pendant is 2-5 years depending on the manufacturer. We will replace the battery or pendant routinely, as per the manufacturer's guidance.

What about if I use the Internet?

If you use the Internet, you will require ADSL filters on all of your telephone points. When the equipment is installed, the Visiting Officer should ask you to go online, to check that everything is working correctly.

Once the equipment is installed correctly, it is important not to move or remove any cables or switch off the equipment.

What if I lose my pendant?

Please keep your pendant safe. If you lose your pendant, we will provide a replacement as soon as possible, however, a £60 charge applies and a visit is required.

This charge can be refunded if you then find the original pendant and return it to us within 4 weeks; the team will send out a small Jiffy bag if requested for return.

What if I no longer require the equipment?

If you decide that you no longer require the equipment, you should call the team on 01553 616200 and advise you wish to cancel the service. Equipment can be placed in a bag with your name and address details and returned to any Borough Council of Kings Lynn and West Norfolk office.

Alternatively we will provide a pre-paid Jiffy bag which allows the return of the equipment free of charge from any post office. Items for return are all those provided including the alarm box, pendant(s) and all cables.

The rental charges apply to the end of the month in which the equipment is received back by the Borough Council, not from the date of the cancellation call.

What if I find it difficult to press the pendant?

Some clients find it difficult to press the pendant, particularly those with arthritis. We are able to provide an easy press adaptor which is a clear plastic case which clips over the pendant. Just call the team for more information.

How do I update my details?

It is vitally important that the personal details held by the control centre are always up to date - this is the information we rely on when responding to you in an emergency. We will send you a copy of your personal record every year to check and update, however, you can amend your information at any time by pressing your pendant and speaking to an operator.

What if there is a problem with the Careline service?

We aim to give the best possible service, however sometimes things go wrong and we can only put things right if you tell us.

Contact us

We hope to solve your query, deal with any problem or answer any question immediately. However, some problems may need further investigation. We aim to solve problems within 15 working days.

If we cannot reply in full within 15 working days we will write and explain the reasons for the delay and tell you when we will be able to give you a full reply.

If you have a problem please contact the following:

Careline Community Services Manager,
Borough Council of King's Lynn & West Norfolk
King's Court, Chapel Street, King's Lynn PE30 1EX
Telephone 01553 616200

If you are not satisfied with the response you can ask for your problem to be dealt with by the Executive Director of Central Services;

Debbie Gates, Executive Director, Central Services,
Borough Council of King's Lynn & West Norfolk
King's Court, Chapel Street, King's Lynn PE30 1EX

After this you can telephone, visit or put your complaint in writing to the Chief Executive.

Your complaints and comments give us the opportunity to put things right. We also welcome any compliments; please let us know when we have done something right, the team appreciate positive feedback.

Checklist

1. Remember to test your pendant every month.
2. Ensure that the alarm box is always plugged into an electric supply. This keeps the batteries fully charged so that if you have an electricity power cut the alarm will continue to work.
3. Your pendant should be worn all the time except when you are in bed or leaving your property. If you get out of bed in the night remember to take your pendant with you.
4. If your alarm system develops a fault, contact Careline by telephone. We have engineers who will respond to faults at no additional charge to you.
5. If the cord on your pendant breaks or is damaged, contact us as soon as possible. The pendant may still work but it might affect the distance that it will work from.
6. The alarm system needs to be connected to a telephone line. If you think you have a telephone line fault check with your telephone provider. If they confirm that there is no fault, call Careline who may get an engineer to attend.

7. When you have an alarm system installed, we advise you to contact B.T to get your telephone line on a priority fault response service. This will ensure that any B.T fault will be dealt with more promptly than other service users.
8. If any of your personal details change let us know immediately.
9. If B.T are not your provider, other providers may offer a similar service. Please contact your provider directly for further information.

If you use the internet, please note that Careline alarms are compatible with Broadband but not with Dial-Up connections.

How we will use your information

The Borough Council of King's Lynn & West Norfolk's Careline Service has registered its use of your information with the Office of the Data Protection Registrar, which means we must comply with the Data Protection Act 1998. We have obligations to keep your information secure and confidential and we may only use your information for Careline purposes.

Our working practices are organised in such a way that our regular everyday actions will always ensure your information is safe. If you would like any more information please contact:

Careline 01553 616200

For the security of all customers and staff all calls to the call centre are voice recorded.



**Care &
Repair**

Care and Repair is also part of the West Norfolk Home Improvement Agency serving West Norfolk, Breckland and Fenland. If you are an owner-occupier or private tenant living in one of these areas and need help and advice on repairs, adaptations or improvements to your home please ring **01553 616200**.

Tel: 01553 616200

Email: careline.operators@west-norfolk.gov.uk

Website: www.careline-cs.org.uk



Borough Council of
**King's Lynn &
West Norfolk**



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