

CCH 63 - March 2007

Lifeline



Peace of mind and
independence at the push
of a button

A member of AASP - The Association of Alarm Service Providers

Perkthim অনুবাদ भाषान्तर उवनाम लिखित अनुवाद وەرگیران/ته رجومه 翻譯
Tarjummaada Qoraalka ترجمه Phiên dịch

① This information is also available in other languages, in large print, braille, or on audio tape. Please phone ☎ **01454 865769** or email ✉ **cccommunications@southglos.gov.uk**

www.southglos.gov.uk access free at your local library

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> What is Lifeline?

Lifeline is a personal alarm system, which is installed in your home using an existing telephone line. It enables you to call for assistance from anywhere in your home by pressing a button on a lightweight pendant, which you can wear around your neck, on a wrist strap or clipped to a pocket, without having to use the phone. The Lifeline is designed to give you peace of mind and independence.

> How does it work?



Once the button is pressed, either on the pendant or the unit itself, the Lifeline will automatically dial the Control Centre where our fully trained staff will answer your call, day or night. The operators will be able to speak to you to find out what help you need. They will then contact your relatives or friends, or if necessary call a doctor or ambulance. If for any reason you are unable to speak the operators will alert your relatives or friends that the pendant has been activated.



When a Lifeline is installed we ask for some personal information, such as any health problems and names of your contacts/key holders, which is held in our confidential computer database. When you press your alarm these details immediately become available to the operators in order to offer a fast and effective response to your individual needs.

> What happens if I accidentally press the button?

No problem. Our staff will simply ask you to confirm all is well. We know that such calls can be a reassurance that the Lifeline is working well.

> Is the Lifeline reliable?

Yes. If you experience any problems simply inform the Control staff who will arrange for an engineer to call. We also suggest that you test the pendant once a month so we can check if the battery is low and arrange a free replacement. In the event of a power failure in your home the Lifeline has a backup battery built into the system.

> Do I have to pay for a Lifeline?

The equipment is provided on loan and there is an annual monitoring charge that can be paid in two instalments. Ring the Adult Customer Services on 01454 868007 to find out the current cost.

You will continue to be responsible for the line rental and the cost of your own telephone calls.

> Can anyone have a Lifeline?

We provide the system to older people and those with disabilities of any age. Unfortunately we have to limit the service, based on assessment of need, to those who meet our criteria. Below is the criteria which is based on the Government's Fair Access to Care (FACS) guidelines: **You can get the full guidelines from the South Gloucestershire Council's website www.southglos.gov.uk, or by calling Adult Customer Services on 01454 868007.**

- You live alone or are on your own for long periods of time;
- You need to summon help urgently and have no other way of getting help;
- You would be at significant risk if unable to summon assistance;
- You are able to understand and use the Lifeline effectively.

You must have a telephone line in the house. The installation of the unit is usually quite straightforward with a suitable telephone socket and power point.

> How do I get a Lifeline?

Ring the Adult Customer Services on 01454 868007.

You will then be contacted to arrange an assessment of your need for the Lifeline alarm system.

Mr S, 45 years old

Has severe asthma. He has a five year old son. When he feels an attack coming on he alerts the control room who contact a neighbour and the emergency services.

Mrs B, 83 years old

Lives alone and has suffered a number of falls. Since having the Lifeline system she feels reassured that if she falls again she can quickly alert the control room. Lifeline staff will contact Mrs B's niece and an ambulance or doctor as necessary.

Better Care, Higher Standards

The following principles have been taken from the Council's Better Care, Higher Standards Charter. Full details can be found on the South Gloucestershire's website.

(a) Principles on which services and service delivery to South Gloucestershire Service Users are based

Community Care and Housing Department and Health Department staff will:

- Treat all people with respect and fairness, and determine, plan and deliver services based on individual need (including religious or cultural need) without discrimination.
- Use Plain English or the preferred language, and the most suitable form of communication (for example, large print, audio cassette, Braille, British Sign Language) so that everybody can access services. For example, any proposed medical treatment, including any risks involved in that treatment and any alternatives, should be clearly explained. Verbal information will be backed up with written confirmation if necessary or if required.
- Be competent and fully trained in their jobs.
- Provide services on the basis of laid-down Fair Access to Care Standards.
- Work in partnership with Services Users, potential Service Users and Carers to involve them in decisions, give them the information they need to help them make informed choices about their care, and help them remain as independent as possible.

- Work in accordance with the Data Protection Act. Any information will be accurately recorded, and only necessary information will be held on file. Service Users and Carers have a right to see their own files.
- Pass on relevant information if services are required from more than one body (e.g. Community Care and Housing Department and Health Department) so that Service presents a danger either to themselves or to others). One example of information sharing is the Single Assessment Process. This is part of a range of initiatives intended to make services more accessible for Older People, in which Community Care and Housing staff and Health staff work together to ensure that information is shared with fellow professionals to reduce duplication and speed up the provision of services.
- Encourage Service Users and Carers to give their views, with the assistance of representative or advocacy organisations if necessary; for example, to choose which residential or nursing home to go to (provided it is suitable for the type of care required and has a vacancy available, or be able to offer one within a reasonable time scale).
- Make sure that Service Users and Carers know whom to contact in the first instance if there is a problem with services, and how to lodge a formal complaint if necessary, with the knowledge that it will not affect the way they are treated.
- Monitor all services provided or purchased/commissioned by Community Care and Housing and publish performance against targets on a regular basis.

(b) Expectations of Service Users and Carers

Service Users and Carers are asked to:

- Treat all staff with respect and dignity.
- Be punctual for any appointments (or notify the relevant member of staff if there is a problem/difficulty as early as possible).
- Make staff aware of any communication needs they may have (e.g. hearing loss, preferred language, or difficulty understanding information).
- Make any agreed payments promptly.
- Inform the relevant department/member of staff if services or equipment are no longer needed.