



**CORNWALL  
COUNCIL**  
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**Lifeline and  
Assisted Living**  
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# **Lifeline information brochure**

We endeavour to match people to the best equipment available for their lifestyle.



**Our Lifeline service** is an affordable telecare service offering high quality calls handling and installation of personal alarms and sensors. **It supports your need for independence at home** with the benefits of round-the-clock reassurance that help is at hand when it's most needed.

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“ In our 2017/18 survey, 94% of our customers said they were happy with the Lifeline and Assisted Living Service, and over 98.5% said they were happy with how quickly we answered their calls ”

# Introduction

## Why choose us?

**Lifeline and Assisted Living** is a Cornwall Council telecare alarm installation and monitoring service based in Truro. We are the only local provider who are fully accredited to the Telecare Services Association Quality Services Framework, so you or a loved one are sure to receive the highest possible standards of care and support when you need it most.

Whether you need help when feeling unwell, assistance after a fall or a lifesaving intervention, your family and friends can have peace of mind that 24/7 assistance is a button press away.

Do you or those you care about:

- **live alone**
- **have no immediate family support**
- **had a recent hospital discharge**
- **had a recent trauma**
- **need support to be a carer**

Or do you have:

- **general frailty**
- **chronic illness**
- **poor mobility**
- **a risk of falls**
- **difficulty detecting risks such as fire or flood?**

## What do we provide?

Independence is important to us all, whatever our age, whatever our situation. But, if we become vulnerable for any reason, it shouldn't mean that we have to feel reliant on family and friends.

**Lifeline and Assisted Living** provides round the clock alarm response in the event of any urgent need. Our service is suitable for anyone of any age, including the elderly, Individuals with an illness or a disability and people living in remote locations.

Your Lifeline alarm is supplied with a portable pendant that allows you to raise an alarm from



anywhere within your home or garden. One of our team who will raise the assistance you need at any time of the day or night. You will never be left isolated or in need of help that you are unable to summon yourself due to a medical or other emergency.

You can also raise the alarm by pressing the red button on the alarm base unit. We initially regard all alarm calls as emergencies and will check your needs and respond accordingly - you may ask us to contact a friend or relative; the Police or the Ambulance service, or it may be that you have set the alarm off by mistake. You should never worry about triggering a false alarm, as it gives us the opportunity to ensure that the system is working properly, and we are pleased that you are not in an emergency situation.

Some of our clients have also selected non-monitored solutions. Our pager is a discreet wireless alerting system for carers. It offers a rapid and preventative approach to the remote monitoring of dependents at home. It can allow a person to remain in the familiar surroundings of home for longer, whilst enhancing the carer's ability to prevent, or respond instantly, to emergencies. This gives a carer a peace of mind. A range of discreet wireless transmitters is available, consisting of an emergency pendant (with fall alarm option), bed or chair absence alarm, magnetic door alarm, under carpet pressure mat, or movement sensor.



## Additional sensors

You can choose to add a wide range of additional sensors to ensure your wellbeing, for example to monitor for falls, wandering, or medical emergencies such as epilepsy, to your telecare alarm and/or pager.

Many of our clients also choose to add a range of home safety solutions such as smoke detectors, carbon monoxide, temperature extreme alarms and bogus caller / panic buttons. This is because people realise that many devices in your home may only present an audible alert which you may not hear or be available to respond too; an alarm monitored by Lifeline and Assisted Living provides you with 24/7 cover even if you are away from home and you can be assured that help is available at the touch of a button any time of the day or night.

**Please contact us on:**

 **01872 224521**

 **[lifelineadmin@cornwall.gov.uk](mailto:lifelineadmin@cornwall.gov.uk)**

 **[www.cornwall.gov.uk/Lifeline](http://www.cornwall.gov.uk/Lifeline)**

## Key Safe

For further piece of mind consider our Key Safe to ensure that your family or the emergency services can enter your property easily in a medical or other emergency. We supply and fit Police approved Key Safes, a secure and convenient way for you and authorised visitors to enter your home which eliminates the need to leave keys under doormats, or to issue multiple sets of keys.

- **Peace of mind** - we all need someone to have access to our homes from time to time, whether that be friends, family or the emergency services. What is important is that you choose who you let into your property
- **Security** - storing a spare set of keys in a hidden location outside your home can compromise your security. By installing a Key Safe it ensures that your keys are kept safe, secure and can only be accessed by those you choose to give the Key Safe code too



# Lifeline equipment

Welcome to **Lifeline and Assisted Living**, a Cornwall Council organisation with over 25 years' experience in healthcare. We understand that everyone's independence is important and are specialists in helping people to retain it.

## Lifeline alarm unit

The unit can be used to raise an alarm call by pressing the red button or from within the home or garden by pressing the pendant. It also receives signals from telecare sensors located around the house which will alert the Lifeline 24/7 monitoring centre.



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## Portable pendant call button

The Lifeline works with a small and discreet pendant designed to provide more comfortable wearing options for the user. The pendant enables the user to raise a call for help in their home or garden, within a 50m range of the Lifeline home unit, simply by pressing the red button.



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## Fall detector

Lifeline can supply a Fall Detector which not only can automatically detect a fall but it can also be used to detect stumbles, trips or recovered falls. If a fall is detected the unit will enter a pre-alarm state indicated by fast beeps and a green flashing LED. If the unit is not returned to the vertical position during the pre-alarm period, an emergency alarm call will be made. This results in a flashing red LED on the fall detector. A normal alarm call can be made at any time by pressing the red button.





## Falls prevention mat

Unlike most commonly used falls detecting mats, the Paper Thin mat uses capacitive sensing technology rather than their weight.

It is easy to fit – it is placed underneath the bed sheet and attached to the mattress with the strong adhesive tape (which is positioned on the reverse of the mat). It is compatible with profiling beds, standard beds or any chair or seats.

The Paper Thin can be cut to size and positioned to provide the best level of protection and comfort for the user and is durable and wipe clean that has waterproof properties.



## Big button “Jelly Bean”

The wireless and easy to press Jelly Bean can be mounted anywhere in a property or onto a wheelchair using one of our mounts.

The Jelly Bean is also available in different sizes for users with different requirements.

The Jelly Bean can be programmed to mean a variety of different things and is available in a range of colours, which can be programmed to prompt different actions when pressed.





## Link Home Safety options to your Lifeline

Smoke Detectors should be ceiling mounted in hallways, living rooms or bedrooms, they are not suitable for the kitchen or bathroom. When activated a local alarm will sound and an alarm call will be transmitted to the monitoring centre. Our operators can speak with the resident and assess the risk before contacting the Emergency Services.

Carbon Monoxide Detectors should be wall mounted above door height in rooms that contain a fuel burning appliance. Do not fit in bathrooms, directly above cookers or in draughty areas. If a dangerous level of carbon monoxide is detected a local alarm will sound and an alarm call will be transmitted to the monitoring centre.

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## Help with memory

The Medication Dispenser will sound an alarm when it is time for the user to take their medication - if the pills are not taken from the dispenser within a preset period an alarm call will be transmitted. The Medication Dispenser will make the correct dosage available at the correct time each day whilst keeping the others locked out of sight. Pills “ready” and pills “taken” times are also transmitted and logged.

As 40% of people with dementia are prone to wandering, Alfi can also provide a sensor which specifically monitors for activity, or send an alert when someone leaves a building at various times of the day or night. It can also detect if a main exit door has been left open.





## Pager

Lifeline can provide a portable pager to receive alerts from our range of sensors for onsite carers, displaying the type of sensor activated as well as either the location of the sensor or the name of the person the sensor has been assigned too.



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## Other solutions

The Epilepsy Monitor bed sensor pads should be positioned under the mattress to detect arm and leg movements. If a Tonic Clonic seizure is detected in the bed an alarm call is transmitted.

Placed between the mattress and sheet, this sensor provides immediate warning on detection of moisture, allowing effective action to be taken.

The sensor eliminates the need for carers to make physical checks, promoting dignity and independence.

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## Help and advice

If you have a need for a technology enabled care solution not listed here, please contact us and we will help to identify a solution to support you.

- **equipment may vary from the products illustrated**



# Frequently asked questions

## **How soon will the Lifeline Alarm be installed?**

Applications for installations of a Lifeline Alarm will be dealt with as soon as possible and we aim to install 90% within 10 working days and the remainder within 20 working days. These targets are often exceeded as we strive to provide the best possible service available.

Our Lifeline Installers require access to your property to install the alarm. Reasonable care should be taken by the occupier to provide a safe/clean environment for this to take place. This may include for instance: the removal of dangerous/boisterous pets to a secure room, adequate ventilation if entering a smoker's domain, the prior movement of large / heavy furniture if access behind them would be required etc.

## **Will I own the equipment provided by Lifeline and Assisted Living?**

No, Lifeline rent the equipment to you and you must return it to us at the end of your contract.

## **Can I rent additional pendants or other sensors?**

Yes, subject to an additional fee. Please contact us if you require additional equipment and we will tell you what the additional cost will be.

## **Who should I choose as an Emergency Contact?**

You should choose at least two people who can be called at any time of day or night to assist you. You will need to trust them and give them access to a key. If one of your contacts is away or not available for a period of time you should let us know. Similarly, if they change address or telephone number you will need to let us know. Please note that should contacts be unavailable it may affect the assistance we are able to get for you in a non-emergency situation.

## **What should I do if my details change?**

If there is a change to any details of the information we hold about you, it is vital that you let us know immediately. This may include a change of telephone number, an alteration to your list of emergency contacts, a change to your medical condition, or a change of doctor. If you have a key-safe you must let us have the up to date access code.

## **What happens if I change or consider changing my telephone service provider (TSP) or acquire additional services, e.g. broadband or extra telephone points?**

You should consult with us for advice prior to making any changes.

We have no influence with any of the TSP's. During the changeover of your TSP there may be a disruption to your Services. It would be advisable to inform your TSP that you have the Lifeline service and any disruption may result in you not being able to use the Services and request them to take this into consideration. We also recommend that you have call barring

and number withheld removed if they are part of your TSP package.

## **What happens when I press the alarm?**

Once you press the red button on your pendant, or the large red illuminated button on the Lifeline alarm unit, it immediately connects to our 24-hour Telecare Response Centre. Our operators will speak with you via the Lifeline alarm equipment or the telephone. If they cannot speak with you they will then call your emergency contact/s or an emergency service as appropriate.

## **What if I accidentally press the button and activate my Lifeline alarm?**

Don't worry, but try to speak to the operator and let them know it's an error; otherwise they must treat it as an emergency.



### **What happens if I press the alarm at night or on a bank holiday?**

The Service will operate as normal. We operate 365 days a year 24 hours a day.

### **What should I do if I am going into hospital, staying with family or going on holiday?**

You must let us know if you are going to be away from your home overnight. Whilst away leave the alarm plugged in and left switched on. Should the Lifeline activate we can take appropriate action by telephoning a key holder or the police.

### **How quickly will the alarm call be answered by our operators?**

We will answer 98.5% of calls within 1 minute and 99% within 3 minutes; however the majority of calls are answered in less than 30 seconds.

### **What do I need to do to maintain my Lifeline Alarm?**

You should keep the equipment clean, dry and away from high temperatures. The battery inside the Lifeline alarm unit will automatically charge whilst your unit is plugged in and switched on. If you have any questions or concerns about your alarm please do not hesitate to contact us.

### **If the pendant or other equipment provided by Lifeline is faulty what should I do?**

You should report a fault to us as soon as possible on 01872 224521. We aim to resolve critical faults within 48 hours of your report and will resolve them within 96 hours. We aim to fix non critical faults within 10-15 days. We will determine whether a fault is critical or not.

### **Will I need anything at my home other than the equipment Lifeline provides?**

Yes, you will need a modern BT telephone socket and a 13 amp square pin electric socket within 9 feet of each other. Preferably, these should be adjacent to each other. Due to health and safety regulations we will not be able to install the system if the sockets are too far apart or trail across the floor or doorways.

We do recommend that you install a key safe.

### **Will you send me an invoice?**

We require you to pay monthly or quarterly in advance and an invoice will be sent out to you at the same time. However if you opt to pay by direct debit you will receive an account statement at the end of every financial year.

### **Who do I contact if I have a compliment, comment or complaint about the Services?**

There are four ways to contact us.

By phone on **01872 224521**.

Or write to us

**Cornwall Council: Lifeline and Assisted Living**,  
BT TEC, Threemilestone Industrial Estate, Truro,  
Cornwall, TR4 9LD

or e-mail [lifelineadmin@cornwall.gov.uk](mailto:lifelineadmin@cornwall.gov.uk)

By Post to Comments, compliments and complaints, Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY; or

In person at one of the Council Office during normal office hours.

### **Who pays for the electricity and phone line required by the system?**

Our equipment needs to be plugged in and switched on at all times. You are responsible for the costs of the electricity used in your home and for the provision of a working phone line to it. If your alarm calls our response centre you will be charged for the call by your telephone provider and you should check their rates.

### **Will Lifeline increase the charges I have to pay?**

Yes. Lifeline may increase charges by up to 5% per year. We will write to you at least one month before any change is introduced letting you know what the new charges will be.

### **What happens if I move home?**

If you are moving home and require our service at your new address you will need to let us have your new address and telephone number. Please contact us in advance in order for us to update your personal details, i.e. Doctor, Contacts etc. We can instruct you on how to disconnect and reconnect the equipment or, if you ask us to re-install the equipment at your new address we may charge you an additional installation fee.

### **What happens once this contract ends?**

You must return the pendant and any other equipment provided to Lifeline in working order unless you have terminated the Contract it will automatically be renewed subject to any amendments that may come into effect.

### **Will you inspect the equipment installed at my home?**

We may inspect the equipment from time to time. We will let you know in advance of our visit and we ask that you provide us with access for inspections and repairs.

### **What happens if I make an appointment for a routine visit for repair or maintenance but do not respond to the caller?**

Our installer will take a number of actions, he/she will leave a calling card, he/she will make every effort to establish if you are at home but may be in need of assistance, and Lifeline control centre will



call your contacts in priority order advising them of the situation.

### **What do I need to do after installation of the equipment?**

You should at all times make sure that the equipment we provided is not damaged or misused. You should also maintain electricity and phone line supplies to your home at all time.

### **What happens if I lose a pendant or damage the equipment installed at my home?**

You are responsible for the equipment and pendants whilst they are in your possession. If you wilfully or negligently lose or damage any equipment you are required to pay the cost of replacement or repair.

### **Will the installation of the equipment cause any damage?**

This is unlikely, but there may be cosmetic damage such as clipped cables, or drilled holes. You will have to pay for any work required to rectify any damage our installers reasonably cause.

### **How often should I test the system?**

We recommend that you test the equipment by pressing your pendant once a month.

### **What happens if I have a smoke detector linked to my Lifeline and it activates?**

To minimise the number of false calls being sent through to the Fire Service a Lifeline operator will try to contact you to determine the reason for the

alarm activating. If the operator is in any doubt or cannot confirm that it is a false alarm, or cannot get a response within 60 seconds it will be treated as an emergency and the Fire Service will be called.

If your smoke alarm is not monitored through your Lifeline you will need to either call 999 yourself or activate your Lifeline pendant.

### **How do I cancel this Contract?**

You may cancel the Services at any time by writing to us. Outside of the first 21 day period you will be charged for all Services to the end of the previous month until the equipment is returned to us. If you cancel your Contract but fail to return the equipment and stop payments for the Services we may charge you for the equipment.

Where we have concerns regarding the welfare of a client who expresses a wish to cancel the Services we may notify the next of kin, contact or carer as deemed appropriate prior to termination.

### **How should I pay?**

You can pay us by Direct Debit, post a cheque, Visa/Debit card over the phone (during office hours) and at one Stop shops or at a post office.

### **What happens if the doors are locked and emergency services need access?**

The emergency service may force entry causing damage to your property and locks. You will be responsible for any damage caused whilst gaining entry and will pay the costs of any repair work. To minimise any damage and to avoid forced entry we recommend that you install a police approved key safe. We are able to supply and fit this for you please contact us for current charges. Please check with your household insurance provider that these arrangements are acceptable.

When locking your door, do not leave the key in the lock as anyone attempting to insert a key from the other side may not be able to unlock your door and come to your assistance and if security chains/bolts are fitted, remember these should only be used when opening the door to unknown callers.

### **Do you record calls I make to you?**

Yes, we do record calls made via the Lifeline for quality and training purposes. We store these records securely and confidentiality in accordance

with the General Data Protection Regulations and Data Protection Act 2018. We may record telephone calls made by your personal telephone to our control room.

### **Will you call me via the Lifeline Alarm?**

No. We cannot activate the Lifeline Alarm via our operators. The Lifeline can only be activated by the user or linked equipment, such as a smoke alarm or CO detector. All contact we have with you is always made by your telephone.

### **If I provide/purchase my own equipment who will be responsible for its repair and maintenance?**

You must be aware that you will be responsible for the maintenance, repairs and upkeep of the equipment outside any warranty period. It must be and remain compatible with our Call operating software. Lifeline and Assisted Living accepts no responsibility for the performance or reliability of customers own equipment.

### **How can I obtain further information?**

Please contact our office:

 **01872 224521**

Or write to us

 **Cornwall Council: Lifeline and Assisted Living, BT TEC, Threemilestone Industrial Estate, Truro, Cornwall, TR4 9LD**

 **[lifelineadmin@cornwall.gov.uk](mailto:lifelineadmin@cornwall.gov.uk)**

 **[www.cornwall.gov.uk/Lifeline](http://www.cornwall.gov.uk/Lifeline)**



# Protection of adults at risk of neglect and abuse

## The Care Act

In April 2015 the government introduced the Care Act. This was a new law about Care and Support for adults in England. The new law includes lots of different things that people may need; it also says how Social Services, Health, Police and other organisations should work together to keep adults safe from neglect and abuse.

Everyone has the right to live their lives free from violence, fear and abuse.

Everyone has a right to be respected by other people.

Everyone has a right to make choices about their life and things that affect them.

You have these rights whoever you are. It doesn't matter if you are an older person or disabled or ill.

You still have these rights.

## What is abuse?

Abuse is when someone does or says something which makes you upset or scared.

Abuse is when someone tried to take away your rights.

You may be afraid to say something to them or to try and stop them.

## Who might be at risk of neglect and abuse?

Some adults might be more at risk of neglect and abuse than others. There could be different reasons for this:

- they are elderly or frail
- they have learning disabilities
- they have mental health problems
- they have physical disabilities

- they have sight or hearing loss
- they are not able to stop someone else from hurting them or taking advantage of them
- they are very ill
- they have dementia and might be confused or forgetful
- they depend on someone else to look after them

Different types of neglect and abuse:

- physical abuse
- sexual abuse
- emotional abuse
- financial abuse
- neglect
- self-neglect
- domestic abuse
- discrimination
- modern slavery
- organisational abuse

Further information is available from NHS England

 [www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf](http://www.england.nhs.uk/wp-content/uploads/2017/02/adult-pocket-guide.pdf)

and the Cornwall Council web site

 [www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/safeguarding-adults-board](http://www.cornwall.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults/safeguarding-adults-board)

**Lifeline** is an affordable telecare service offering high quality calls handling and installation of personal alarms and sensors. **It supports your need for independence at home** with the benefits of round-the-clock reassurance that help is at hand when it's most needed.

## Contact us

For advice and guidance please email us on:

**[lifelineadmin@cornwall.gov.uk](mailto:lifelineadmin@cornwall.gov.uk)**

Or phone us at:

**01872 224521**



Code of Practice  
Accredited Organisation

**If you would like this information in another format or language please contact:**

Cornwall Council, County Hall,  
Treyew Road, Truro, TR1 3AY

✉ **[comments@cornwall.gov.uk](mailto:comments@cornwall.gov.uk)**

📞 **0300 1234 100**

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