



Somerset  
Lifeline

# Somerset Lifeline

User Guide

**A first-class support service**



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# Welcome from the Team!

Thank you for choosing Somerset Lifeline

## A Little about Us

Our Lifeline service has been supporting people for over 40 years throughout Somerset. We offer a personalised service to our customers of varying ages and stages throughout their lives.

“Excellent friendly service, it doesn’t matter if it’s an emergency or an accidental call. A lifesaving service 24/7 with efficient and friendly staff, much appreciated.”

## A First-Class Support Service

Our local call centres, based in Bridgwater and Taunton, operate 24 hours a day, seven days a week.

In the event of a major emergency, or a minor worry, Somerset Lifeline are here to respond to your call for help or reassurance at any time.

**In some areas we can also offer a Lifeline Response Service, where we will come out to your home in an emergency, if needed.**

When signing up to our services you can expect:

- A local, friendly, professional service.
- Installation of our lifeline equipment, which is quick and easy, and provided by our fully trained Lifeline Officers.
- Your lifeline calls will be answered promptly, prioritised, and escalated to suit your needs.

# Equipment



**TA74 Lifeline**



**Lifeline Vi  
and pendant**



**Flood  
Detector**



**Smoke  
Detector**



**Fall Detector**



**Pill  
Dispenser**



**Carbon  
Monoxide  
Detector**



**Bogus Caller  
Button**

You will receive a standard lifeline base unit that contains a speaker and microphone to talk with our dedicated Lifeline calls handlers if the alarm is ever activated. You will also receive a pendant and to ensure you receive the best possible care it is important that you wear the pendant at all times when you are at home, in the garden, in bed and when showering. The pendant is showerproof but should not be immersed in deep water (such as bathing). The pendant sends a radio signal to the lifeline base unit the range is up to 50 metres indoors (approx. 150 feet).

We are also able to provide other equipment and devices, for example smoke detectors, flood detectors, fall detectors and many more which can be directly linked to your lifeline unit. If you would like further information, please visit [website](#), or get in touch and we can provide you with the information.

# How we respond to your emergency call

When you press your pendant, you will activate a call to our call centre. Our call handlers will know who you are and have access to all your details, which you supplied to us when you joined. The call handler will talk to you through the base unit and will verify the nature of your call, by asking you several questions, to understand how to provide you with the most appropriate help. Don't be alarmed if they cannot hear you or if you are unable to respond, they will treat this as an emergency and always send help.

Please note: our call handlers cannot give medical advice, but we can help pass details of the problem to your contacts, GP, 111, the emergency services, or our highly trained response team (if the Response Service is available in your area and you have signed up for this service).



When the button is pressed...



your call goes to your local call centre...



where the appropriate help will be provided for your emergency.

# General information

## Telecare Services Association Accreditation

We are an (TSA) accredited service. The TSA 2018 Code of Practice is a rigorous accreditation scheme which measures all aspects of our operation. Annual checks are made to ensure we are committed to the highest standard of service and is an essential quality symbol for the industry.

All our calls are recorded so we can ensure that you are getting the highest standard of service.

## On the move

If you are moving home and wish to keep your lifeline, you must notify us prior to your relocation, giving us as much notice as possible. If we are not notified of your move, this could potentially lead to the emergency services attending the wrong address, and therefore a delay in help received by the emergency services.

## Going away

If you are going away for a period of time, please let us know by pressing your pendant and letting the call handler know the details.



# Lifeline Response Service

**Our Lifeline Response Service is available in most areas with more coming soon, as we expand.**

Our Lifeline officers will have explained to you, your advocates or family, if you are eligible for the Lifeline Response Service at the time of installation.

## **If you are eligible for the Lifeline Response Service**

Our Lifeline Response Officers are qualified in first aid, and carry special lifting equipment in their vehicles. On arrival to your property, the Response Officer will assess the situation and call for further assistance if needed. Officers are on-call 24 hours a day – please note response times may vary if officers are already on another call at your time of emergency.

## **How to identify our Lifeline and Lifeline Response Officers**

All our officers carry identification, do ask to see it. You can also call our telephone number to verify if you are not sure.

## **Lifeline Response Officers can help to**

- Assist and assess you when you have a fall.
- Check on your welfare in the event of call handlers receiving no response from your property.
- Provide access to your property if the emergency services require it.
- Attend to faults and pendant loses out of hours.
- Liaise with welfare agencies if any safeguarding concerns have been identified.

## **Lifeline Response Officers are NOT able to:**

- Provide personal care.
- Provide a toileting service.
- Administer medications.

*If you do need help with anything that Lifeline Response Officers cannot assist you with, please don't hesitate to press your pendant because our dedicated team of call handlers will do their utmost to help you, for example, call your care agencies, contacts, or a medical professional.*

# Frequently asked questions

## What happens if I press the pendant in error?

Do not worry, just let the calls handler know that you have pressed it in error, and they will close your call. Our calls handlers always like to hear from you.

## What happens when I have a power cut?

The lifeline has an internal battery that can last up to 72 hours in the event of a power cut. The lifeline will automatically call through to our call centre. If the calls handlers are unable to contact you, they will call your nominated persons. Please call our 24 hour number if you are ever concerned about a power issue with your lifeline and it is not connecting to our call centre.

## What if I have no dialing tone on my landline?

The lifeline unit will only work when your telephone line is fully functioning. If the telephone line is faulty or the base unit becomes disconnected from the phone socket (depending on what type of set-up you have), the lifeline base unit will give you a warning message that your phone line is disconnected. This will continue until the line is reconnected.

## What if my landline has been upgraded to digital?

If you have a fibre broadband telephone connection, the alarm should be plugged into the router. If your phoneline fails and develops a fault, you will need to contact your telephone provider to request a line check and report a fault. Please contact us using your mobile phone or via a family member, if you have any concerns regarding a telephone line fault. Please be aware that your lifeline alarm will not work in the event of a power cut if it is connected via the router.



## **How do I test the lifeline to ensure that it works?**

You should test your pendant once a month to ensure the system is working. Testing the pendant also builds your confidence in using the system and becoming familiar with how it works. All you need to do is press the pendant which is worn around your neck or wrist, and wait for the lifeline call handler to speak to you through the speakers on the base unit. Just tell them that you are testing. Once completed, the call handler will close the call for you. Please don't ever worry about testing – remember we want to be able to ensure that you are able to get help when you need it.

## **How do I report a fault?**

First check that the lifeline unit is always plugged into the electricity mains socket and telephone socket or router.

A fully functional lifeline unit will provide you with years of reliable operation. If you are concerned that there is a fault with the equipment, please put a test call through to our call centre. You can either press your pendant or the button on the base unit. Alternatively, please call us on our 24 hour contact number 0330 123 0610. The call handlers will try to resolve your problem over the phone or decide if an officer is required to attend to resolve the fault.

## **What if the call handler can't hear me?**

In the event of an emergency and you activate your pendant alarm, but you cannot hear our call handler or make them hear you, please be assured that we will be aware of your pendant activation. We will follow this up, firstly by calling you on the landline (to eliminate a mistake press) and then with your nominated contacts, the emergency services or our Response Officer.

# Your personal information

We collect and use your personal information for the purposes of your Lifeline service, only so that we can deliver the service and support required to you. We only collect what we need. We will never share your information with any other third party, except the emergency services in an emergency.

“The general data protection regulation and act 2018 gives you the right to see any records or information you supplied when you subscribed to our service”

**Please make any requests for access to your records to the Lifeline Services Manager.**

If you would like more information about how we process your personal information, please refer to our privacy notice on our website: [www.somerset.gov.uk](http://www.somerset.gov.uk) or apply in writing to:

Somerset Lifeline  
The Control Centre  
Kilkenny Court  
Station Approach  
Taunton  
Somerset.  
TA2 7QL

# Complaints and cancellations

## How do I make a complaint?

We aim to provide the highest standard of service. However, if you feel you need to complain about any aspect of our service, please contact us on: 0300 123 2224 or go to our main Council website at [www.somerset.gov.uk/council-and-democracy/complaints-comments-and-compliments](http://www.somerset.gov.uk/council-and-democracy/complaints-comments-and-compliments)

We always welcome the opportunity to address any matters of concern. It gives us an opportunity to review procedures and improve if necessary, to ensure we give the best possible service.

## How do I cancel my lifeline service?

We hope we have provided you with the service needed, but if for any reason you would like to cancel, we ask for one month's notice. Please contact to arrange cancellation and find out how to return your equipment as soon as possible. Please note: failure to return any of our equipment will result in additional charges being incurred.



# Terms and Conditions

## Telecare service and equipment rental agreement

### Definitions

'Somerset Lifeline' is a trading name of the operational department within the Council that provides the Telecare Service and Equipment Rental Service and Response Service and all references in this agreement to Somerset Lifeline shall mean the Council 'Council' means Somerset Council whose principal place of business is at County Hall, Taunton, Somerset TA1 4DY.

It is agreed as follows:

- 1) The agreement will be for a minimum period of 3 months. After this period either party may then vary or terminate this agreement by giving one month's notice to the other party. If less than one month's notice is given, no refund will be made.
- 1.1 Somerset Lifeline reserves the right to withdraw Lifeline service where the client is considered to be misusing the service or for non-payment of charges. We will however make every effort to resolve the situation in writing to and meeting with the client and/or your representatives.
- 1.2 You must return the Lifeline equipment to the Somerset Lifeline at the end of the Agreement. If you do not, a charge will be made for the equipment until it is returned, such charge being made at the rate equivalent to the rental rate then currently in force. You may not withhold payment under this Agreement on the grounds that there are minor defects or omissions in the provision of the equipment.
- 1.3 Somerset Lifeline makes no waiver in payments for prolonged absences for the property due to hospitalisation, etc.
- 1.4 Somerset Lifeline shall carry out its annual review of fees and give you four weeks' notice in writing of the reviewed rate which you will have to pay from 1st April in each year following the commencement of the contract.

- 2) The lifeline unit supplied to the customer by Somerset Lifeline is on a rental only basis. The equipment and pendant remain the property of Somerset Lifeline. However, some exceptions do apply to peripherals.
- 3) The customer agrees to accept responsibility for any loss or damage to the equipment supplied by Somerset Lifeline.
- 4) Somerset Lifeline will be responsible for all repairs and maintenance to the rented equipment where faults occur due to reasonable wear and tear. Somerset Lifeline reserves the right to recharge the Customer for repairs or replacement due to loss/damage or misuse of the equipment, including the pendant and other telecare provided. Somerset Lifeline will respond to any urgent faults. Calls where the system has failed will be deemed an emergency and we aim to respond within 24 hours. However, for third party faults, such as telephone or power failure, we will support customers in the most appropriate way until normal service is resumed.
- 5) It is the responsibility of the customer to ensure the equipment is always connected to the telephone line (if applicable) and mains electricity and will be responsible for the payment of any electrical/telephone expenses incurred.
- 6) It is the customers responsibility to, at monthly intervals, test the Lifeline pendant and any peripheral supplied. Failure to do so may result in the equipment not working in the event of an emergency.
- 7) You may not transfer this Agreement without prior written consent of Somerset Lifeline.
- 8) The customer information shall be held on a secure computer data base and may be passed to the emergency services if appropriate. It will be stored and used in accordance with the Data Protection Act 2018 and GDPR.
- 9) The customer has the right to ask to view any of the information we hold about them under the Data Protection Act, and we will only issue the information to the person named on the Agreement.
- 10) All calls to the Monitoring Centre will be recorded for safety purposes and kept for a minimum period of 12 months from the date of recording.
- 11) The customer will provide all necessary information to assist Somerset Lifeline to deal with any calls accurately, this includes:

- (a) Informing Somerset Lifeline of any planned absences
  - (b) Informing Somerset Lifeline of any change in the access to your property (this could be key safe code, new locks) within 24 hours of the change
  - (c) Informing Somerset Lifeline of changes to the permanent residents at the premises
  - (d) Informing Somerset Lifeline of all changes to contact's phone numbers and addresses, names of nominated keyholders within 24 hours of the change
  - (e) Informing Somerset Lifeline of any significant change in health within 24 hours of the change.
- 12) Somerset Lifeline cannot be held responsible for any damage that may occur to Customer's property whilst attempts are made to gain access in an emergency or suspected emergency. The Customer should ensure that appropriate arrangements are in place to permit access to their property in such circumstances so that risk of a forced entry can be avoided.
- 13) A complaints procedure is in place should customers wish to use it. The complaint is logged and given a reference number. The complaint is acknowledged and responded to within 10 working days.

## **14) Limitation of Liability**

- 14.1 The Customer's and Somerset Lifeline's liability for personal injury to or death of any persons, arising out of or in connection with the agreement, due to its negligence, shall be unlimited. Clauses 14.2 and 14.3 shall not apply to such liability.
- 14.2 Subject to Clauses 14.1 and 14.4 and to the extent permitted by law, neither the Customer nor Somerset Lifeline shall be liable to the other party, either in contract, tort, under statute or otherwise, for any indirect, consequential or punitive losses or damages including indirect losses or damages for loss of business, revenues or profits arising out of or in connection with the agreement.
- 14.3 Subject to Clauses 14.1 and 14.4 and to the extent permitted by law, the Customer's and Somerset Lifeline's liability to the other party, either in contract, tort, under statute or otherwise, arising out of or in connection with the agreement shall be limited to an amount equivalent to the annual charges.
- 14.4 This Clause 14 shall not exclude or limit the liabilities of either party for fraud or misrepresentation.

## Keyholder Responsibilities

If you have asked someone to be a keyholder this is a reminder of what they may be expected to do:

- They may be called at any time of the day or night by a Call Handler to assist you in an emergency unless a cut off time has been stipulated.
- They will have a key to your property or know where a key is sited or know the code number to a keysafe to be able to gain access.
- If for any reason such as a holiday, illness or your key holder is not able to help for a period of time, please contact us so that we can amend your contact details. This will save time when trying to arrange assistance.
- We will hold the keyholders details on our system so if your keyholder has a change of address or telephone number we should be notified as soon as possible.

## Our Call Response Times

The TSAs target times in which we will answer your calls are:

- 97.5% of calls will be answered within 60 seconds
- 99% of calls will be answered within three minutes

We regularly monitor how long we take to respond to your calls and are pleased to say that we regularly meet these targets.

## Response service agreement

You have agreed to the provision of the Response Service.

Further to the terms and conditions set out in the Telecare Service and Equipment Rental Agreement, it is agreed as follows:

- 1) The customer will provide all necessary information to assist Somerset Lifeline to deal with any calls accurately, this also includes:
  - (a) Informing Somerset Lifeline if there are any new hazards at the premises e.g. pets, stairlifts or any significant hazard that may pose a risk to our staff.
- 2) Somerset Lifeline will respond to all calls for assistance, as activated through the equipment provided. The call handler will assess your call and establish if the emergency services should be called immediately, our Response Officer should attend or whether your Doctor, relative, carer or other contact should be called, if more appropriate. The call handlers and the response officer will always apply the following priorities:
  - Preserve or maintain life
  - Preserve or maintain wellbeing
  - Preserve property
- 3) If there is no response to an emergency call the call handler will call back on the telephone numbers provided to check all is well. If no answer to the placed call, the call handler will call either emergency contacts, the Response Officer, or the emergency services, as required.
- 4) If an emergency call and/or concern for welfare call is received from the premises through the equipment or by a third party, Somerset Lifeline reserves the right for its agents to force entry to the premises for the purposes of establishing health and wellbeing of the customer. If no method of access to the property has been agreed or kept up to date, the cost of repairing any damage or loss whilst doing so will be the responsibility of the customer. Somerset Lifeline will arrange for the premises to be secured.
- 5) In the event of the Response Officer not being available at the time of your call we reserve the right to call either your contacts or an ambulance
- 6) It is our aim for our Response Officer to arrive to all call outs within 60 minutes of your call, where the full response service is available.



# Installation Checklist

Checked	✓
Explanation and demonstration of all Lifeline/Telecare equipment to be installed	
Explained area range of each Lifeline/Telecare equipment	
Is the Lifeline plugged into the 'master' socket?	
If the Lifeline is not plugged into the 'master' socket, explanation given on what would happen (phone off hook)?	
All cables and connections checked and left safe and secure?	
Are broadband filters fitted correctly, if applicable?	
Check operation of all Lifeline equipment and maximum range, and put test through to the Control Centre	
Check operation of all Telecare devices at their maximum range and put test call through to the Call Centre?	
Check keys/keysafe/alarm codes are correct and explain the safeguarding of these items	
User has Test Card given	
Explained fault reporting process	
Explained Response Team role, if applicable	
Staff ID badges – how to check if unsure of visiting officer	
Explain the policy on protection and confidentiality of client's data	
Location of living wills/power of attorney recorded	
Client is aware they are liable for cost of all phone calls when the pendant is pressed (not GSMs)	
Comments:	

Lifeline officer signature: .....

Date: .....

# Help to live independently

We provide a range of services to help our residents live safely and independently in their homes.

## Somerset Independent Living Centres (SILCs)

Somerset Adult Social Care have two Independent living centres (SILC's) in Shepton Mallet and Wellington. We are here to help people in Somerset find equipment and solutions to stay active, independent and make life easier. We offer free practical advice, which is why you can trust us to guide you through the options to suit you.

Book your **FREE** appointment today email [adults@somerset.gov.uk](mailto:adults@somerset.gov.uk) or call 0300 123 2224. Visit [www.somerset.gov.uk/equipment](http://www.somerset.gov.uk/equipment) for more details and to watch a video which will show you what to expect when you visit.

## Somerset Independence Plus

Somerset independence Plus re our home improvement agency, who manage our disabled facilitates grants and can help you to make the home improvements you need. SIP provide a range of services including Independent Living Officers who can visit you in your home, carryout a home safety check, help you access financial assistance and put you in touch with services that are right for you. For more information, visit the [Somerset Independence Plus](http://Somerset Independence Plus) website or call 0300 303 7794.

## Energy advice

Advice is available from the [Centre for Sustainable Energy](http://Centre for Sustainable Energy) Contact the Home Energy Team on 0800 082 2234 or visit their [website](http://website) for expert advice to help you stay warm in your home and save on fuel costs. Further information on available at [Home Energy Team at the Centre for Sustainable Energy](http://Home Energy Team at the Centre for Sustainable Energy)

## Grants and loans

Assistance to make your home safer and fund disabled adaptations is available from the Council. Visit our Financial Assistance page to find out what help is available.

# Contact us

**Please remember - in an emergency please press your pendant or the button on your Lifeline unit.**

Somerset Lifeline  
The Control Centre  
Kilkenny Court  
Station Approach  
Taunton  
Somerset.  
TA2 7QL

Telephone: 0300 123 2224

Email: [lifeline@somerset.gov.uk](mailto:lifeline@somerset.gov.uk)

Website: [www.somersetlifeline.co.uk](http://www.somersetlifeline.co.uk)



