



Please contact: Sefton Careline
209 Linacre Lane
Bootle
L20 6AD

Contact Number: 0151 934 3785

E-mail: lifeline.service@sefton.gov.uk

Dear Sir or Madam,

Thank you for your recent enquiry regarding the Careline Services. Please find enclosed details of products and services including prices that we currently offer.

To proceed, you will need to complete the attached **Confidential Information Form**, including the signed **VAT exemption form**. Once completed, you need to return them to Sefton Arc, Careline team, 209 Linacre Lane, Bootle, L20 6AD. Once we receive this information, you will be contacted by our team to arrange a date for delivery/installation.

If you have any questions, please do not hesitate to get in contact. You can call us on 01519285908 or alternatively, you can email us at lifeline.service@sefton.gov.uk we look forward to hearing from you.

Yours sincerely,

Joanne Alty
ARC Manager



Installation of Police Approved Key Safes

The C500 Key Safe provides convenient, managed access to stored keys. It can be used to allow quick and easy access to homes in the event of an emergency.

The security of the C500 is the highest level ever awarded to a key safe in the UK; achieving LPS1175 level 1 accreditation, which is equivalent to the rating of the locks on your front door. As a result of this security rating, the product has achieved Police approval through the Secured by Design initiative.

The C500 Key Safe stores a multitude of keys and is supplied with a black neoprene cover to protect it from the elements and hide it away from view.

BENEFITS:

- Easy to install
- Manual operation
- No maintenance
- No power source required
- Most secure product available on the Market

The cost of a Key Safe supplied and fitted by Sefton Careline is **£70.00 (+ VAT)**. This gives peace of mind knowing that in the event of an emergency the code will be given to the Emergency Services to gain access into a property.

To arrange installation please contact us on Tel: **0151 928 5908**

When we come to your property to install the key safe we can advise you of the safest place to site the key safe and inform you of any factors that may impede its successful use such as the use of internal door chains.

Please note the key safe code will be classed as confidential information and will only be passed on to relevant emergency services.





Lifeline with standard pendant £21.70	Lifeline with fall detector pendant £22.90	GPS Tracker/falls pendant, £22.90 <i>Subject to availability</i>
Additional Assistive Technology is available i.e., Smoke detectors, CO detectors, Heat sensors, Bed sensors & Property exits etc. Please call a member of the Careline team for more Information		

PERSONAL DETAILS

	SERVICE USER 1	SERVICE USER 2
Title		
Last Name		
First Name		
Middle Name		
Date of Birth		
Ethnicity		

ADDRESS

House number	
Address	
Town	Post Code:
Telephone No:	Alt Tel No/Mobile:

Do you have a key safe OR Digital lock fitted?	If yes, what is the number/code.	Location of key safe or any other access details?
Would you like a key safe to be fitted at a one-off cost of £70?	Yes <input type="checkbox"/> No <input type="checkbox"/>	

DETAILS OF YOUR HOME *Tick as appropriate*

Type of Property

☐ House
 ☐ Bungalow
 ☐ Static Home
 ☐ Flat (low-rise)
 ☐ Flat (hi-rise)
 ☐ Sheltered

Who owns the Property

☐ You
 ☐ Family
 ☐ Private Landlord
 ☐ Other

Does anyone else live in the property with you, who does **not** need the support from Careline?

☐ Daughter / son
 ☐ Parent
 ☐ Brother/sister
 ☐ Partner
 ☐ Friend
 ☐ Other

Do you have any Pets – **Yes or No**

If Yes - please provide more details _____

On this page we ask you to describe your health by ticking boxes about any conditions that apply to you. Please add any other important information that will help Careline arrange the appropriate response in an emergency.

		Service user 1		Service user 2	
DNAR/DNACPR	Location -				
Anticoagulants	e.g., Clopidogrel, Warfarin, aspirin, etc				
Cardiac – Vascular	Heart Condition; more details				
	Angina				
	Circulation Problems				
	High/Low Blood Pressure (specify)				
Falls	Please provide more details below:				
Respiratory	Asthma				
	Bronchitis				
	COPD / Emphysema, Oxygen Cylinder?				
Sensory	Blind				
	Partial sight				
	Profoundly Deaf				
	Partial Hearing				
	Speech difficulties				
	Unable to speak				
Mobility	Very poor				
	Aided, stairlift, walking frame				
Other	Poor concentration				
	Memory Loss				
	Anxiety/depression				
Medical	Dementia / Alzheimer's				
	Cancer				
	Blood Disorder				
	Diabetes				
	Epilepsy				
	Osteoporosis				
	Arthritis – mild or severe				
	Parkinson's Disease				
	Stroke				
	Multiple Sclerosis				
Learning Difficulty	Please provide details:				
Allergies	i.e., allergic to penicillin etc				
Other	Please give more details below if you feel it appropriate for us to hold this information				
Client 1					
Client 2					

Do you have?	Who should we contact if you have a problem with it?	Telephone Number
Stairlift		
Oxygen Cylinder		
Other?		

OTHER USEFUL CONTACTS

Contact	Service user 1	Service user 2
Name of Doctor's Practice		
Address		
Tel No		
Home Care Provider		
Tel No		
Day Care Provider		
Tel No		
District Nurse		
Tel No		
Telephony Supplier		
Tel No		

Additional Services (Please tick the box if required)

Lifeline with standard or falls pendant:

Would you like us to provide an extra pendant at a one-off cost? *Prices may vary depending on supplier.*

Additional Falls pendant £78.00 (inc. VAT £93.60) ☐

Additional Standard pendant £38.97 (inc. VAT £46.76) ☐

Arranging Installation and paying for your Lifeline:

If you want us to contact a family member or friend to arrange an install/delivery, please put their name and contact details below.

Name	Address	Telephone number

Please be advised, you are responsible for telling Careline of any changes in the information contained on this form. The information supplied could be shared with other relevant agencies to provide you with services that enable you to live an independent lifestyle. Any information provided is subject to the Data Protection Act 2018 (General Data Protection Regulation – UK GDPR)

Thank you.

Signed _____ **Date** _____

If you have any queries/alterations, please telephone: 0151 934 3785 between 8am and 5pm Monday to Thursday, 8am to 4pm Friday and or **0151 928 5908** outside office hours.

Or e-mail lifeline.service@sefton.gov.uk

Send completed form to
Sefton Careline
209 Linacre Lane
Bootle
L20 6AD

VAT Exemption Form

IMPORTANT: This Section must be fully completed to receive VAT relief otherwise the lifeline with pendant cost will increase from £21.70 to £26.04, £22.90 to £27.48 per month

Vat Exemption: The cost of the Lifeline Alarm unit which you will receive and the monitoring service charge for that unit will be subject to *Value Added Tax*, unless you make a declaration that you are chronically sick or disabled.

I declare that I am an eligible person under Paragraph 1 of *Value Added Tax* leaflet 701/7/86 for the following:

Medical condition

Also, that I am receiving from **SEFTON ARC, ALARM RECEIVING CENTRE** a personal alarm call system and monitoring service, and I claim that the supply of these goods and services is eligible for relief from *Value Added Tax* under Schedule 8, Group 12, Item 19, of the Zero-Rated Schedule to the *Value Added Tax Act 1994*.

Signed: _____

Date: _____

Please return your completed form to:

**Sefton Careline
209 Linacre Lane
Bootle
L20 6AD**

Sefton Careline service Agreement *(Please sign and return with your information sheet)*

Responsibilities of Sefton Council

- Sefton Council will loan, set up and maintain a Personal Safety Device and provide and operate an Alarm Receiving Centre to answer emergency calls 24 hours per day, 365 days annually Monday to Sunday at 209 Linacre Lane, Bootle L20 6AD. In accordance with TSA and NSI standards.
- In the event of a device being activated, emergency service will be contacted for assistance, or those people who are identified as emergency contacts; whichever may be deemed necessary/appropriate. The operator on duty shall at his/her discretion consider appropriate action to take. No liability whatsoever will attach to either Sefton Arc or the operator on duty regarding the exercise of this discretion.
- Pay for all repairs and maintenance to all devices/equipment. However, the cost of repairs which, is deemed by Sefton Careline to be attributable not to fair wear and tear, or the loss of equipment will be paid for by the client.

Responsibilities of those using the service

- To provide names, addresses and telephone numbers of people who have agreed they can be contacted in an emergency, also next of kin details, doctors etc; this information is provided in confidence including any information concerning him /herself including medical details that would be beneficial to use should an emergency arise
- To use the device as agreed by Sefton Arc in accordance with instructions provided and in a responsible and proper manner. Regular testing is to be carried out at least once every 12 weeks, however it is recommended to test on a monthly basis.
- Gives consent to all calls made to and from Sefton Arc and Sefton Careline being voice recorded
- Allow access to your property for routine visits. Failure to gain access will result in a follow up call within 24 hours. If there is no response, we will phone your emergency contacts. Exhausting this, police welfare checks will be required.
- To ensure that you update and supply information to Sefton Careline as and when details of contacts. Key holders, access details and rights etc alter in anyway. Failure to gain access to your property in the event of an emergency either through access details not being supplied or accurate or not being able to make contact with the client or their nominated keyholders may lead to forced entry being made by the police. The decision to make a forced entry is made by the police not Sefton Careline the client would remain responsible for any damages or costs incurred.
- Agrees to permit Sefton Arc and its authorised representatives at all reasonable times access to the premises for the purposes of inspecting the equipment and to carry out any necessary repairs or maintenance.
- To inform Sefton Arc as soon as possible of any loss, damage, or faults of malfunction of any device.
- Use the Careline appropriately in recognition of the fact that the service is for use in the event of an emergency. All Sefton Careline staff have boundaries in the actions they will undertake for you, such as calling emergency contacts, emergency services and repairing all equipment/devices. In non-emergency cases, such as shopping, making appointments or organising transport etc remains the responsibility of the client
- To pay Sefton Careline the current rate for the service/s they have chosen. Any additional equipment required or chosen by the client will result in additional charges being applied on top of the agreed fixed monthly sum.

- Be responsible for the safekeeping of the equipment and not to knowingly misuse or damage the equipment in any way. To keep the equipment, clean and to return all equipment supplied by Sefton Careline in good working order at the termination of the agreement.

Service Availability

- Sefton Careline shall have no liability for any errors attributable to operator error, the provision of incorrect information by the client, power failures, malicious interference and downtime or if using a mobile device; lack of coverage via the mobile telecommunications network used for the purpose of providing services.
If using standard Lifeline, the client shall provide a modern plug in a primary telephone socket and a 13amp electric socket. Connection to a secondary telephone socket could lead to a malfunction of the equipment.

Fair usage Policy

If there are significant call volumes or callouts requested from a single user over any given period, the usage will be reviewed with a view to reassessing the support that may be required by the user. This may lead to the conclusion that the Careline equipment/devices is not suitable on an ongoing basis

Right to withdraw the service

- This agreement commences on its signing and will remain in force until either party terminates it.
- The client has a 14-day cooling off period from the date of install/delivery if they decide they do not want the service.

Equity Statement

- The information supplied could be shared with other relevant agencies so as to provide you with the services that enable you to live an independent lifestyle.

I have read and understand the contents of this Service Agreement.

Please tick:

☐

Signed:

Name (Please print):

Date:

Reference:

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- To ensure that you update and supply information to Sefton Careline as and when details of contacts, Key holders, access details and rights etc alter in any way. Failure to gain access to your property in the event of an emergency either through access details not being supplied or accurate or not being able to make contact with the client or their nominated keyholders may lead to forced entry being made by the police. The decision to make a forced entry is made by the police not Sefton Careline. The client would remain responsible for any damages or costs incurred.
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Right to withdraw the service

- Please contact the Careline on 0151 934 3785 if you wish to cancel your service
- The client has a 14-day cooling off period from the date of install/delivery if they decide they do not want the service.

Equity Statement

- The information supplied could be shared with other relevant agencies so as to provide you with the services that enable you to live an independent lifestyle.



Sefton Safeguarding Adults Board

Sefton's Safeguarding Adults Board (SSAB) is a partnership that works to protect adults at risk of harm.

The Board membership is made up of representatives from;

- Aintree University Hospital
- Clinical Commissioning Safeguarding Service provided by Halton CCG
- Cabinet Member
- Kennet Prison
- Liverpool Community Health NHS Trust
- Mersey Care NHS Trust
- Merseyside Fire and Rescue Service
- Merseyside Police
- Merseyside Community Rehabilitation Company
- National Probation Service
- NHS England (Merseyside)
- Nursing, Residential and Domiciliary Provider Representatives (currently HC One and Community Integrated Care)
- Sefton Carers Centre
- Sefton Council for Voluntary Services
- Sefton Council Representatives
- Social Housing Representative (currently One Vision Housing)
- Southport and Ormskirk Hospital Trust
- South Sefton and Southport & Formby Clinical Commissioning Groups

Further information

If you would like this information in large print, Braille, on CD or in another language please contact us on:

Tel: 0845 140 0845

Sefton
**Safeguarding
Adults Board**
Sefton Council 



Helping to keep you safe at home and in the community

If you suspect a person is at risk of
harm you have a duty to report it

Everyone has a right to live free from harm.

This means feeling safe at home and when out and about in the local community.

What is harm?

Being harmed is anything that hurts or injures you or another person or when something is done to you that you neither want or agree to.

Harm can be in the form of discrimination against a person, financial exploitation, physical, emotional, sexual or verbal harm, it can also be in the form of domestic abuse or neglect.

Within Sefton we aim to protect people who are most at risk of harm.

Who is an adult at risk of harm?

An adult at risk is:

- aged 18 or over
- someone who is unable to protect themselves against harm or exploitation because they are vulnerable
- someone who may be at risk due to a physical disability, mental ill health, learning disability, age or frailty

What to do if you think you or someone you know is being harmed

If you think someone is being harmed:

- do not assume that someone else is doing something about it
- take action if you suspect a person is being harmed
- try to make sure that the victim is safe from immediate harm
- give the person your full attention
- call a doctor or ambulance if anyone is injured
- in an emergency dial 999

What to look out for

If you think you, or someone you know, is at risk of harm some of the things to look out for include:

- unexplained injury
- signs of fear or distress
- withdrawal
- neglect
- theft, fraud or financial exploitation



What can be done to help?

Professionals that provide services have a duty of care to safeguard people from harm and report any concerns promptly.

Adult Social Care within Sefton Council deal with all adult enquiries relating to harm, abuse or mistreatment.

Anyone can make a referral to Sefton Council by

Telephone: **0151 934 3737**

An operator will take some brief details so that you can receive a call back from adult social care.

In an emergency you can call 999 at anytime.

If you prefer you can speak to a health professional, district nurse or solicitor etc., who will make the referral on your behalf.

For further information contact

Adults Safeguarding

8th Floor, Merton House, Stanley Road,
Bootle, Merseyside. L20 3UU

Tel: 0151 934 3748

or visit Sefton Council Website:

www.sefton.gov.uk/safeguardingadults



Sefton Careline Privacy Notice (How we use your information)

The categories of information that we collect, process, hold and share include:

In the course of approving and managing Careline clients we collect the following personal information from you:

- personal information (such as name, address, contact details, date of birth, gender, language)
- special category characteristics (such as ethnicity, disability, religion and medical information)
- family network and relationship information
- financial information
- information relating to assessments and approvals for suitability to Technology Enabled Care Solutions (TECS)

How we use your personal information

We use your personal information to:

- process applications for TECS
- assess suitability for TECS
- monitor the progress and stability of TECS, to safeguard and support you to live independently
- provide on-going support and advice
- assess and evaluate our services
- inform future service planning and the commissioning of services

We may also obtain personal information from the following other sources:

- The local authority in whose area you live or have lived
- Other Sefton council departments
- Voluntary sector organisations

The lawful bases on which we use this information

The Council relies on Article 6(1)(b) of the UK General Data Protection Regulation (GDPR) to process your personal data, as the processing is necessary for the Council to deliver its contractual service to you.

Some of the personal data the Council must collect is referred to as 'special category' data under data protection legislation. As this data is more sensitive it requires more protection. The Council must therefore also identify a separate condition when processing this type of personal data.

We rely on Article 9(2)(h) of the UK General Data Protection Regulation (GDPR) in order to process your special category data as the processing is necessary for the purposes of preventive or occupational medicine, for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services on the basis of domestic law or pursuant to contract with a health professional.

The associated condition is Health or Social Care purposes found at Schedule 1, Part 1, paragraph 2(2)(f) of the Data Protection Act 2018: the management of health care systems or services or social care systems or services.

Other pieces of legislation to which the Council must adhere in the course of providing a Careline Service includes but is not limited to:

The Care Act 2014

The Mental Health Acts 1983 & 2007

The Mental Capacity Act 2005

Storing this information

We will retain your personal data for only as long as is necessary, in accordance with statutory retention periods and in line with Sefton's record retention schedule.

Data will be securely stored on the Piper Network Control (PNC) system.

Who we share this information with

Employees within Sefton Council who have responsibility for the management, recruitment, administration of payment and contractual benefits, and carrying out performance related procedures will have access to your data where it is necessary to their role.

We may also need to share information with other partners where necessary, such as the Emergency Services.

We will not disclose your personal information to third parties unless there is a legal basis for us to do so.

Requesting access to your personal data

Under data protection legislation, you have the right to request access to the personal data we hold about you. To make a request for your personal information contact the Careline Service on 0151 934 5908 or e-mail: lifeline.service@sefton.gov.uk

You also have the right to:

- prevent processing for the purpose of direct marketing
- in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed and
- right to data portability in certain circumstances
- The right to lodge a complaint with the supervisory authority (the Information Commissioner's Office)

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with us in the first instance. Alternatively, you can contact the Information Commissioner's Office at:

<https://ico.org.uk/concerns/>

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with the Careline Service in the first instance. You may also contact Sefton Council's Data Protection Officer at:

E-mail: info.information@sefton.gov.uk

Telephone: 0345 140 0845

Further information

If you would like to discuss anything in this privacy notice, please contact the Careline Service on 0151 934 3785.

