

Cornwall Lifeline application form

Office Use Only: ID:

Equip type:

Class:

Ability to communicate effectively in chosen language Yes: No:

Complete this application form. Please **do not** remove any pages. Return the **whole** of the application to us. When an installer visits they will have this form with them and leave with you the relevant sections you require.

Your details

Surname:

Title: Mr: Mrs: Ms: Miss:

Forename(s):

Date of birth:

Gender:

Preferred language:

Where you live

Address:

Postcode:

Telephone number:

Mobile:

Email:

Telephone service provider:

Keysafe No:

Keysafe location:

Directions to property (if not obvious):

Medical details

Physical:

Sensory:

Mental / Cognitive:

GP Name:

GP telephone number:

Surgery:

Is another person living with you?

Yes: No: If yes: Title: Mr: Mrs: Ms: Miss:

Forename(s):

Surname:

Relationship: Husband: Wife: Partner: Son: Daughter:

Other (please state):

Emergency contacts (a minimum of 2 required)

Contact 1

Name: _____

Address: _____

_____ Postcode: _____

Relationship: _____

Telephone numbers

Home: _____

Work: _____

Mobile: _____

Key holder

Yes: No:

Next of kin

Yes: No:

Contact 2

Name: _____

Address: _____

_____ Postcode: _____

Relationship: _____

Telephone numbers

Home: _____

Work: _____

Mobile: _____

Key holder

Yes: No:

Next of kin

Yes: No:

Contact 3

Name: _____

Address: _____

_____ Postcode: _____

Relationship: _____

Telephone numbers

Home: _____

Work: _____

Mobile: _____

Key holder

Yes: No:

Next of kin

Yes: No:

Contact 4

Name: _____

Address: _____

_____ Postcode: _____

Relationship: _____

Telephone numbers

Home: _____

Work: _____

Mobile: _____

Key holder

Yes: No:

Next of kin

Yes: No:

Next of Kin/Advocate/Power of Attorney

Name: _____

Address: _____

_____ Postcode: _____

Relationship: _____

Telephone numbers

Home: _____

Work: _____

Mobile: _____

Key holder

Yes: No:

Next of kin

Yes: No:

I (print your name): _____

confirm I have permission of the persons supplied as Emergency Contacts and they are aware they may be called upon anytime night or day and their calls to Lifeline will be recorded (See page 5 of booklet).

Signed: _____

Date: _____

Carers

Name: _____

Telephone number: _____

Frequency of visits: _____

Telephone and electrical socket requirements

Please note: without **both** of the following, the installation **cannot** take place.

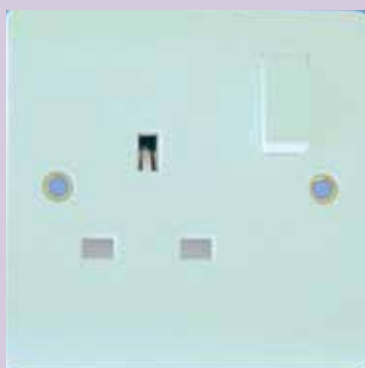
Please check the information below and place a tick in the box next to each item **confirming** that you have them.

1. A square plug-in telephone BT socket as shown below



Yes, I have this item

2. A 13 amp electric power point within nine (9) feet of the telephone socket, to which the emergency alarm equipment **must** be connected at **all** times.



Yes, I have this item

I (print your name):

confirm that I have **both** of the above items.

Please ensure:

- There will be no trailing wires across doorways
- The plug sockets are the correct type otherwise the installation cannot be made
- You will be able to look after your Lifeline equipment
- You will always be able to maintain the telephone and electrical connections
- There will be access for engineers in case of maintenance requirements by Cornwall Lifeline or their agents.

You may be entitled to help paying for your Lifeline

Do you own your own home? Yes: No:

Do you have less than £23,250 savings? Yes: No:

If you have answered **Yes** to both these questions you may be entitled to help paying for your Lifeline.

Please enter your National Insurance Number:

Or

Are you in rented accommodation? Yes: No:

Please tick the appropriate box:

- Private rented Penwith Housing Association Ocean Housing
 Devon and Cornwall Housing Coastline Housing Anchor Housing
 Habinteg Housing Carrick Housing
 Other

Do you receive Housing Benefit? Yes: No:

Do you have less than £23,250 savings? Yes: No:

If you have answered **Yes** to both these questions you may be entitled to help paying for your Lifeline.

Please enter your Housing Benefit Number:

It is important to note that eligibility for and availability of funding support is not determined or controlled by Cornwall Lifeline. The financial information you have provided is in accordance with the current eligibility criteria to enable you to be assessed by Supporting People who are responsible for all determinations.

Unfortunately the funds are finite in nature and on the occasions that they have been exhausted your information will be held awaiting assessment and will only be progressed as and when funding becomes available.

Any changes in your personal circumstances or the funding criteria may affect eligibility.

Until you receive written confirmation of success in your application from the awarding body you will remain responsible for all Cornwall Lifeline charges in relation to services that you have requested us to provide. Should any funding be removed you will be responsible for reimbursing Cornwall Lifeline for any services provided there after.

Signed:

Date:

Cornwall Council relief from VAT form

I (Full Name) _____

Of (Address) _____

_____ Postcode: _____

declare that I am an eligible person under **Paragraph 1 of V.A.T. leaflet 701/7/86**, that I am suffering from:-

Description of illness: _____

and that I am receiving from Cornwall Lifeline a personal alarm call system and the services of monitoring a personal alarm call system and I claim that the supply of these goods are services are eligible for relief from Value Added Tax under Group 14 of the Zero Rate Schedule to the Value Added Tax Act 1988.

Signature: _____

Date: _____

Extracts from **Paragraph 1 of VAT Leaflet 701/7/86** reads as follows:-

This relief applies only to supplies made to a handicapped person.

This is defined in law to mean chronically sick or disabled. It covers anyone who is:

Blind, deaf or dumb - and covered by the definition included in the Chronically Sick and Disabled Persons Act 1970:- 'Substantially and permanently handicapped by illness, injury or congenital deformity'

**Cornwall Lifeline Centre
Cornwall Council
Cornwall House
Pydar Street
Truro
TR1 1EB**

Special instructions and alternative correspondence address

Customer agreement - I.D.

System to be supplied:- An emergency alarm monitoring and call response system.

Number of Pendants to be supplied:-
(write in number required, i.e. 1, 2, 3)

Fees – Office use only – do not complete this section

There are two (2) periods of payment, monthly (preferred) and 6 monthly.

Monthly is by direct debit and you will receive a letter informing you of when payments are due and the amounts.

6 monthly method of payment is by - i.e. direct debit, cheque, card etc.

Whichever method of payment you choose the first invoice will include set up installation fee plus the balance for the period chosen. The 6 monthly periods are from April to September and October to March

Payment is requested within 28 days of date of the invoice.

The monthly client charges for the services requested are currently:-

The monitoring service and all Telecare equipment is exempt from VAT for those people who have long term medical conditions (the enclosed VAT exemption form needs to be completed for the exemption to be actioned) Any other equipment which is supplied to the client will be subject to VAT at the current rate.

Solo Lifeline: £ (+vat)

Extra pendants: £ (+vat)

Other alarms: £ (+vat)

Total: £ (+vat)

Installation fee: £ (+vat)

(Keysafe, Surge extension lead, Safe Sockets) one off fees: £ (+vat)

Customer sign below:

I request that Cornwall Lifeline provides me the services subject to the attached terms.

I hereby consent to the Cornwall Lifeline using my Personal Data I have provided for the provision of the services.

I am aware that calls made via the Lifeline Alarm may be recorded for training and quality control purposes.

Signature:

Print name:

Date:

Cornwall Lifeline sign below:

Cornwall Lifeline agrees to provide the services subject to the attached terms.

Signature:

Print name:

Date:

Telephone Safe Socket™ information



For a Cornwall Lifeline Alarm to provide emergency support it must be able to raise an alarm on the telephone line even when another telephone within the property is being used or has accidentally been left off hook.

Until now the only way to achieve this was to rewire all extension phones via the main telephone socket in the home unit to allow the home unit to seize the telephone line. However this can involve a considerable amount of rewiring particularly if the property has more than one telephone device sharing the telephone line. This is becoming an increasingly common occurrence with people using multiple telephones, sky television receivers etc all on one line.

The Safe Socket™ is a new concept to ensure that alarm calls are raised even though the telephone line is in use. It allows the home unit to seize the phone line from other connected devices on the same line (i.e. extension phone, computer, fax machine, satellite receiver etc).

If Safe Sockets are fitted and an extension telephone is in use or off hook, the Lifeline Alarm's first alarm call attempt will detect that the line is unavailable. The Lifeline Alarm will then release the line (drop the call) which signals to the Safe Sockets to disconnect the line that is in use or off-hook telephone. This then releases the telephone line for the Lifeline Alarm's second dial attempt which will go through successfully.

A Safe Socket must be installed at every other telephone extension point in the property to ensure alarm calls will connect with our operators. However, we understand that to install Safe Sockets this will be an additional cost to the consumer and due to this you have the option to decline to have Safe Sockets installed if you are prepared to accept the risk associated with this action.

Please sign if you **do not** wish to have Safe Sockets installed.

I do not require the installation of Safe Sockets and understand that Alarm Calls may not connect to the control room if another telephone or item of equipment is using the telephone line at the time an alarm is raised.

Signature:

Date:

Important: In order to function correctly the Safe Socket™ requires sound wiring between telephone extensions within the property. Cornwall Lifeline cannot accept responsibility for the incorrect operation or failure of the alarm where poor wiring exists.

Cornwall Lifeline terms

These pages together with the answers to our Frequently Asked Questions and your signed application form tells you the terms of use on which we will provide you with an emergency alarm monitoring and call response system including the installation, monitoring and repair of Lifeline equipment ("Services") and together constitute the Contract.

Please contact Customer Services, asking for Cornwall Lifeline on **0300 124 232** if any of these terms are not clear. If you start using our Services, we will assume that you accept these terms and that you agree to follow them.

Cornwall Lifeline Services is operated and provided by Cornwall Lifeline on behalf of Cornwall Council, Carrick House, Pydar Street, Truro, TR1 1EB or its third party suppliers ("Council Lifeline"), (Referred to as "we" and or "us").

Payment

You shall pay for the Services six months in advance or monthly if you choose to pay by Direct Debit in accordance with your Contract. All our Services are subject to Value Added Tax and we will charge you at the appropriate rate. We reserve the right to increase our charges once a year by up to 5%. We will notify you in writing at least one month before we do this. If we do not receive payment when due we may suspend the Services or terminate this agreement.

Information about you when you register for our Services

To enable us to provide the Services to you we need to collect personal information about you, your emergency contacts, next of kin and anyone living with you. We also need to understand your medical history and have your Doctor's contact details. We collect this information when you apply for the Services, when we speak to you on the phone or have other correspondence with you. It is important that you update us should there be any changes to the information you have supplied

We will keep this information secure but we will need to provide your information to third parties such as the Emergency Services in order to ensure that the Services can be provided to you. We always endeavour to comply with the Data Protection Act. Under this act you have the right to make an application to examine the data we hold on you and we must respond to that request within 40 days of receipt. A cost may be charged for this service.

Our Liability to you

We promise to carry out all our Services with reasonable care and skill. All equipment we provide will be of satisfactory quality and fit for purpose. Otherwise, we exclude all conditions, warranties and other terms which might otherwise be implied by statute, common law or the law of equity.

If we do get things wrong we will only be responsible for your direct losses up to the limit of £250 per incident. We shall not be liable for any indirect or consequential losses of any type.

We have to make it clear that we accept full liability for death or personal injury arising from our negligence, for fraudulent misrepresentation or misrepresentation as to a fundamental matter, and any other liability which cannot be excluded or limited by law.

General terms

We shall not be liable to you for any breach of these terms if such breach is due to an act, event, omission or accident beyond our reasonable control, for example, if there is a fault on your telephone line.

We may assign our rights and obligations under this Contract to another party and we may use subcontractors. You are not permitted to assign your rights or give or lend any piece of the equipment we provide you to a third party.

We may terminate this Contract on 1 month's written notice. If you terminate our Contract you will continue to be responsible for payment to us until such time as our equipment is returned to us in a satisfactory condition. Charges will cease at the end of the calendar month when we are in receipt of all of our equipment previously rented to you. For details on how you may terminate, please see question 28.

Our agreement is between you and us and no other person has any rights under it. These terms will be governed by and construed in accordance with the law of England and Wales.

Cornwall Lifeline is part of Cornwall Council and as such all staff are bound by the Employee's Code Of Conduct which covers issues such as corruption, quality, confidentiality, financial dealings, personal relationships, health and safety, conduct and performance, personal interest, hospitality and gifts. A copy of this document is available upon request. The public is entitled to expect the highest standards from all employees who work for the Council.

Cornwall Lifeline Services

Frequently Asked Questions

1. Will I own the equipment provided by Cornwall Lifeline?

No, Cornwall Lifeline rent you the equipment for the term and you must return it to us at the end of such term.

2. How soon will the Lifeline Alarm be installed?

Applications for installations of a Lifeline Alarm will be dealt with as soon as possible but we aim to install 90% of urgent applications within 2 working days and all others within 5 working days. None urgent installations may take a little longer but again we aim to install 90% within 10 working days and the remainder within 20 working days. These targets are often exceeded as we strive to provide the best possible service available.

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

3. Can I rent additional pendants?

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



4. Who should I choose as an Emergency Contact?

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

5. What should I do if my details change?

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

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

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

We have no influence with any of the TSP's. During the change over of your TSP there may be a disruption to your Services. It would be advisable to inform your TSP that you have the Lifeline service and any disruption may result in you not being able to use the Services and request them to take this into consideration. We also recommend that you have call barring and number withheld removed if they are part of your TSP package. [Please read page 8 or 9 of this document]

7. What happens when I press the alarm?

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

8. What if I accidentally press the button and activate my Lifeline alarm?.

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

9. What happens if I press the alarm at night or on a bank holiday?

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

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

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

11. As part of the emergency service how quickly will the phone be answered?

We will endeavour to answer 98.5% of calls within 1 minute and 99% within 3 minutes, however the majority of calls are answered in under 30seconds.

12. What do I need to do to maintain my Lifeline Alarm?

You will not need to do much. However you will need to keep them clean, dry and away from high temperatures. The battery inside the Lifeline alarm unit will automatically charge whilst your unit is plugged in and switched on. If you have any questions or concerns please do not hesitate to contact us. [see Q35 for details.]

13. If the pendant or other equipment provided by Cornwall Lifeline is faulty what should I do?

You should report a fault to us as soon as possible on 01872 224628. We will respond to calls about faulty equipment within 24 hours of your report. We aim to resolve critical faults within 48 hours of your report and will resolve them within 96 hours. We aim to fix non critical faults within 10-15 days. We will determine whether a fault is critical or not.

14. Will I need anything at my home other than the equipment Cornwall Lifeline provides?

Yes, you will need a modern BT telephone socket and a 13 amp square pin electric socket within 9 feet of each other [see page 3 of this document]. Preferably, these should be adjacent to each other. Due to health and safety regulations we will not be able to install the system if the sockets are too far apart or trail across the floor or doorways. We recommend you install a key safe to avoid forced entry, for further explanation please call 0300 1234 131 or see page 5 of our booklet.

15. Will you send me an invoice?

We require payment monthly or 6 monthly in advance and an invoice will be sent out to you at the same time. However if you opt to pay by direct debit you will receive an account statement at the end of every financial year.

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

There are four ways to contact us. By phone on 0300 1234 131; By email at comments@cornwall.gov.uk; By Post to Comments, compliments and complaints, Cornwall Council, County Hall, Treyew Road, Truro, TR1 3AY; or in person at one of the Council Office during our normal working hours.

17. Who pays for the electricity and phone line required by the system?

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

18. Will Cornwall Lifeline increase the charges I have to pay?

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

19. What happens if I move home?

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

20. What happens once this Contract ends?

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

21. Will you inspect the equipment installed at my home?

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

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

Our installer will take a number of actions, he/she will leave a calling card, he/she will make every effort to establish if you are at home but may be in need of assistance, and Lifeline control centre will call your contacts in priority order advising them of the situation.

23. What do I need to do after installation of the equipment?

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

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

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

25. Will the installation of the equipment cause any damage?

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

26. How often should I test the system?

We recommend that you test the equipment by pressing your pendant once a month as set out on page 10 of our essential user information booklet.

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

To minimise the number of false calls being sent through to the Fire Service a Lifeline operator will try to contact you to determine the reason for the alarm activating. If the operator is in any doubt or cannot confirm that it is a false alarm, or cannot get a response within 60 seconds it will be treated as an emergency and the Fire Service will be called.

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

28. How do I cancel this Contract?

You may cancel the Services at anytime by writing to us. We will refund any monies paid if you cancel the Services prior to installation of the equipment within 21 days of the Services commencing or within 21 days of the date of this Contract by providing written notice to us. This is subject to all equipment being returned or collected promptly and in a satisfactory condition.

Outside of this period you will be charged for all Services to the end of the last month until the equipment is returned to us. If you cancel your Contract but fail to return the equipment and stop payments for the Services we retain the right to enter your premises to retrieve our equipment.

Where we have concerns regarding the welfare of a client who expresses a wish to cancel the Services we may notify the next of kin, contact or carer as deemed appropriate prior to termination. Contact our office to enquire how our equipment can be returned or collected upon termination.

29. How should I pay?

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

30. What happens if the doors are locked and emergency services need access?

The emergency service may force entry causing damage to your locks and other property. You will be responsible for any damage caused whilst gaining entry and will pay the costs of any repair work. To minimise any damage and to avoid forced entry we recommend that you install a police approved key safe. We are able to supply and fit this for you please contact us for current charges. Remember to have a spare key to the selected door inside the Keysafe at all times. When locking your selected door, do not leave the key in the lock as anyone attempting to insert a key from the other side may not be able to unlock your selected door and come to your assistance and if security chains/bolts are fitted, remember these should only be used when opening the door to unknown callers. Please check with your household insurance provider that these arrangements are acceptable.

31. Do you record calls I make to you?

Yes, we do record calls made via the Lifeline for quality and training purposes. We store these records securely and confidentiality in accordance with the Data Protection Act. We may record telephone calls made by your personal telephone to our control room.

32. Will you call me via the Lifeline Alarm?

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

33. Do you maintain my stored information?

Your information is stored securely in accordance with the Data Protection Act and we will send a report to you annually for you to inspect and amended any data or information that may have changed during that period.

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

You must be aware that you will be responsible for the maintenance, repairs and upkeep of the equipment outside any warranty period. It must be and remain compatible with our Call operating software, (at time of printing this is Tunstall PNC5 V2.60, this equipment is regularly upgraded /replaced). Cornwall Lifeline accepts no responsibility for the performance or reliability of customers own equipment.

35. How can I obtain further information?

Please refer to the user guide provided by Cornwall Lifeline, or visit our web site:

www.cornwall.gov.uk/Lifeline

or contact our office:

**Cornwall Lifeline
Carrick House
Pydar Street
Truro TR1 1EB**

or email us at **Lifelineadmin@cornwall.gov.uk**

or telephone us on **01872 224521**

