

# CareLink Plus

Supporting your independence



## Customer information booklet

Brighton & Hove City Council's  
telecare alarm service

Call 0300 123 3301



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Brighton & Hove City Council's telecare alarm service can give you, your family and carers peace of mind, with assistance when you need it, at the touch of a button.

### Enclosed pages:

- Customer equipment familiarisation and training record
- Applicant and agreement form
- Testing your CareLink Plus alarm
- Important things to remember about your CareLink Plus telecare alarm
- New customer satisfaction survey and prepaid envelope

## 1 What you can expect from CareLink Plus

### Service Standards

CareLink Plus operates 24 hours a day with officers on duty to answer your alarm calls, answer telephone enquiries, and discuss the service with anyone interested in joining. We also have officers working out in the community installing alarm equipment and responding to emergency calls.

We are committed to excellent customer service and aim to provide the highest standards of care, choice, and dignity to those who use our service. CareLink Plus is a member of and regulated by the Telecare Services Association (TSA), and compliant with their code of practice.

You will receive a courteous and professional response from all members of the team. All officers answering alarm calls and visiting you at home are First Aid trained, and will offer reassurance and advice in addition to organising any other help you need. When you make an alarm call the officer who answers will co-ordinate an appropriate response to meet your needs, contacting your keyholders, the emergency services, your family, your carers, or GP, as appropriate.

We prioritise appointments where the service is being sought to enable timely discharge from hospital or residential care so customers can return to their own homes, to support customers with terminal illnesses, and to support customers and carers where existing care and support arrangements are failing. In such cases we aim to install the service in two working days, or at the customers' convenience.

We offer appointments Monday to Sunday, which could be to demonstrate the service, to link new customers, or for other customer service needs. CareLink Plus can receive visitors to our office every day from 9am until 5pm.

When we meet prospective new customers, or visit existing customers whose needs may have changed, we make a thorough assessment in order to ensure that the right telecare equipment and services are provided. Our aim is to provide the best level of support that meets your needs and wishes, to enable your choice to live independently in your own home. With your agreement, we will make referrals to other services if we identify other needs that other services could help you with.

### Confidentiality

Confidential information will be stored securely and only authorised personnel can access this information. When you cease having CareLink Plus services, we will retain your paper records securely for three years and then dispose of them by confidential secure shredding. You are entitled to access copies of your records. Your records on our database will be retained for the same period before being purged from the system.

All telephone and alarm calls are recorded. Whilst the call is being connected or disconnected, recording will be in progress. The recorded calls are stored securely for the current and previous complete financial year, before the data is destroyed. Recordings are accessed by authorised members of the CareLink Plus team only.

## Staff conduct

CareLink Plus staff are required to adhere to Brighton & Hove City Council's code of conduct which governs their behaviour whilst visiting you at home. Every member of the CareLink Plus team who visits you will be wearing a Brighton & Hove City Council identification badge with their photo on it. They will show this to you when they arrive at your home. You can ask to look at this if you have any concerns about their identity. In addition, you can call us on the telephone to verify the identity of anyone who visits you claiming to be from CareLink Plus, if you have any concerns.

We cannot accept gifts from our customers.

## Equalities

At CareLink Plus we want to ensure that you are treated fairly, according to your needs, with care and with respect. As a customer of CareLink Plus you have a right to expect good quality and easily accessible services and information. It is our job to ensure that this is delivered. If you need to consult with CareLink Plus, we will provide practical support such as access to an interpreter, information in large print, or audio. The CareLink Plus service is open to everyone regardless of disability, gender, age, faith, ethnicity, sexual orientation or special need.

## Complaints

Should you contact us because you are not satisfied with our service delivery, our aim is that all complaints are dealt with quickly, fairly and efficiently. If you have a complaint, please contact CareLink Plus in the first instance on **0300 123 3301**. We will investigate your complaint and respond to you as soon as we can. We will ensure that we have been in contact with you regarding your complaint within five working days, and aim to conclude any investigation and response within 10 working days.

We are often able to respond to complaints and resolve any issues on the day the complaint is received. Voice recording of all telephone and alarm lines allows for definitive and accurate investigation of any issues raised concerning the timing of alarm calls, communication between the customer and the officer answering the call, and actions taken in response to the alarm call.

If you are unhappy with the response to your complaint you can contact the council's Customer Feedback team by phone on **01273 291229**, through [www.brighton-hove.gov.uk/customerfeedback](http://www.brighton-hove.gov.uk/customerfeedback), by email at [complaints@brighton-hove.gov.uk](mailto:complaints@brighton-hove.gov.uk) or by writing to; Standards & Complaints FREEPOST, SEA 2560, Brighton, BN1 1ZW

## 2 How does my CareLink Plus alarm work?



**1** CareLink Plus provides you with an alarm unit which plugs into your telephone line and an emergency alarm button which you can wear around your neck or on your wrist.

When activated an alarm call is automatically made to the CareLink Plus monitoring centre without the need to use the telephone.

Here for you  
24 hours  
every day

**2** A range of telecare sensors can be provided to manage risks in your home and detect possible environmental problems such as smoke, or carbon monoxide leak. Telecare sensors can also detect if you fall during the day or night.

The sensors automatically generate an alarm call should a problem arise.



**5** If necessary, we will arrange for one of our staff, paramedics or a doctor to attend.



**4** Should you need help, we will arrange the appropriate response. This could be to contact a family member, a nominated emergency contact, or your carer.

**3** We receive your alarm call and will talk to you to find out how we can help you. We will be able to see your details on screen in the CareLink Plus monitoring centre so we will know who you are and important information about you.



You can contact CareLink Plus anytime day or night;

Tel 0300 123 3301

If you experience hearing or speech difficulties you can contact us via text on 07908 823134

Fax 01273 692079

Email [carelinkplus@brighton-hove.gov.uk](mailto:carelinkplus@brighton-hove.gov.uk)

CareLink Plus

Suite 6a Patching Lodge, Park Street, Brighton BN2 0AQ

## The equipment provided

The standard installation consists of an **alarm unit** that will be plugged into your telephone line. Your phone will continue to work normally. The unit must also be plugged into an electric socket for mains power. In the event of power failure, or the unit being accidentally unplugged, there is a back-up battery which will allow it to continue to function for up to 36 hours. There is a button on the unit which you can press to make an alarm call to the monitoring centre.

If you do not have an operational landline telephone service we will supply a unit with a SIM card inside it that uses the mobile telecommunications network.

You will receive an **alarm button** which can be worn as a pendant on a cord around your neck or on a wrist strap, like a watch. We recommend the neck cord as this is likely to be more accessible to press with either hand in an emergency, whereas if worn on the wrist your arm could be trapped beneath you following a fall.



When you press the alarm button it triggers the unit to make an alarm call to the monitoring centre. The unit contains a microphone and a loud speaker which allows you to speak to the officer who answers your call, and hear them responding to you. You will hear some loud beeping whilst the alarm call is connecting; followed by a pause, and then a CareLink Plus officer will speak to you. You can tell them what the problem is and they can arrange the help you need. Any alarm call where the officer cannot make voice contact with you, either via the alarm call or subsequently on the telephone, is treated as an emergency.

## When should I use my alarm?

We are here to help you 24 hours a day, every day of the year. Press your button if you need help because:

- You are ill or experiencing the worsening of a long term condition
- You have fallen, or had an accident and hurt yourself
- You have become stuck somewhere and are unable to get up without help
- There is a fire or suspected fire in your home
- You are confused or disorientated and need to speak to someone for reassurance
- You have an unwanted caller or intruder at your home
- You need to make contact with a carer or family member urgently but cannot do so yourself
- You experience any other situation where you need urgent assistance

## What if I press my button by mistake?

**Accidental calls are a common occurrence.** If you press the alarm button by mistake, just talk to the officer who answers your alarm call and tell them it is an accidental call and you do not need any help.

## I have pressed my alarm button because I need help – what happens next?

This depends on the nature of your emergency. It is important that you tell the officer who answers your alarm call what has happened and how you are feeling, as clearly as possible, even if this is embarrassing or awkward for you. The officer will make decisions on the most appropriate response to organise for you based on what you tell them. You may instruct them on the action you would like them to take. Do not worry that you are being a nuisance, or worry about what time of day or night it is, or that you don't want to disturb people. The important thing is to get you the help you need.

The most common urgent problems are falls and illness.

If you make an alarm call and we need to get help into your home CareLink Plus has to do two things – arrange access to your home if you are not able to open the door, and arrange for an appropriate person or service to come and help you.

## Who will come to help me?

If you fall we will call the ambulance service for paramedics to attend to pick you up and check you for injuries. CareLink Plus officers will not pick you up and we do not recommend that your keyholders do so either. You could have an injury that could be made worse by a person without medical training lifting you. You could be injured by an untrained person trying to lift you, or the person trying to lift you could injure themselves.

If you have a serious medical problem we will call the ambulance service for paramedics to attend to assess and treat you. They will only take you to hospital if it is necessary to do so. You have the right to refuse but it would be sensible to be guided by the paramedics attending, and their expert knowledge and experience.

For less urgent medical problems we will call your GP surgery or the out of hours GP services via NHS 111.

Depending on why you have made an alarm call, it may be that we call your carer or a family member. This may be at your request or at our discretion.

We will be guided by your wishes but we will override your preferred response where this puts your health and wellbeing in jeopardy. For example, if you described having chest pains and difficulty in breathing we will call an ambulance to attend even if you ask us not to.

### 3 The role of the keyholder and the keysafe

#### Keyholders

When you are linked to the CareLink Plus service we encourage you to nominate friends, neighbours and family members, living within the city boundary, or close by, to be your keyholders. These emergency contacts are an important part of the CareLink Plus support system. CareLink Plus will call your keyholders to go to your property either to give access to the emergency services when we need to call them to attend, or to investigate why you have made an alarm call when this is unknown or unclear, or to provide support and reassurance.

We do not require keyholders to do any lifting or first aid.

When you nominate a keyholder, CareLink Plus will call them to speak with them to ensure they understand what will be asked of them in the role, and to ensure they have access to a key to your home. If you choose keyholders where there are issues that could impact on the time it takes them to attend your home when we call them, we may ask you to sign a disclaimer confirming that you understand by choosing the keyholder you take responsibility for any limitations in the way in which they respond when we call them. This could be the time it will take them to reach you due to where they live, or other circumstances that may increase the time it takes them to respond, such as childcare issues, transport, or disability.

#### The keysafe

If you do not have a minimum of two keyholders you will need to have a keysafe installed, if you don't already have one. This is a small metal safe accessed via a code that is fitted to the outside of your property, which holds your keys. CareLink Plus will share this code with the emergency services and any other service or individual that you give permission for us to share it with. We will not share it with anyone else without your permission. CareLink Plus can supply and fit a keysafe outside your home for a one off charge. The keysafe remains the property of CareLink Plus and will be removed when the service is cancelled.

If you have a keysafe outside your home and we know that you require the emergency services to respond to your alarm call, we will call them to attend, and give them the keysafe code to get into your home.

If you have no keyholders, or we cannot make contact with your keyholders, and you make an alarm call and the reason for the alarm call cannot be established, we will send one of our team to investigate in the first instance.

If we have information about your medical or other circumstances confirming you are very likely to require the emergency services immediately, and calling them straight away is the best way to manage this risk, we will send them straight away. This is an exceptional situation and not our routine practice. Due to the pressure the ambulance service is under, our normal policy is to call for paramedic response only when we know they are required.

Once you become a CareLink Plus customer, you can no longer bolt your front door or use any lock that cannot be unlocked from the outside. If you need emergency assistance and your door cannot be opened the paramedics will carry out a forced entry into your home.

### 4 Service fees

There is a service fee which is charged monthly. The CareLink Plus service is offered in a two tier charging structure.

The **Standard** CareLink Plus package is for customers with two key holders or one key holder and a keysafe. This package includes;

- An assessment to establish what telecare equipment would meet your needs.
- Installation of Carelink Plus telecare equipment.
- 24 hours 7 days a week monitoring of alarm calls and response co-ordination.
- CareLink Plus team members available to attend your home at any time if required in response to an emergency call.
- Pendent alarm system.
- Subject to assessment, fall detecting pendent, shower pendant or fixed pendant at skirting level or fixed pull cord or bogus caller button fixed by your front door.
- Automated reminder alerts or well-being checks that raise an alarm call if you fail to respond.
- Smoke detector and carbon monoxide detector linked to our monitoring centre.
- Service and maintenance of all equipment supplied, and replacement if required.

The **Enhanced** Carelink Plus package is for customers with no keyholders and/or customers who require specialized telecare devices. This package includes all Standard services as above, plus the following, subject to assessment;

- GSM pendant alarm system that operates without a landline phone connection, using the mobile network
- GPS locator for use outside the home, bed and chair sensors to alert to falls, heat, flood, pressure and movement detectors, Epileptic seizure sensors, door opening detectors and systems to wake or alert onsite carers.

Charges associated with your landline telephone services are separate and distinct from the CareLink Plus service fees. For your landline telephone service you will be paying for the rental of the line and charges for telephone calls, to your telephone provider.

When you make an alarm call this will be charged on your phone bill by your telephone provider as a local rate call.

**All equipment supplied by CareLink Plus remains the property of Brighton & Hove City Council, and must be returned if the service is cancelled. Failure to return the equipment will result in a charge for the cost price to replace the missing equipment.**

#### How to pay

Charges for CareLink Plus services are payable to Brighton & Hove City Council in advance, each month. We would prefer you to pay by direct debit as this costs us less to administer. It is also simple for you. Monthly Direct Debit set up is via mandate completed at your appointment, or can be set up at any time upon request. Contact us if you would like to set up a direct debit to pay for your service at any other time. Alternatively you can be invoiced each month. The invoice can be paid, by post, over the phone or on line. Please refer to the invoice for details of how to pay.

Charging is processed by Brighton & Hove City council on a set date each month and you will be required to pay at the beginning of the month in advance. When you first join the service, if this is within the first week of the month, you will also be required to pay for the month in which you joined, in arrears. If you cancel the service you are required to give a one month notice period, but you may find payment for the next month has already been processed.

You can contact the **Central Collections Team** on **01273 291365** or by emailing **cct@brighton-hove.gov.uk** if you have any questions about your payments or you think you have been over charged.

## 5 Telecare

Are you worried about staying safe in your home?

**Bogus callers, suspected intruders, harassment, doors into or within your home opening.**



**Slipping in the bath or shower, getting stuck in the bath.**

**Failure to respond to reminders for important daily tasks such as taking medication and eating regular meals. Experiencing an epileptic seizure during the day or night.**



**Concerns due to living alone, failure to respond to well being check calls.**

**Smoke, fire, extreme heat, carbon monoxide leak.**



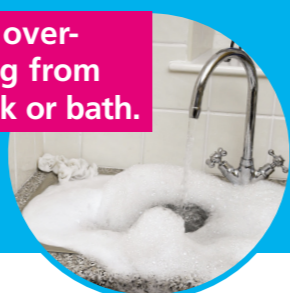
CareLink Plus can help support you to live safely and independently at home with telecare equipment providing a quick and easy way to raise an automatic alert in response to particular conditions or events.

Telecare can also play an important part in supporting carers in their caring role.

**Conscious and unconscious falls during the day and night, falls from a bed or chair.**



**Water overflowing from the sink or bath.**



All telecare equipment works in a similar way. Activation sends a signal to the alarm unit, and the alarm unit then makes the call to the monitoring centre.

See our website for information about the range of telecare devices available and how they can help support you at [www.brightonhove.gov.uk/carelinkplus](http://www.brightonhove.gov.uk/carelinkplus).

If you would like to discuss the telecare equipment we can provide, or feel that you would benefit from a further assessment, please call us on 0300 123 3301 or email [CareLinkplus@brighton-hove.gov.uk](mailto:CareLinkplus@brighton-hove.gov.uk). If you

experience speech or hearing difficulties, you can text on 07908 823134.

We can make bespoke adaptations if you are having difficulty pressing your alarm button.

CareLink Plus also provides equipment and services to support you when you are out and about. Subject to assessment we can provide a GPS locator device and we also offer a service called CareLink Anywhere which uses your own mobile phone to call directly into the monitoring centre in the same way an alarm button or other telecare device would.

## 6 How to look after your alarm equipment

**Remember to wear your alarm button when you are at home.**



Think carefully about where you put your pendant alarm button if you are not wearing it. If you take it off to go to bed or have a bath, leave it in easy reach so that should you fall you can get hold of it. Leaving the cord hanging down over the side of the bath or the bedside cabinet could make it much easier to grab if you were trying to reach it from the floor.

You can wear the alarm button in the shower or hang it within easy reach, but the neck cord or wrist strap will become wet. If you are at particular risk in the shower you can request an additional pendant specifically for use in the shower. The alarm button can cope with a dunk in the bath water but should not be submerged for any length of time.

**The unit and alarm button can be cleaned with a damp cloth. Your wrist strap or neck cord may become dirty. You can put these in the wash with your clothes but detach them from the button first!**

The alarm button will trigger the alarm unit over a range of up to 50 meters distance from the alarm unit. This can be limited by obstacles such as lift shafts, kitchen white goods and very thick walls. It should work in your garden providing it is in range, which will depend on the size of your garden. The officer who links you to the service will carry out test calls to make sure the alarm button is working throughout your home. They can also do so from the garden to establish how far out into the garden you can still expect your alarm button to trigger an alarm call.

If you need a new neck cord or wrist strap you can call us on the telephone to request a replacement or tell the officer that answers your monthly test call that you need a new one.

**Your unit must remain plugged into the telephone socket and plugged in and switched on at the electric socket, at all times.**

There is a back up battery in the unit which will keep it functioning for up to 36 hours if there is a power failure or it is unplugged, but without a telephone line connection your unit will not be able to make an alarm call.

If there is a fault on your telephone line, report it immediately to your telephone service provider.

The CareLink Plus service is dependant on the telephone line – unless you have been provided with a unit that has a SIM card to use the mobile telecommunications network. Most customers will be using a landline telephone connection to allow the alarm calls to connect with the monitoring centre.

A faulty or disconnected telephone line will cause the alarm unit to beep and play a message saying "Warning the telephone line is disconnected".

If running on the back-up battery, the alarm unit will repeatedly play a warning message telling you 'Warning there is no mains power'. It will also generate an alarm call to the monitoring centre and will continue to do so at regular intervals until mains power is restored.

If you are using a unit that has a SIM card and uses the mobile telecommunications network, there could be times when the unit is unable to find a connection to a network. During these conditions an alarm call may fail to connect to the monitoring centre or may be delayed in getting through. The unit will play a warning message and a white light on the unit will be illuminated if it cannot find a connection to a mobile network.

## 7 Your monthly test call

**You need to test your alarm button once a month to ensure it is working correctly.**



We recommend you choose the date on which your birthday falls and test on this date each month, as this will help you to remember to make the test call. This is an important way to practice using the alarm so you will be confident to use it in an emergency situation. The officer who answers your call will be able to see if the batteries in your pendant alarm button are starting to run low. If they are, we will visit you at home and give you a new alarm button.

We will check that there have been no changes to the information we have about you on your records.

**If your alarm does not work, please report it immediately by calling us on 0300 123 3301.**

**Use the test card supplied to record your monthly test calls. If you would like a new test card, please call and request one and we will send it out to you in the post.**

### How to test

- You will need to be in the same room as your alarm unit or close enough that you will be able to hear us when we answer your alarm call.
- Press your alarm button and you will see a small red light illuminate which shows it is sending a signal to your unit.
- Wait for your alarm call to be answered. Do not pick up the telephone.
- When your alarm call is answered in the CareLink Plus monitoring centre, tell the officer you are making a test call.
- The officer will verify your details including your address, telephone number, doctor, keyholders, and next of kin.

If you experience a power cut, or your unit was unplugged but has been plugged back in, or your telephone line has been restored following a fault, or there has been thunder and lightning in your area, you should make an additional test call to ensure your alarm equipment is working properly.

## 8 Faults

If any of your equipment needs to be repaired or replaced we aim to rectify the problem within 48 hours if you would be left without a functioning alarm system and no means to summon help in an emergency. We are usually able to attend the same day. We aim to rectify less urgent repairs as soon as we can or at your convenience.

If your alarm is not working because there is a fault with your telephone line you must report this to your telephone provider. CareLink Plus cannot rectify telephone faults.

**If your alarm does not work, please report it immediately by calling us on 0300 123 3301.**

If your telecare alarm equipment is damaged or lost CareLink Plus reserves the right to charge you the cost price to replace the equipment, depending on the circumstances under which the loss or damage occurred, fair wear and tear excepted.

## 9 What happens if I lose my alarm button?

If you lose your pendant alarm button, call us on 0300 123 3301 to report this. We will arrange for an officer to attend and bring you a new one.

You will have a four week period to find the missing button. Most customers will find their lost button during this time. When you find it, call us and we will collect it from you. If you do not find your lost button we reserve the right to charge you the cost price of the replacement button, depending on the circumstances under which it was lost.

## 10 How do I cancel the service if I no longer need it?

If you no longer need CareLink Plus telecare services or you are moving outside the city boundary, you are required to give a one month notice to cancel the service.

When you join CareLink Plus there is a 21 day 'cooling off period' during which you can cancel the service if you change your mind and do not wish to continue. After this there is a three month minimum contract period.

Call us on 0300 123 3301 and we will make arrangements for the return of the equipment provided. You may be able to return the equipment to our office or we may make an appointment to come to your home to collect it. Once the equipment has been returned we will make arrangements to cancel payment for the service..

**All equipment supplied by CareLink Plus remains the property of CareLink Plus. Any equipment that is not returned, or is returned damaged may be charged to you at cost price for replacement.**

## Terms and conditions

Terms and Conditions are subject to change without notice at the discretion of Brighton & Hove City Council. By continuing to use the service you are agreeing to the terms and conditions in their current format.

### 1. Definitions

- a) 'Alarm Platform' means the computerised telecommunications system where calls are answered in the Monitoring Centre and which holds a record of all Customer details.
- b) 'CareLink Plus Services' means the Community Alarm Telecare Services described in the CareLink Plus Customer Information Booklet issued by Brighton & Hove City Council.
- c) 'Monitoring Centre' means the CareLink Plus Monitoring Centre at any location that may be provided by the Council either to house the Alarm Platform or at which calls may be received.
- d) 'Council' means Brighton & Hove City Council.
- e) 'Critical Repairs' means as defined by the Telecare Services Association (TSA), where the failure of the Equipment could result in a life critical situation not being communicated to the Control Centre.
- f) 'Customer' means the person named as the Customer at the heading of the Agreement Form.
- g) 'Electricity Supply Point' means a suitable mains electricity point for running the Equipment, which satisfies the requirements of those responsible for the electricity supply.
- h) 'Equipment' means alarm unit, alarm button, telecare sensors, GPS locator (Global Positioning System), SIM card (Subscriber Identity Module), pager system, or any other devices provided by the Council as part of the CareLink Plus Services.
- i) 'GPS Locator' means a mobile device that uses a SIM card to function as a Global Positioning System that must be charged daily by the Customer using their Electricity Supply Point in order to be powered by an internal battery.

- j) 'GSM Alarm Unit' means an alarm unit that uses a SIM card to connect to the Global System for Mobile and an Electricity Supply Point in order to enable alarm calls made by the Customer to connect with the Alarm Platform at the Monitoring Centre without a landline telephone service.
- k) 'Keyholder' means a person who lives within Brighton & Hove or nearby, nominated by the Customer to hold the keys to their Premises and to be available to attend the Premises when requested by CareLink Plus.
- l) 'Keysafe' means a small, secure metal box fitted to the outside of the Premises which is opened by pressing buttons to enter a combination sequence. This contains the keys to the Premises.
- m) 'Premises' means the location in which the Customer resides.
- n) 'Standard alarm unit' means an alarm unit that connects to the customer's landline telephone service and an Electricity Supply Point in order to enable alarm calls made by the Customer to connect with the Alarm Platform at the Monitoring Centre.
- o) 'Telephone Point' means a junction box complying with telecom requirements and capable of providing a connection to a land line telephone service and of carrying the telecare signal, without modification.

### 2. Provision of Equipment

- 2.1 The Council will provide the Customer with Equipment, appropriate to their needs, to enable alarm calls to be generated that will be received in the Monitoring Centre at the Alarm Platform, either in response to activation by the Customer or in response to conditions in the environment or events at the Premises.
- 2.2 All Equipment provided by CareLink Plus, including that fitted to the fabric of the Premises, remains the property of the Council.
- 2.3 Equipment that is lost or damaged will be charged to the Customer at cost price of replacement, fair wear and tear excepted.

- 2.4 The Council will notify the Customer whether a Telephone Point and Electricity Supply Point are required before installing the Equipment, and in such a case the Customer is responsible for providing the Telephone Point and Electricity Supply Point in positions specified by the Council prior to or at the installation.
- 2.5 Where a GSM Alarm Unit is provided, a Telephone Supply Point is only required where the installation is in lieu of a functional landline telephone service and subsequent provision of a Standard Alarm Unit.
- 2.6 Where the Equipment provided includes any device with an internal battery that requires regular connection to an Electricity Supply Point via a charger, the Customer is responsible for providing an Electricity Supply Point in a suitable position to enable the charger to be connected. The Customer is also responsible for carrying out the charging of the device as is necessary to enable its correct function as intended when supplied.
- 2.7 Following installation, the Customer shall not modify in any way (however minor) the Equipment or the means of connection of the Equipment within the Premises, without the prior agreement of the Council following consultation with CareLink Plus about any proposed changes.
- 2.8 CareLink Plus Services will be provided in a way that is compliant with the Council's health and safety policy. The Council will not create any health and safety hazards such as trailing wires. If the Customer has any health and safety concerns at any time they must immediately report this to CareLink Plus.
- 2.9 Where the Customer is required to maintain a satisfactory Electricity Supply Point and Telephone Supply Point and an active landline telephone service capable of carrying the telecare signal at all times, the Council is not responsible for and accepts no liability in respect of arrangements made between the Customer and the electricity and telecommunications service providers in respect of those services. Payment and all associated charges are the customer's responsibility.

- 2.10 Where the Equipment provided relies on an integral SIM card and utilises the mobile telecommunications network to communicate with the Alarm Platform, the Council will supply the SIM card and will advise the Customer at the point of installation what charges the Customer will be responsible for in connection with this arrangement. In such a case, the provision of CareLink Plus Services will be dependent on the payment of the relevant charges. The SIM card will be locked and can only be used in the Equipment provided to carry the telecare signal to the Alarm Platform at the Monitoring Centre. The Council is not liable for any failure to access the mobile telecommunications network, or strength of signal.
- 2.11 Where the Customer uses their own mobile telecommunications device and SIM card to access CareLink Plus services, the Council is not responsible for and accepts no liability in respect of the arrangements made by the Customer with the telecommunications service providers in respect of the mobile telecommunications device and their services, and payment of all associated charges is the customer's responsibility. CareLink Plus is not responsible for the functioning of the device or any fault or failure.
- 2.12 The Council may need to attach Equipment to the fabric of the Premises. The Customer will be responsible for obtaining all necessary consents for this work and the Council does not take responsibility for damage caused during installation or removal. The Council does not take responsibility for making good following removal of any Equipment.
- 2.13 Where a Keysafe is supplied and fitted by the Council for CareLink Plus Services to be provided the Council does not take responsibility for misuse of the Keysafe or keys therein by any party. The Council will remove the key safe when CareLink Plus Services are terminated. The Council does not take responsibility for making good following removal of the keysafe.



### 3. CareLink Plus Services

- 3.1 The Monitoring Centre will answer any alarm call received from the Customer using the Equipment, or made by the Equipment, at any time and on any day of the year. On receipt of an alarm call, the Monitoring Centre will take all reasonable steps to notify an emergency service, other appropriate service or contact and/or a contact specified by the Customer that is appropriate in response to the nature of the call received.
- 3.2 The Customer authorises the Council and any persons or services mentioned in 3.1 and their respective employees to obtain access to the Premises when attending as a result of a call received at the Monitoring Centre. The Customer agrees that any consequent damage either to property or personal possessions is incurred with their consent and at his/her request and sole responsibility.
- 3.3 If there is no response at the Customer's Premises during a planned visit, the Council will call the telephone and also leave a note. If there is no response, to the telephone call or the note, the Council will try to arrange an appointment at a later date.
- 3.4 Subject to 7.3 the Council will not be responsible or liable in any way whatsoever for any action that may be taken or omitted to be taken by a third party pursuant to 3.1.
- 3.5 The Council will take all reasonable steps to ensure the health and safety of any person or service described in 3.1 and their respective employees, which might include making third parties aware of animals or physical dangers in the Premises, other residents at the Premises, key holders or next of kin, or visitors known to frequent the Premises, concerning any known conditions or behaviour associated with the individual that could constitute a risk to any person or service attending. Any information relating to the Customer will be shared in accordance with 4.4 opposite.

### 4. Provision of Customer Information

- 4.1 In order to provide CareLink Plus Services, the Council requires personal information about the Customer including their name, address, telephone numbers, date of birth, medical information, access details including keyholders and/or key safe details, personal contacts including next of kin and instructions on when to contact or not contact these individuals during the provision of CareLink Plus Services. The Council will also require information about the customer's care arrangements and their tenure.
- 4.2 Keyholders nominated by the Customer at any time will be contacted by the Council to ensure they understand what is required of them and to confirm they have access to a key to the customer's Premises, and to confirm their agreement that they are willing to be contacted by the Control Centre as described in 3.1.
- 4.3 The Customer will provide the Council with such accurate information and reasonable assistance as is requested to operate CareLink Plus Services, and will notify CareLink Plus immediately of any changes in the information, including planned periods of absence and the absence or withdrawal of nominated keyholders, change of telephone provider, change of GP, change of care provider, changes to contact telephone numbers, significant change to medical details and any other relevant changes.
- 4.4 The Council will respect the customer's confidentiality and will take all reasonable measures to keep the customer's information safe. The Customer authorises and consents to the Council divulging relevant information or data obtained through service provision and call handling in the Monitoring Centre to anyone and for such purposes where the Council considers it is necessary to do so. This will always be in accordance with the Data Protection Act 1998. The Council may share the customer's information with the emergency services for crime prevention, or the emergency services and or other Council

departments, where there are concerns that abuse may be taking place which may be physical, mental, emotional, sexual or financial. The Council may also share the customer's information with the emergency services, or other Council departments, or health and social care professionals, or other third party services, for appropriate service delivery to address the customer's needs regarding their health and wellbeing. The Customer consents to data processing in accordance with the Data Protection Act 1998, including voice recording of calls.

### 5. Use and Maintenance of the Equipment

- 5.1 The Customer will test the Equipment once a month by making a test call from the Equipment. The Council will also periodically check the Equipment. In addition, the Customer will make a test call following any conditions known to have affected the electricity within the Premises or at the Electricity Supply Point, and any conditions known to have affected the landline telephone service or the Telephone Point, or the mobile network where a GSM unit is installed or other SIM based service is provided.
- 5.2 The Customer will immediately notify the Monitoring Centre of any fault or defect in the Equipment and will allow the Council unrestricted access to the Premises and the Equipment to remedy the fault or defect, or to replace the Equipment, as considered appropriate. Should the Customer fail to notify the Monitoring Centre of a fault, the Council will not be liable for failure of CareLink Plus Services.
- 5.3 Within 15 working days of being notified by the Customer of a fault or defect in the Equipment which could reduce or limit the system functionality, the Council will repair or replace it, unless the fault has been caused by the Customer in breach of condition 2.3 or by other means considered unreasonable by the Council, or if the Customer otherwise prevents the Council from carrying out the repair.

- 5.4 The Council aims to attend Critical Repairs within 48 hours of them being reported where Customer availability makes this possible.
- 5.5 The Equipment provided by the Council remains the property of the Council at all times. The Customer will be responsible for any loss or damage to the Equipment, damage by fair wear and tear excepted, while in the customer's possession, and will not tamper with or seek to alter or adjust the Equipment. The Customer will be charged for any Equipment that is lost or broken at a rate equivalent to the cost to the Council to replace the Equipment.
- 5.6 The Council does not accept any responsibility for failures in the delivery of Carelink Plus Services when the Customer has an answer phone, fax or modem attached to the same telephone line as the Equipment and where the failure results from interference caused by that answer phone, fax or modem.

### 6. Termination of Service

- 6.1 There is a minimum three month contract period. However, there is a cooling off period in which the contract can be cancelled within the first twenty one days following the signing of the Agreement form, at no cost. After the minimum three month contract period, the Customer or the Council may end this Agreement by giving to the other party at least one month's prior written notice at any time.
- 6.2 The Council may terminate this Agreement by giving to the Customer at least seven days prior notice in writing at any time following any one or more of the following events:
  - a) failure by the Customer to comply with the conditions of this Agreement; or
  - b) where the demands made on the Service by the Customer are not capable of being accommodated by the Council acting reasonably.

6.3 Where the Customer uses the service in such a manner as to impact on Monitoring Centre functions to such a degree as to jeopardise the provision of CareLink Plus Services and put other Customers at risk, the Council may terminate the Agreement immediately and cease service provision.

6.4 In the event of this Agreement being terminated by either party, the Customer shall allow anyone authorised by the Council reasonable access to the Premises to remove the keysafe where one has been provided by the Council for the provision of the service.

6.5 If the Council is for any reason whatsoever unable to comply with its obligations under these Conditions, or to provide or operate the Monitoring Centre, then for so long as that situation exists the obligations of the Council under the Agreement shall cease to have effect, and the Council shall reduce its charges by an amount equal to the daily rate of charges, and during this period shall have no other obligations or liability towards the Customer whatsoever.

## 7. General

7.1 Please notify CareLink Plus if you are moving to a new address within the City of Brighton & Hove and wish to continue receiving CareLink Plus Services. Arrangements will be made to relocate and reconnect the Equipment. A new agreement form will be required only where there is a change of Customer name, such as from Mr to Mrs. If you are moving to an address outside of the city boundary of Brighton & Hove, you will need to terminate your agreement and make arrangements for the return of the Equipment.

7.2 Any notice required under these conditions to be in writing shall be addressed to the Council at CareLink Plus. Any notice required to be given to the Customer shall be sent to them by ordinary post to the most recent address supplied to the Council.

7.3 Notwithstanding any other provision of this agreement, neither party limits or excludes its liability for:

7.3.1 fraud or fraudulent misrepresentation;

7.3.2 death or personal injury caused by its negligence;

7.3.3 breach of any obligation as to title implied by statute;

7.3.4 or any other act or omission, liability for which may not be limited under law.

## 8. Force Majeure

8.1 CareLink Plus shall not be liable for any failure or delay in providing the service where it is by reason of Act of God, war, civil disturbance, strike, storm, flood, material shortage, act or order of government, or agency thereof, computer or telephone hardware failure, software or network failure or any other circumstance beyond CareLink Plus' control.

## 9 How to pay

9.1 The Customer will pay to the Council in advance each month the amount specified and notified to the Customer by the Council.

9.2 The Customer may pay in any of the following ways;

- Monthly Direct Debit set up via mandate completed at link appointment, or contact CareLink Plus to set up a Direct Debit at any other time.
- By monthly invoice which can be paid by post, over the phone by calling Central Collection on 01273 291365, or online at [www.brighton-hove.gov.uk](http://www.brighton-hove.gov.uk). Cheques must be made payable to Brighton & Hove City Council and crossed A/C Payee only. Your address and invoice number must be written on the back of your cheque. Refer to the invoice for details on how to pay.

## How to report neglect or abuse

### What do we mean by abuse?

Abuse is where a person who is unable to protect themselves is ill treated or neglected. This may be an isolated incident or happen repeatedly over time. Abuse may be deliberate but can also be a result of poor care or ignorance.

A person may be neglected, persuaded to agree to something against their will or taken advantage of because they do not fully understand the consequences of their choices or actions.

Abuse of a vulnerable person can take many forms. It may be physical, mental, emotional, sexual or financial. Examples of abuse are:

- Hitting, slapping, pushing or handling someone roughly
- Giving medication incorrectly
- Depriving someone of food, clothing or warmth
- Preventing someone from getting appropriate care
- Any kind of sexual activity where the person has not given consent or is unable to give consent
- Misuse or theft of money, possessions or property
- Pressurising someone in connection with wills or property, or controlling access to the person's own money or benefits
- Shouting, threatening to punish, swearing or using degrading language
- Neglecting someone's medical or physical needs, either deliberately or by failing to understand what the person's needs are
- Discrimination or harassment for any reason

An abuser could be anyone. They could be someone known such as a partner, relative, friend, neighbour or carer, or a paid member of staff. Abuse can take place anywhere. It could happen at home, at the hospital, day centre, residential or nursing home, or in a public place.

**If you think someone is being abused, or if someone is abusing you, contact adult social care services through the Access Point Team on 01273 295555 to tell them about your concerns.**

Or you can email [accesspoint@brighton-hove.gov.uk](mailto:accesspoint@brighton-hove.gov.uk) use mini com **01273 296388** or make contact via the website at [www.brighton-hove.gov.uk/access](http://www.brighton-hove.gov.uk/access)

### What will happen if you report your concerns?

Every reported concern about abuse or suspected abuse will be looked at as a matter of urgency to determine what should happen next.

The agencies involved (often the police, health professionals and voluntary organisations together with social services) will consider what actions may be required. This will include an assessment of the situation and can lead to a subsequent investigation. The vulnerable adult's welfare will always be the focus of the work and their views and wishes will influence any actions taken.

**If someone is in immediate danger, or you think a crime has been committed, contact the police. Emergency 999, or Sussex Police 101.**

Don't assume someone else is doing something about the situation.

## Translation? Tick this box and take to any council office

- ترجمة؟ ضع علامة في المربع وخذها إلى مكتب البلدية. Arabic
- অনুবাদ? বক্সে টিক চিহ্ন দিয়ে কাউন্সিল অফিসে নিয়ে যান। Bengali
- 需要翻譯? 請在這方格內加別, 並送回任何市議會的辦事處。 Cantonese
- ترجمة؟ لطفًا امل مربع را علامتگذاری نموده و آن را به هر یک از دفاتر شهرداری ارائه نمایید. Farsi
- Traduction? Veuillez cocher la case et apporter au council. French
- 需要翻译? 请在这方格内划勾, 并送回任何市议会的办事处。 Mandarin
- Тлумаченне? Зазнач то акіенко і зwróć do któregokolwiek biura samorządu lokalnego (council office). Polish
- Tradução? Coloque um visto na quadrícula e leve a uma qualquer repartição de poder local (council office). Portuguese
- Tercümesi için kareyi işaretleyiniz ve bir semt belediye burosuna veriniz Turkish
- other (please state)

This can also be made available in alternative formats, eg large print, Braille, audio or BSL. Please contact us to discuss options.

## Feedback

We welcome your comments on our service. Please let us know how we are doing. Contact us by telephone, email, via the web, fax, post, Twitter or in person, as detailed below. At certain intervals, we will supply you with a survey to complete and return if you wish to, or you can request a survey to complete at any time.

## CareLink Plus

Brighton & Hove City Council  
Suite 6A Patching Lodge  
Park Street  
Brighton BN2 0AQ

Tel 0300 123 3301

If you experience hearing or speech difficulties you can contact us via text on 07908 823134

Fax 01273 692079

*All telephone lines are voice recorded  
Deaf or hearing impaired callers can contact us via text on 07908 823134*

Email [carelinkplus@brighton-hove.gov.uk](mailto:carelinkplus@brighton-hove.gov.uk)

Web [www.brighton-hove.gov.uk/carelinkplus](http://www.brighton-hove.gov.uk/carelinkplus)



Follow us on twitter @carelinkplus

# Important things to remember about your CareLink Plus telecare alarm

## Don't forget to wear your alarm button when you are at home.

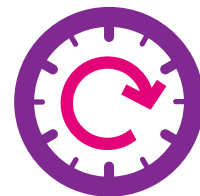
Take it off at night but keep it within easy reach. Put it on if you get up in the night. It is waterproof so you can use it in the bathroom.

## Press your button if you need help because:

- You are ill or experiencing the worsening of a long term condition
- You have fallen, or had an accident and hurt yourself
- You have become stuck somewhere and are unable to get up without help
- You are confused or disorientated and need to speak to someone for reassurance
- There is a fire or suspected fire in your home
- You have an unwanted caller or intruder at your home
- You need to make contact with a carer or family member urgently but cannot do so yourself
- You experience any other situation where you need urgent assistance

## Any time, 24 hours a day, seven days a week

We will talk to you through the alarm unit and arrange the help you need.



**Don't worry if you cannot hear us or we cannot hear you.**

If we are unable to establish the reason for your alarm call we will treat it as an emergency.

**Look for the red light on your alarm button when you press it** – this tells you an alarm call is being made.

If you press but don't get a red light, press again.

**If you have mislaid your alarm button or any of your equipment is not working, tell us straight away and we will provide replacements.**

**If your landline telephone service is faulty your alarm will not work.**

You must notify your telephone provider immediately, using another line or a mobile phone, to arrange for it to be repaired. You may be able to ask a family member, your carer, a friend or neighbour to help you. If your telephone service provider indicates the line will not be fixed immediately, contact us as we may be able to provide an interim solution using the mobile telecommunications network until your phone provider fixes the fault.

Your unit must remain plugged into the telephone socket, and plugged in and switched on at the electricity socket, at all times. **Do not switch it off at night.**

**Test your alarm button once a month every month.** See reverse for testing instructions and a grid to tick off each month as you test.

## How to contact CareLink Plus

- Telephone **0300 123 3301**
- If you experience hearing or speech difficulties you can contact us via text on **07908 823134**
- Email [CareLinkPlus@brighton-hove.gov.uk](mailto:CareLinkPlus@brighton-hove.gov.uk)



# Testing your CareLink Plus alarm

You need to test your alarm once a month to ensure it is working correctly.

You should also make a test call if

- You think your alarm equipment is not working as it should
- Your telephone line has been restored following a fault
- Power has been restored following a power cut
- The alarm unit has been plugged back in and switched on after inadvertent disconnection from the electricity supply.
- There has been thunder and lightning in your area

## How to test:

You need to be in the same room as the alarm unit or close enough to hear and respond to the officer who answers your alarm call.

- 1 Press the alarm button you wear** and wait for your call to be answered. A red light will illuminate on the button when the alarm call is triggered.
- 2 You will hear your alarm call connecting through** which will make some beeping noises. Wait for an officer to speak to you through the unit.
- 3 When an officer answers your alarm call tell them you are testing.** They will verify your details which they will see on screen in the CareLink Plus monitoring centre; including your address, phone number, GP, keyholder details and/or keysafe details, and your next of kin.
- 4 Be sure to tell the officer if there have been any changes.** You should also tell us if there have been any significant changes to your medical details and if you are going away on holiday, or if your care provider changes.

**If the alarm does not work, then phone 0300 123 3301**

**Use this grid to record your monthly test calls:**

| Test your alarm on the ..... of each month | Year 1 | Year 2 | Year 3 | Year 4 | Year 5 |
|--------------------------------------------|--------|--------|--------|--------|--------|
| January                                    |        |        |        |        |        |
| February                                   |        |        |        |        |        |
| March                                      |        |        |        |        |        |
| April                                      |        |        |        |        |        |
| May                                        |        |        |        |        |        |
| June                                       |        |        |        |        |        |
| July                                       |        |        |        |        |        |
| August                                     |        |        |        |        |        |
| September                                  |        |        |        |        |        |
| October                                    |        |        |        |        |        |
| November                                   |        |        |        |        |        |
| December                                   |        |        |        |        |        |

# CareLink Plus

## New customer satisfaction survey

At **CareLink Plus** we aim to provide the highest possible standard of customer service. In order for us to monitor our standards, we would appreciate a few minutes of your time to tell us what you think and give us your suggestions.

We will use this information for service development. It will not be considered in relation to individual services we provide to you and these details will be treated as confidential. Providing us with this information is voluntary not compulsory.

**1 When you (or a friend, or relative) first contacted CareLink Plus to make enquiries, how helpful were the staff?** (please tick appropriate box)

- Very helpful       Helpful       Neither helpful or unhelpful  
 Not very helpful       Quite unhelpful       Don't know

**2 If you received a CareLink Plus leaflet how easy was it to understand?**

- Very easy       Quite easy       Not very easy  
 Difficult       Didn't receive

**3 If it was difficult to understand the leaflet please state why.**  
(eg the print was too small...)

**4 When a member of staff visited you at home to demonstrate and explain the service, how helpful were they?**

- Very helpful       Helpful       Neither helpful nor unhelpful  
 Not very helpful       Quite unhelpful



Brighton & Hove  
City Council

**5 During the demonstration, did you feel able to ask questions?**

Yes  No

**6 If something was not made clear during the demonstration, please state what it was.**

**7 During the demonstration, when the operator answered your call, how easy was it to understand them?**

Very easy  Quite easy  Not very easy  Difficult

**8 How satisfied were you with the time it took from your application to being set up as a CareLink Plus user?**

Very satisfied  Quite satisfied  Neither satisfied nor unsatisfied  
 Quite unsatisfied  Very unsatisfied

**9 Do you think CareLink Plus is good value for money?**

Yes  No  Don't know

**10 How would you rate the quality of the service you have received from CareLink Plus?**

Very high  High  Average  Low  Very low

**11 If you wish to please add any other comments about CareLink Plus. If you would like a response to your comments include your name and address.**

**Please tear out and return this survey in the prepaid envelope supplied – no stamp needed. Thank you for your help.**

Office Use Only: Date received

# CareLink Plus

## Customer equipment familiarisation and training record

Our industry regulator requires that we complete a training document to record that we have shown you how your telecare alarm equipment works and you understand how to use it. When signing the applicant and agreement form, you agree you have received the equipment and training recorded below. One copy will be kept in your records at CareLink Plus and you retain a copy.

| Equipment provided: | Any notes: | Date: |
|---------------------|------------|-------|
| Alarm Unit          |            |       |
| Alarm button        |            |       |
| Smoke detector      |            |       |
| Other telecare      |            |       |
| Other telecare      |            |       |
| Other               |            |       |
| GSM alarm unit      |            |       |

| The following functions have been demonstrated and/or explained                                  | Tick |
|--------------------------------------------------------------------------------------------------|------|
| How the equipment activates an alarm call, including range                                       |      |
| How to test the equipment                                                                        |      |
| Additional features explained eg acknowledge a reminder, turn a door sensor on and off<br>Notes: |      |
| Batteries in the equipment – location, and how, when and by whom, these can be replaced          |      |
| Connection to the primary telephone socket and the risks if another socket is chosen             |      |
| The role of the landline telephone connection                                                    |      |
| Roaming SIM telecommunications network connection if a GSM unit has been installed               |      |
| The importance of continuous connection to the electricity supply                                |      |
| Audible warnings from the unit and what you should do                                            |      |
| Any conditions specific to bespoke installation<br>Notes:                                        |      |



# CareLink Plus Applicant and agreement form

I, \_\_\_\_\_ (the customer)

Of, \_\_\_\_\_ (the address)

Hereby:

1. Apply for connection to the council's CareLink Plus Service.
2. Agree to make payments to the council in accordance with the provisions of the terms and conditions of agreement.
3. Accept the provisions of the terms and conditions of agreement and agree to comply with them.
4. Acknowledge that any agreement which may come to exist between myself and the council has been entered by me in reliance upon any statement or warranty, express or implied, by the council or any person on its behalf.
5. Apply for the hire of equipment .
6. Agree that the Customer Equipment Familiarisation and Training Record is an accurate record of the equipment I have been supplied with and the instructions I received on how to use it.

Signed \_\_\_\_\_ Date \_\_\_\_\_

The council agrees to connect the customer to its CareLink Plus Service and to the hire of the equipment in the terms set out in the terms and conditions of agreement, and that training has been provided to the customer on how to use the equipment.

Signed \_\_\_\_\_ Date \_\_\_\_\_

(For and on behalf of the council)

## **Declaration of zero rated value added tax for chronically sick or disabled persons**

I (name and address as above) declare that I am chronically sick or disabled and that I am receiving from Brighton & Hove City Council an alarm system for my personal and domestic use. I claim the supply of this service is eligible for relief from VAT under group 14 of the Zero Rated Schedule to the Value Added Tax Act 1983.

Signed \_\_\_\_\_

Date \_\_\_\_\_

Insert

B



**Brighton & Hove  
City Council**