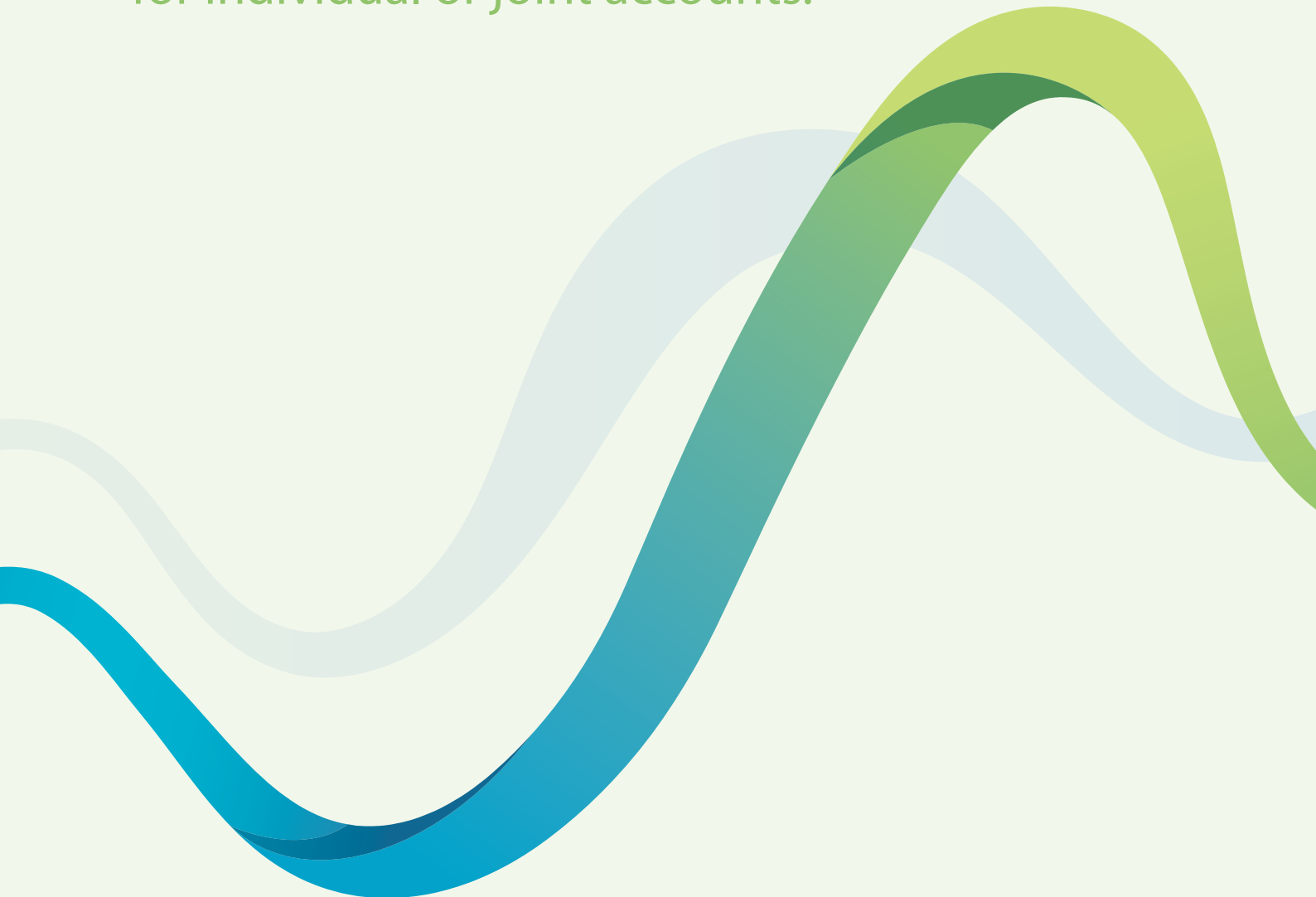
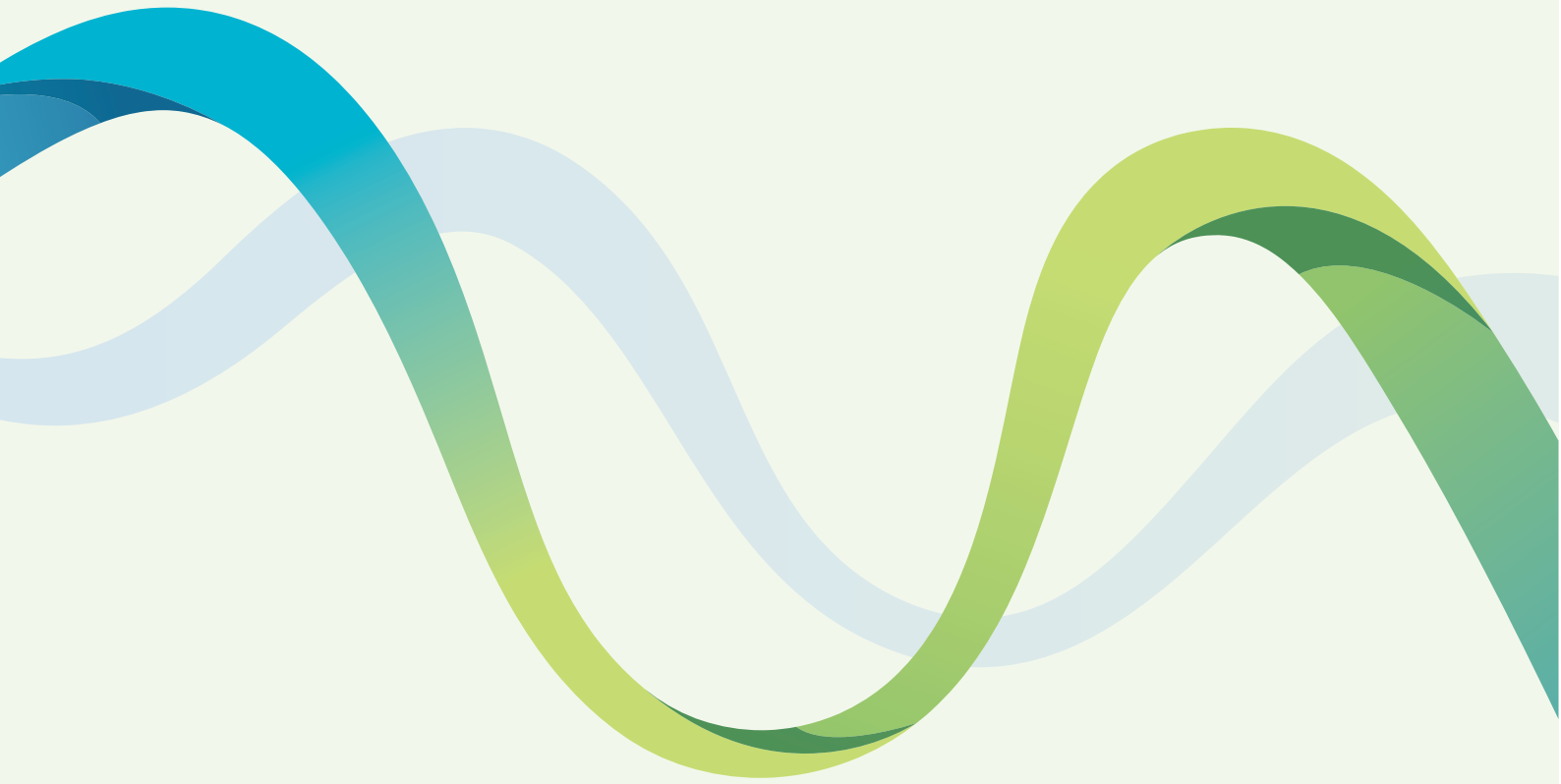




Application form

for individual or joint accounts.





Assisted living for independence is brought to you by

Cornwall Council

www.cornwall.gov.uk/lifeline

About Alfi

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

To apply for Alfi we do need to ask you a number of questions. Your answers will help us put together exactly the right package for you.

Please fill in as much of this form as you can. If you get stuck, don't worry - **you can call us on 01872 224 521 for help.**

When complete, please send it to us in the pre-paid envelope and we will contact you with the next steps.

There is nothing to pay now and all costs will be clearly explained and agreed by you before we install Alfi.

If you are filling out the form on behalf of someone else, we will ask you for your details at the end of the form.

Can we fit Alfi in your home?

For the Alfi alarm to work, it needs electricity and a phone line. Ideally this would be a fixed telephone landline, however we can supply a SIM card based system if necessary.

If there is a suitable standard 13 amp plug socket and a BT telephone socket or strong enough mobile phone signal, we should be able to fit an Alfi alarm.



Please indicate your preference: Landline SIM based

Things that may cause us a problem are:


- Trailing electrical wires across doorways or walkways
- Plug sockets that are not standard
- No landline and no mobile phone signal at your home


i If you are happy we can install Alfi, please continue with your application.


i If you are still unsure about whether we can install Alfi in your home, then please call us on **01872 224 521**.


About the first person using Alfi

Personal details

 Surname:

 First name(s):

 Title (Mr / Mrs / Miss etc):

 What do you prefer to be called?


 Date of birth:


 Gender:


 Your preferred language:


 Address:
.....
.....
.....
..... Postcode:

Contact details

 Home phone number:

 Home phone service provider e.g. BT, Sky etc. (if you know it):

 Mobile phone number (optional):

 Email address (optional):

Medical details

GP or care manager's details:



GP name:



GP phone number:



GP surgery:

Please describe anything that you think is important for us to know.

For example:


- Recent illness
- Specific disability or difficulty getting around
- Memory loss or confusion
- Ongoing medication you are taking



A large text input area with a blue border and horizontal dashed lines for writing.

Does a paid carer visit this person?

 No - Please skip to the following question

 Yes - please let us know more below

 Carer's name or company:

 Phone number:


 How often do they visit?

Next of Kin / Advocate / Power of Attorney details

We might need to contact this person in an event where we have to seek guidance and the Alfi customer is unavailable.

 Name:

 Relationship to you:


 Address:

 Postcode:

 Phone number:

About the second person using Alfi

Will another person be using Alfi at this address?

 **No** - please go to page 9

 **Yes** - please tell us their details

 Surname:

 First name(s):

 Title (Mr / Mrs / Miss etc):


 What do you prefer to be called?

 Date of birth:

 Gender:

 Your preferred language:

Contact details (optional):

 Mobile phone number:

 Email address:

Medical details

GP or care manager's details:



GP name:



GP phone number:



GP surgery:

Please describe anything that you think is important for us to know.

For example:


- Recent illness
- Specific disability or difficulty getting around
- Memory loss or confusion
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Does a paid carer visit this person?

 No - Please skip to the following question

 Yes - please let us know more below

 Carer's name or company:

 Phone number:


 How often do they visit?

Next of Kin / Advocate / Power of Attorney details

We might need to contact this person in an event where we have to seek guidance and the Alfi customer is unavailable.

 Name:

 Relationship to you:

 Address:

 Postcode:

 Phone number:

About the people who live with you

Does anyone live in your home who won't be using Alfi?

 No - Please go to the next page

 Yes - please provide us with their details


It is helpful for us to know who else is living with you should we need to speak to them.


















Who should we contact in an emergency?

It may be that you don't need the emergency services when you activate your alarm, but just need a little help to get you comfortable at home again.

Please give us details of at least one person who will be able to assist you in the event that you contact us using Alfi. It is your choice, but we recommend you supply more than one emergency contact to help us provide you with the best service we can. Ideally their travel time to reach you should be no more than 40 minutes.

The people you choose need to know that:

- they may be called any time, day or night;
- they need to have a key, or be able to access a key to your home;
- if they are unavailable due to holiday or illness, they need to let us know; and
- our calls to them are always recorded for peace of mind.


i Please contact each person to make them aware about being nominated and to make sure they understand how your Alfi alarm works.

Your emergency contacts

Contact 1 (required)


 Full name:

 Relationship to you:

 Address:

 Postcode:

 Contact phone number 1 (required):

 Contact phone number 2 (optional):

 Contact phone number 3 (optional):

 Email address (optional):

 Do they have a key to your home?

 **This person is:** (please tick)


Next of Kin Power of Attorney Advocate Friend

Neighbour Other Please explain:

Contact 2 (optional)

 Full name:

 Relationship to you:

 Address:
.....
.....
.....
..... Postcode:

 Contact phone number 1 (required):

 Contact phone number 2 (optional):

 Contact phone number 3 (optional):

 Email address (optional):

 Do they have a key to your home?

 **This person is:** (please tick)


Next of Kin Power of Attorney Advocate Friend

Neighbour Other

Contact 3 (optional)

 Full name:

 Relationship to you:

 Address:


 Postcode:

 Contact phone number 1 (required):

 Contact phone number 2 (optional):

 Contact phone number 3 (optional):

 Email address (optional):

 Do they have a key to your home?

 **This person is:** (please tick)


Next of Kin Power of Attorney Advocate Friend

Neighbour Other

Contact 4 (optional)

 Full name:

 Relationship to you:


 Address:
.....
.....
.....
..... Postcode:

 Contact phone number 1 (required):

 Contact phone number 2 (optional):

 Contact phone number 3 (optional):

 Email address (optional):

 Do they have a key to your home?

 **This person is:** (please tick)

Next of Kin Power of Attorney Advocate Friend

Neighbour Other

Do you have a key safe?

Yes - please provide us with the details



We will hold your key safe details securely and only share them with your emergency contacts or the emergency services should we need to.

No - find out more below


A key safe is a secure box outside your home that is accessed by a code. You can store a spare key inside it and only those that know the code can retrieve it.

Without a key safe the emergency services may have to force entry to your home. This can cause damage and may be costly for you to repair.


- No more worrying about 'who has a key'
- Easy access to your home for those with the code
- Quick access for the emergency services should they need it

We do recommend the use of a key safe and we are able to fit a police approved key safe at the same time as we install Alfi.

There is a charge to install one of our police approved key safes - please see the 'How much does Alfi cost?' leaflet or call us for more information on 01872 224 521.

 **Yes, I am interested in having a police approved key safe installed.**

 **No, I am happy with my current arrangements.**

 **If you have a key safe fitted by someone else, please do let us know the location and access code as soon as possible.**

Call Connectors

What are they and do you need them?

For Alfi to provide emergency support, it must be able to make a call using the phone line.

Call Connectors are small boxes that plug into your telephone extension points. When you raise an alarm call using Alfi, the connector will 'seize' the phone line - even if the phone has been left off the hook or is in use elsewhere - allowing your call to get through to an Alfi Telecare Operator.

A connector will need to be installed at every telephone extension point in your home to work correctly. If you only have one telephone and no extensions, you may not need Call Connectors.

There is a charge to install Call Connectors.

If you would like more information about Call Connectors:



Phone on **01872 224 521**

Additional Alfi equipment

Additional Alfi equipment is available to upgrade your Alfi service or provide for circumstances that require specific support to help someone feel more confident in their home and live with greater independence.

At your request, we can carry out a home assessment to recommend the ideal equipment for your needs. The final decision about what equipment is to be installed will be yours.

We can also advise on a wide range of small aids / equipment that complements the service which will provide alerts and prompts to individuals or their carers before an alert to the Alfi Telecare Response Centre is required.

Would you like us to contact you with further information about our additional equipment?

 Yes please

 No thank you

Application checklist

If you have not been able to complete all parts of your application that is OK, so long as we can contact you.
Please make sure to sign on page 21 before posting.

- I have an electrical socket suitable to fit Alfi.
- I have completed my personal and medical details and/or I have completed the personal and medical details of someone else.
- I have provided at least one emergency contact.
- I have permission from my emergency contacts to provide their details.
- I have read the information about a key safe.
- I have indicated my preference about Call Connectors.
- I understand that Alfi will store and use the personal data I have given for the provision of the service.
- I am aware that calls made via the Alfi alarm are recorded.

Signatures

Customer copy

Customer ID _____

Please leave this blank for us to complete later.

You do not need to sign all parts of this page,
please read the options below carefully.



The person using Alfi needs to sign here:



Print name:

Date:



If a second person is using Alfi, they need to sign here:



Print name:

Date:



If you completed this form on behalf of someone, please sign here:



Print name:

Date:



Relationship to applicant(s):



Address:

Postcode: _____



Phone number:



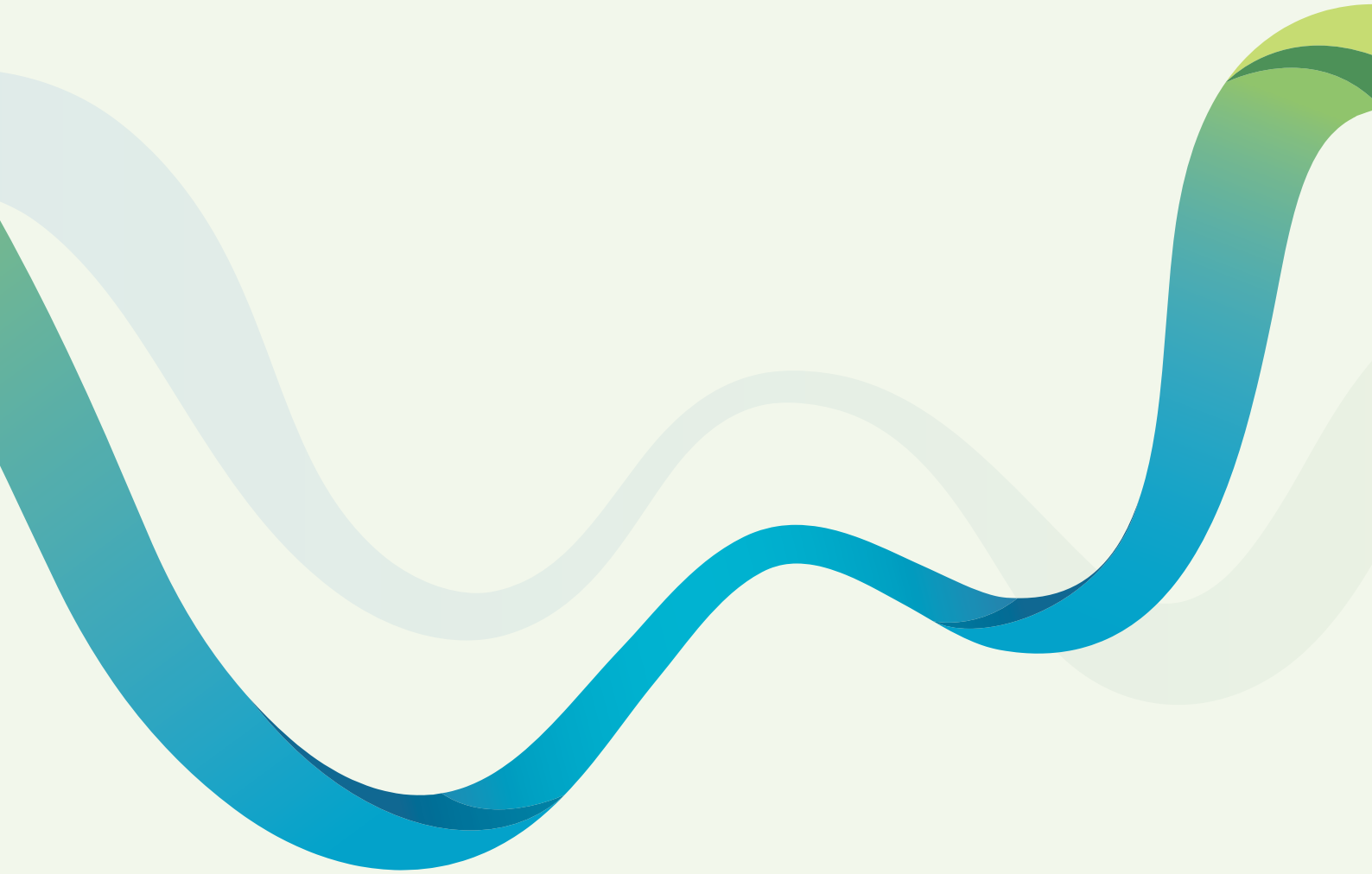
Email address:

What happens next?

- Please sign on the opposite page and then send us the entire form using the pre-paid envelope we have supplied.
- We will review your details and if we need more information from you we will contact you.
- If you have requested it, we will contact you about our full range of Alfi equipment.
- We will arrange for an Alfi Installer to come to your home at a convenient time and fit your equipment. We aim to complete urgent installations within 2 days. Non-urgent installations are completed within 15 days.
- If you have any questions about Alfi in the meantime, please do email us on alfiadmin@bt.com or write to us at **Alfi, BT New Tec Building, Threemilestone Ind. Estate, Truro, TR4 9LD**

DATA PROTECTION ACT 1998

The information which you give will be used for the following purposes: to enable Alfi to create an electronic and paper record of your application; to enable the application to be processed. Your information will be kept securely, and will be kept no longer than necessary. The information may be disclosed to government and healthcare organisations and other relevant organisations where necessary for the fulfilment of obligations.



How to contact us:

Please contact us on our office number: **01872 224 521**

For payment enquiries, please contact us Monday to Thursday, 9am - 5pm and on Friday, 9am to 4:30pm on **01872 326 595**

Please note: All calls to Alfi including alarm activations may be recorded for training and security purposes.

Or email us at **alfiadmin@bt.com**

Visit us online at **www.cornwall.gov.uk/lifeline**

Or write to us at **Alfi, BT New Tec Building,
Threemilestone Ind. Estate, Truro, TR4 9LD**

If you would like to receive this information in another format or language please contact us.