

# Service charter

## Careline Telecare

**careline**  
telecare

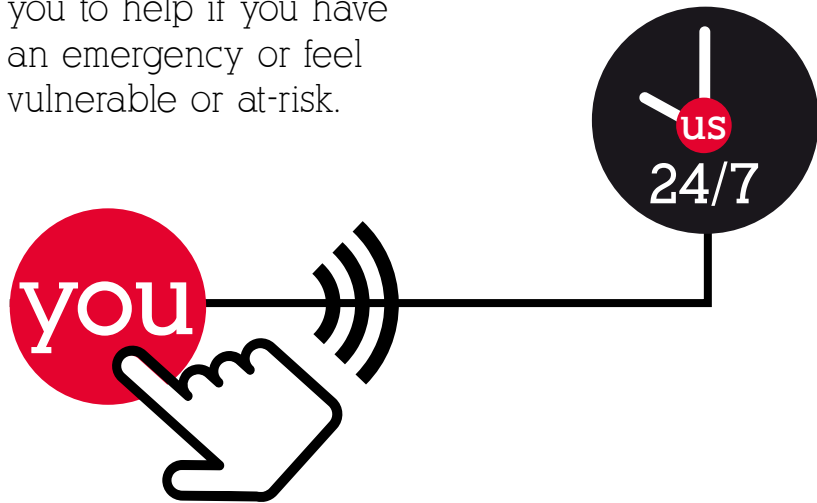
 Camden

## Contents:

What is Careline Telecare? .....	4
How does it work? .....	4
What we will do .....	5
What you need to do .....	9
Pricing and installation .....	11
Service customer agreement .....	12
Contact details .....	16

## What is Careline Telecare?

Careline Telecare is an emergency response service run by Camden Council that can connect you to help if you have an emergency or feel vulnerable or at-risk.



With Careline Telecare, you are a press of a button away from getting help, 24 hours a day, all year round. It provides reassurance for you, your family and your friends.

## How does it work?

We install a small unit to an existing phone line near a power socket in your home\* and give you a pendant button that you wear around your neck or wrist.

When the alarm button is pressed, it automatically dials through to one of our friendly team at our control centre. They will speak to you via the unit's loudspeaker and arrange the best help for you.



\*If you do not have a phone line **we are happy** to discuss alternatives.

If you cannot speak, your alarm tells us who and where you are so that we can help you. If you have our Gold service we will visit you, and if you have our Silver service we will contact one of your nominated key-holders, and the emergency services if appropriate.

**We are committed to providing you with the best possible service in a friendly and efficient way.**

## What we will do



**You can expect that we will:**

- provide an efficient and effective service at all times of day or night
- be courteous, helpful and polite

- act with honesty and integrity at all times. All staff have received an enhanced Disclosure and Barring Service (DBS) check
- tell you who you are speaking to when you call
- wear name badges when we visit you
- keep and maintain, with your help, accurate and up-to-date personal information. Such information will be treated in total confidence in accordance with legislation such as the Data Protection Act 1998.

- if you have chosen Gold service, make a visit to your home as key-holders, if the circumstances of an alarm call require this or if the situation is unclear
- if you have chosen Silver service, answer your calls and pass a message to your named contacts
- store the key you give us to gain access to your home in an emergency in a safe location at our control centre. Keys are not labelled with your address but given a code number
- deal with any complaint you make in an open, professional and fair manner in line with the Council's corporate policy.



### When you call, email or write to us we will aim to:

- get back to you in 24 hours if you leave a message
- where required, provide a written reply within 10 working days.



### Telecare service standards. We aim to:

- monitor your alarm 24 hours a day, every day of the year
- answer 98% of alarm calls within 60 seconds
- fix any faults with your equipment within 24 hours of you letting us know

- always contact the emergency services and/or your doctor if appropriate
- inform relatives or other named contacts or both if you are admitted to hospital and each time this happens, **unless specifically asked by you not to do so**
- maintain links with the emergency services, adult social care services and other professional agencies and contact relatives, taking your wishes into account
- make 90% of emergency home visits within 45 minutes of an alarm call if you receive our Gold service
- log all calls on voice recording equipment and keep the recordings for a year in case you have queries about actions we have taken.



### Security

If you have given us keys to your home it is important that you know we will keep them safe. We keep keys in a steel cabinet in a locked room in the control centre.

Access to the centre is strictly controlled. Keys are only removed in response to an emergency or planned visit, in which case they are signed out and back in by two of our staff.

Keys are returned straight to the control centre after a home visit and checked before being returned to the cabinet.

We never give keys to anyone else without your permission.



## Personal information

We hold personal information about you to help us provide the best possible assistance in the event of an emergency.

We will not use it for any other purpose and we will never pass it to anyone else without your permission.

The only exception to this is if your security or wellbeing is in question. For example, if other related professionals such as your care manager are unable to contact you, they may ask us for the name of your next of kin. In an emergency, we will pass on medical information to enable the London Ambulance

Service or other health service staff to help you.

Under the Data Protection Act 1998, you have the right to see any information we hold on your individual computer record. Most of this will be information you give when we visit to install your alarm or update your record.



## Voice recording

Every call to us is voice-recorded so that we can check our team are providing you with the best possible service.

We always listen to recordings if you make a complaint about the service to help us deal with the complaint in a fair and reasonable way.

## What you need to do



### Anything changed? We need to know

Please let us know about any changes in your circumstances including your phone number or address, or your doctor.

It's important our information is kept up to date. You can do this



### New keys

If you receive Gold service and you change your locks you need to give us a new set of your keys so we can access your home in an emergency. We are not responsible for cutting new keys.

by calling us on **020 7974 1491 (and press 4)**.

You might also wish to tell us if you are going on holiday or won't be at home for any period of time.

If you no longer need the equipment you must let us know so we can arrange for it to be returned.

Equipment we install in your home is on loan to you for as long as you need it and must be returned if you stop using our service.



## Remember to test your pendant

About once a month you should make a test alarm call if you have not already been in touch with us during that time. Simply press your pendant and, once connected, tell us that you are testing.

We will thank you and close down the call.

As well as helping us to know that your equipment is working, this will help reassure you that we will answer your call in an emergency. It is also an opportunity to update your records.

## Comments or complaints

If you need to tell us that something has gone wrong or you're not happy with our service, it gives us the opportunity to put things right for you.

**Please call 020 7974 1491** and let us know if there is a problem. If we can't fix the problem over the phone, we will

arrange to visit you as soon as possible.

We will investigate the issue, explain what went wrong, put things right as soon as possible and do all we can to make sure it doesn't happen again.

If you are still unsatisfied, you can make a complaint through the Council's formal procedure.

## Pricing and installation

We keep the cost of equipment and monitoring as low as possible. It is free to receive a demonstration and to have the equipment installed.



### Gold service

**Full emergency call-out  
Just £5.59\* a week**

You supply us with a set of your house keys. In an emergency we can come to your home and help you immediately. Your keys are kept securely at our control centre and can only be accessed and identified by us.

\*Price in October 2017.  
Enquire for current costs.



### Silver service

**Alarm monitoring  
Just £4.59\* a week**

You give us the names and phone numbers of three relatives, friends or neighbours who have your keys and are willing to help you at any time of day or night. If your alarm is activated, we alert them. If we cannot contact any of them, we call the emergency services for you.

## Service customer agreement

I have had Camden Council's emergency response service (Careline Telecare) explained to me and I wish to have an alarm unit installed in my home or in the home of the person named in the installation and assessment form.

### I agree to the following conditions:

(1 and 2 apply to Gold service customers only)

1. I am providing keys to my home to enable Careline Telecare staff to assist me following an alarm call. I understand that where no alarm call has been made but there is a serious concern for my wellbeing, and if all other means of contacting me

have failed, Careline Telecare staff may enter my home.

In that event, I also agree that Careline Telecare staff may enter at the request of a third party, for example a relative, GP, 999 emergency services, or other health or social care professional.

2. I understand that the keys I provide must enable access to the property, including communal doors, at all times and that it is my responsibility to provide a new set of keys if I change the locks.

Careline Telecare is not responsible for any damage to the structure or contents of the premises where it has been necessary to force entry (with police

attendance). The use of chains and bolts may necessitate forced entry. Chains should only ever be used when actually opening the door to a visitor.

3. I (or the person named in the customer agreement) will pay the current charge every week from the date of installation. Camden Council will give me at least four weeks' written notice of any proposed annual change in charges.
4. Camden Council offers various methods of paying for the service, direct debit and invoice. Please discuss this with the Careline Telecare installation officer.

5. I understand the charge covers initial connection to the service, monitoring of and response to all calls, plus rental and maintenance of the equipment.

6. I accept that all the equipment installed by Careline Telecare remains the property of Camden Council.

**If I wish to end this agreement, I will inform the Careline Telecare service and arrange for its collection.** This includes equipment provided by Careline Telecare that is not connected to the Careline Telecare call centre.

7. I understand that, if I plan to move to another address in the borough of Camden and wish to keep using the equipment, I must inform Careline Telecare at least two weeks in advance so they can arrange reinstallation.
8. I understand that if I am moving to a different borough I must return the equipment.
9. I understand that I may be liable for the cost of any damage resulting from any unauthorised removal, interference with the equipment or failure to arrange equipment return.
10. I understand that the Council is not responsible for any breakdown in the service caused by matters beyond its immediate control, for example: unreported equipment failure, loss of electricity supply or faults on British Telecom or other providers' lines.
11. I accept that Camden Council reserves the right to end this agreement at any time by giving me a minimum of four weeks' written notice.
12. I understand and agree to keep to the terms and conditions shown above.

**Please note you will continue to be billed until the equipment is returned.**





## Contact us

If you have any questions, please don't hesitate to get in touch.

**Careline Telecare**, Ludham, Lismore  
Circus, London, NW5 4SE

---



**Call:** 020 7974 1491

---



**Email:** [carelinetelecare@camden.gov.uk](mailto:carelinetelecare@camden.gov.uk)

---



**Website:** [camden.gov.uk/carelinetelecare](http://camden.gov.uk/carelinetelecare)

---



### Alternative formats:

If you would like a copy of this leaflet in audio form, another language or large print, please let us know.