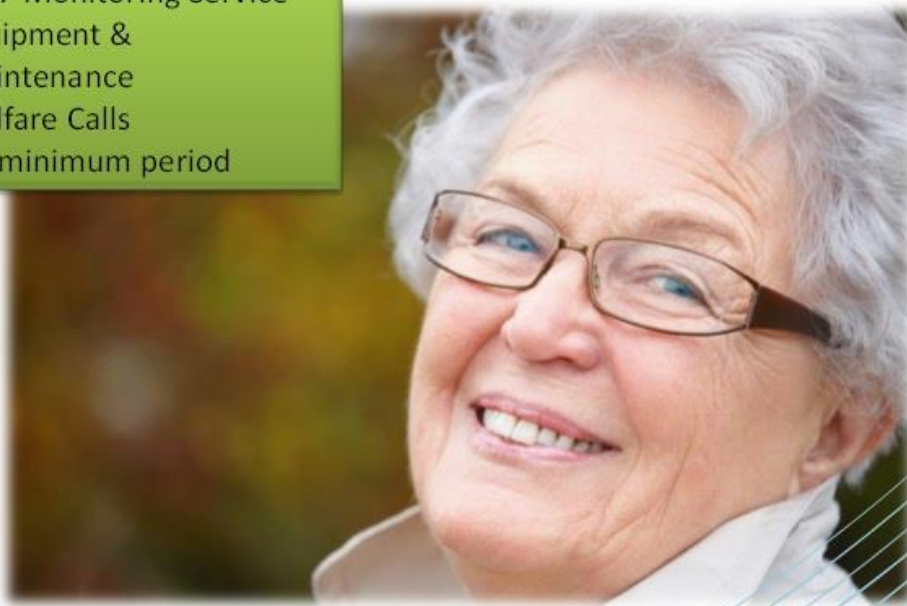


# HARBOROUGH LIFELINE

## LIFELINE ALARM INFORMATION & APPLICATION PACK

Services include:

- 24/7 Monitoring Service
- Equipment & Maintenance
- Welfare Calls
- No minimum period



## Who Are Harborough Lifeline?

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Harborough Lifeline is an emergency alarm service available to anyone who feels vulnerable or alone, and whatever their age or needs. We offer reassurance, support and peace of mind by providing a direct link to a caring, local, control centre. Our services are offered day and night, around the clock, every day of the year.

Many people want to retain their independence and enjoy the comforts of their own home, but there's always the worry that living independently could mean living at risk.

With the support of Harborough Lifeline, help can be summoned or reassurance sought instantly, whenever it is needed and from any location in the home.

The operators at the Harborough Lifeline Control Centre will then contact a person or a service provider that can help. This may be a doctor or the emergency services, or it may be a neighbour, relative or friend.

All of our customers are asked to give the details of at least two responders who can act as 'Key Holders' in the event of an emergency.

Perhaps the most important part of our service is our team of Lifeline Operators offering constant care and protection.

They are there, around the clock, every day of the year and ready to help whenever help is needed.



## Service Synopsis:

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An emergency alarm system will be installed into your home that is connected, via the telephone network, to the Lifeline Centre in Market Harborough. In order to install the alarm system you will need to have an available electrical socket near to the telephone socket.

In an emergency, at any time day or night, you may activate your alarm by pressing an alarm button.

It is not necessary to go to the 'speech' unit as we are able to hear you from any part of your home, even if the door is closed in the room where you are.

It should typically take less than one minute for your call to be answered. The light on your unit will flash, and you may also hear a beeping noise, to indicate that an alarm call is active.

When the call is answered, simply tell us what help you require and we will summon appropriate assistance as quickly as possible.

## Contact Details:

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All of the team that provide the Harborough Lifeline service are committed to providing a high quality service which meets the needs of all our customers.

We are always keen to improve our services, so if you have any ideas which may help us help you, or if you feel that our services have not met your expectations please do not hesitate to contact us.

Telephone: 01858 464499

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

Write to: Harborough Lifeline  
Clover Court  
Hearth Street  
Market Harborough  
Leicestershire  
LE16 9AH



## What We Do:

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Harborough Lifeline is an emergency alarm service. Our purpose is to contact other people or services to help you, should you need them in an emergency situation.

If you need help we can...

- \* contact your doctor if you need medical assistance;
- \* request an ambulance if you have a medical emergency;
- \* contact the Fire service in the event of a fire;
- \* contact your responders or key holders should you need them;
- \* telephone for police assistance if required;
- \* advise the District Nurses of a missed critical appointment;
- \* advise Social Services that Meals on Wheels or Home Care providers have missed a visit.



## How We Do It:

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Depending on the type of equipment installed in your home, you can contact Harborough Lifeline by either pressing the red button on the alarm equipment or by pressing the button on your alarm pendant.

Once you have activated the alarm, within seconds, the staff in our control centre will be alerted that you need help.

Our computer screens will automatically tell us who you are and where you live so that we can arrange for help even if you are unable to speak to us.

Built into the alarm unit is a sensitive microphone and powerful loudspeaker so that, under normal circumstance and wherever you are in your home, we will be able to talk to you until help arrives.

All you need to do is tell us what help you need and we will take all the necessary actions.

## What We Need From You:

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To provide you with an effective service you will need to supply Harborough Lifeline with the following information...

- \* The name, surgery and telephone number of your doctor;
- \* Your medical history;
- \* The names, addresses and telephone numbers of key holders. Two is ideal, three is great but if you only have one or none don't worry.

It is very important that you let Harborough Lifeline know if there are any changes in your circumstances, such as a change of phone number, key holder, medical condition, etc.

The easiest way to notify Harborough Lifeline of such 'updates' to your personal information, is to activate your alarm equipment. The operator will make a note of any changes and update your record immediately.



## Responders & Key Holders?

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All of our customers are asked to give the details of at least two responders who can act as 'Key Holders' in the event of an emergency.

In our opinion a good key holder must...

- \* live near the customer,
- \* be on the telephone, and
- \* be willing and able to visit the customer at short notice.

However, we would still like to know about...

- \* any elderly or disabled neighbour who would be able to hold a key for use by the emergency services only, but NOT to be called out to visit you, or
- \* any relative that would not be able to visit you under normal circumstances, but you would like us to notify should anything serious happen to you (for example you have been admitted into hospital), or
- \* any Key Safe installed at your home or keys hidden for use in emergency circumstances.

## The Key Holders Role:

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If you request help via our service, the operator will make an initial judgement on the type of help required from the information you provided to us.

The help provided may require the presence of a doctor or the emergency services, or merely the comfort, support and advice that could be provided by a friend, relative or neighbour.

For either scenario it is likely that the services of a Key Holder will be required. This would be to either provide direct help or to grant any necessary access to the emergency services or doctor.

By agreeing to become a Key Holder there are certain responsibilities which the responder needs to be aware of and willing to accept. These responsibilities are there to ensure the health and well being of YOU; their friend, relative or neighbour.

A Key Holder MUST

- \* hold, or have access to, a key to the your property,
- \* live near you or be within easy travelling distance,
- \* be on the phone,
- \* be willing and able to visit you at short notice,
- \* be prepared to respond promptly at any time, day or night,
- \* permit Harbourough Lifeline to hold details of whom they are,
- \* promptly notify Harbourough Lifeline of any changes in their contact details by telephoning 01858 464499.

Although not essential it is also VERY useful if Key Holders inform Harbourough Lifeline, and yourself of any occasions when they will be away on holiday or unable to respond for a significant period of time so that alternatives can be arranged.

## What Happens If ... The Alarm Is Activated By Mistake?

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DON'T PANIC. Simply wait until the alarm is answered by the control operator and tell us you are ok.

These 'mistakes' are useful to Harborough Lifeline because they tell us two things ...

1. that the equipment is working correctly,
- and, far more importantly,
2. that our customers are ok.

Please make sure that you let us know if the alarm was activated by mistake. In the past some customers have said nothing, hoping that we would simply clear the call, and clear the mistake.

However, unless we can be certain of the mistake, the Harborough Lifeline operator is obliged to take action, and a Key Holder or the emergency services will be asked to attend.

## What Happens If ... In An Emergency You Cannot Talk To Us?

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DON'T PANIC. If the control operator cannot hear you, because you cannot speak, or because you are outside in the garden, the operator will make the judgement that you are in need of help.

Fortunately, the very instant we get your alarm call we will automatically know who you are, where you live and the friends, relative or neighbours you'd like us to contact in an emergency.

It is this information which will allow Harborough Lifeline to deal with the situation quickly and efficiently.

For these 'silent' calls it is very important that we hold correct and up to date details of your doctor and medical history.





For example, should we receive a 'silent' call from a person with a known heart condition, the operators initial response will be to call an ambulance and then the responder.

## **What Happens If ... Your Key Holders Are Not Available?**

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**DON'T PANIC.** In the event of an emergency Harborough Lifeline will contact the Police to force an emergency entry into your property.

Likewise, the Ambulance or Fire Service will force an entry in a life or death situation, although they would prefer to wait for a Key Holder or the Police to attend if possible.

If a forced entry is required you will be responsible for the cost of repairing any damage to the window or doors.

Obviously these costs can be very expensive and upsetting so we would recommend arranging an alternative, albeit temporary, Key Holder should your normal Key Holders be on holiday.

## **What Benefits Can I Claim To Assist With The Charges?**

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You may be able to claim Attendance Allowance if you are aged 65 or over and have needed help looking after yourself for at least six months.

If you are under 65, you may be able to claim Disability Living Allowance.

For further advice on these benefits please telephone 08457 123456.



## How To Obtain A Lifeline Alarm?

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It is possible to buy an alarm unit but most people choose to hire a Lifeline Alarm from Harborough District Council.

To hire a Lifeline from Harborough Lifeline please telephone on 01858 464499(24 hours) or fax on 01858 821076.

### **Current Charges (01/04/2015 to 31/03/2016):**

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Whichever way you choose to get a Lifeline Alarm you will have to pay for the rental of your telephone line and any calls made.

You will also have to pay any costs of installing extra power points or telephone connections, a one off 'Installation' charge and ongoing monitoring/equipment hire charges for the Lifeline service provided by the Council.

Installation Charge:	£45.00 (plus VAT where VAT is payable)
Ongoing Charges :	£4.40 (plus VAT where VAT is payable ) per week

Most Lifeline customers will be able to claim exemption from the payment of VAT on any Lifeline charges providing they meet the conditions on the 'VAT Exemption Claim Form'.

This 'VAT Exemption' form is provided in the Lifeline Application Pack.