

# Careline

*Reassurance and Help  
~24 hours a day*



# Careline user handbook

Careline organisers  
tel: 0121 303 4205

Careline control room  
tel: 0121 303 3826



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## Welcome to Careline

**'We aim to provide a caring, professional service, offering assistance and reassurance 24 hours every day, enabling clients to maintain independence'**

Thank you for choosing Careline. In this booklet we will explain:

- how your alarm system works
- what will happen if you call Careline for help
- the information we keep about you and how we will use it
- how you should test your equipment
- how you can complain, compliment or comment on the service we provide.



# How to use your alarm



If you need help from Careline you simply have to press the red button on your alarm unit or press the pendant worn around your neck or on your wrist.

Your telephone automatically dials and connects to the Careline control centre. You don't have to be near your telephone to speak to the operator.

The Careline operator will know who you are and where you live as soon as they receive your call. They will be able to see all your personal information while they are speaking to you. They will ask how they can help you and will take action from the information you have provided.

If the operator has difficulty hearing you or you are unable to respond, he or she will contact one of the people you have identified as a 'responder'. The operator will ask this person to check on you. Once the alarm has been pressed we will not give up until we find out why the alarm was activated.

Don't worry if you activate your alarm by mistake; simply let the operator know that the call was made by mistake and that you are okay.

## Information about you

When you became a Careline customer, we asked you to fill in a form about yourself. It is important that this information is correct and kept up to date. This is important for your well-being in case we have to respond in an emergency. We also have a responsibility under the Data Protection Act 1998 to make sure that all the information we hold is correct.

When you contact Careline using your alarm system your details automatically come up on the operator's screen. They can see:

- Your name and address
- Details of the medical conditions you have told us about
- The people you have listed as 'responders' and next of kin
- Contact details for your GP.

# Responders



Responders are the people you have identified as someone you can rely on for help. A responder does not necessarily have to be a next of kin; they can be a friend or neighbour. However, they must be aware that Careline may call on them to help you.

You should make sure that the information you provide about them is correct, particularly their telephone number and address (including the postcode).

We will need to know if they have a key to your home. If they move house or change their phone number you should let Careline know so we can update our records.

## Medical conditions

When you fill in your form we ask you about any medical conditions you have. A Careline operator will use this medical information in an emergency situation to help them decide the best course of action to respond to your call.

Medical information will be relayed to the emergency services, so it is important that you are specific about your conditions. For example, if you have problems with your blood pressure, is it high or low? What type of diabetes do you have? If you have had a stroke, how severely has it affected you? Is your speech or mobility affected?

We will contact you each year to ask you to update the information we hold about you. However you don't need to wait until then to tell us about any changes. You can contact the Careline control centre, using your alarm, to tell them about any changes. If there is a lot of information to add or change, the operator will send you a new data sheet to fill in and return.

When an operator receives new information, he or she will update the computerised record, print off the details for the file and inform the support officer if appropriate.



The information you provide to Careline is held securely and is only used when you contact Careline for assistance. We may need to share your information with agencies such as doctors, the ambulance service and the Adults and Communities Directorate.

Whenever you contact Careline, either by telephone or using your alarm, we record your call. The recordings are kept on data tapes to protect our customers and operators. These tapes are held securely and are covered by the Data Protection Act 1998.

Under the Data Protection Act 1998 you have a right to request a copy of the information we hold about you. If you were to request a copy, we would send you the information you provided on the client application form, a current client record print and a call history including the actions made in response to requests for help.

## How your Careline alarm system works

Your alarm unit is plugged into a telephone socket and a power socket. Your own telephone is connected to the alarm unit. It is important to tell us if you change your telephone line provider.

Your alarm unit is fitted with a battery back-up pack, which lasts for up to 20 hours. If there is a power failure, this battery will take over the power supply so you are still able to contact Careline. Your alarm unit will also periodically call the control centre every four hours, so that Careline can monitor the situation. If your alarm unit beeps when the power is off, press the **green** button to stop the noise.

Initial Attendo dispersed alarm unit and pendant



There are some services that may not be compatible with your alarm, including:

- 1571 answering services
- Smart box
- Internet access (except Broadband)
- Satellite or cable television
- Some telephone line providers.

If you have any of these or plan to have them in the future, please contact us for advice on 0121 303 4205.



# Ringer Equivalence Number (REN)



All items of telephone equipment have a Ringer Equivalence Number (REN). This is used to calculate the number of items that may be connected to any one telephone line. Although you may have any number of telephone sockets, it is important to limit the number of telephones and other items — such as faxes, answer machines and modems — connected to your telephone line.

Every telephone or item connected to the telephone socket has a REN. It is usually displayed on the base of the device (near to the green approval sticker) or in the user manual for the device. Most telephones have a REN of 1, but some faxes and modems may have a REN of more than 1.

When you add up the REN numbers of all of the devices connected to your phone line anywhere in the house, the total should not exceed 4. You are likely to have technical problems if you exceed the REN limit of 4. If some or all of your phones fail to ring, or some ring very weakly, try unplugging devices one at a time until they work.

The REN of a telephone line can be increased by purchasing what is known as a REN extender; most will give you a maximum REN of 8. They tend to cost around £40.

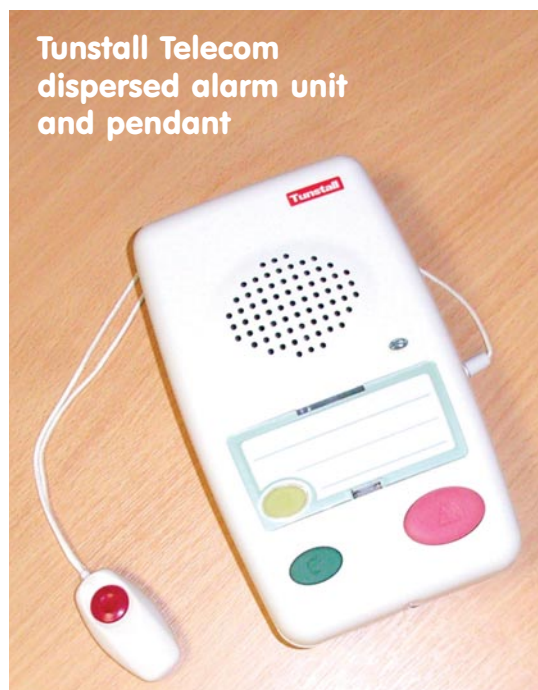
## Testing your equipment

**It is important that you test your unit and pendant every month.**

When you became a Careline customer we asked you to agree to test your equipment once a month. It's very easy to do and shouldn't take too long. By doing a quick test each month we can check your equipment is working properly. You just need to press your pendant and tell the operator that you are making a test call.

If there are any faults with the equipment they will be registered at the control centre. For example, if the battery in your pendant is running low, the control centre organiser will arrange collection and a replacement.

If you live on a sheltered housing scheme your support officer will test the equipment every month. If you live in a linked bungalow, your support officer will test your equipment every three months.



Tunstall Telecom dispersed alarm unit and pendant

# Tell us what you think

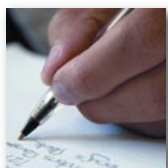
If you have any comments on Careline or would like to make a complaint or pass on a compliment, you can get in touch by:



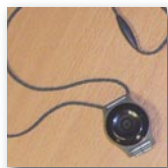
- Telephoning the Careline manager on 0121 675 1553 during office hours, Monday to Friday



- Filling in an online form on our website at [www.birmingham.gov.uk/careline](http://www.birmingham.gov.uk/careline)



- Writing to Careline Services  
PO Box 15839  
Birmingham B2 2RP



- If you live in sheltered housing you can also press your pendant or pull your cord to speak to an operator, who will make a note of your call.

If you make a complaint we will make every effort to investigate and resolve the matter. You will be sent a letter within 10 working days and we aim to resolve complaints within 20 working days or keep you informed of ongoing investigations.

## Paying for Careline

If you have any questions about how you can pay for the Careline service, you can call our Finance Department on 0121 303 3576/3350. Or you can write to:

Revenue and Collections  
Local Services  
PO Box 16312  
Birmingham B2 2XT

You may be able to get help with the cost of Careline through the Fairer Charging Assessment process. You can find out more about this by contacting Careline on 0121 303 4205. Or you can write to:

Careline Services  
Unit 5 Holt Court,  
Heneage Street West  
Birmingham B7 4AX



# Safeguarding adults

## Who are we worried about?

Anyone who is 18 years old or over, who is vulnerable because of age, illness, a disability or a mental health need, and cannot protect themselves from abuse.

## What is safeguarding?

Safeguarding is about making people aware of their rights, protecting them and preventing abuse.

## What is abuse?

Abuse is any action that harms another person and includes the following:

- **physical abuse** such as hitting, burning, pushing or kicking someone or locking someone in a room
- **verbal abuse** such as shouting or swearing
- **emotional abuse** such as bullying, taunting, threatening or humiliating someone
- **sexual abuse** such as inappropriate touching or forcing someone to take part in any sexual act against their will
- **financial abuse** such as misusing, keeping or taking someone's money, property or other belongings without their agreement
- **neglect** such as not providing necessary food, heating, care or medicine
- **discrimination** such as ill-treatment or harassment based on a person's age, sex, sexuality, disability, religious beliefs or ethnic group.



## Where does abuse happen?

Abuse can happen anywhere, at any time and in any of the following places:

- in your own home or someone else's home
- in a carer's home
- at a day centre
- in care homes
- in hospital
- at work
- at college
- in a public place.

## Who might abuse vulnerable people?

Vulnerable adults may be abused by a wide range of people including:

- a partner, relative or family member
- a volunteer
- staff
- another service user
- a neighbour
- a friend
- a stranger.

## What should I do if I think I or someone else is being abused?

**You should tell someone you trust.**

In an emergency, telephone **999**.

If you think that there has been a crime, contact the police immediately. Telephone West Midlands Police on **0845 113 5000**.

If you live in the community, please contact your local neighbourhood office.

If you are in hospital, please contact your hospital social work team.

Outside of office hours, please telephone the Emergency Duty Team on **0121 675 4806** — or contact the police — and tell them that you are worried about possible adult abuse. They will then put you in touch with the right person to talk to.

The Emergency Duty Team is available 5.15pm — 8.45am Monday — Thursday or 4.15pm — 8.45am Friday — Monday.





**This is important.** If you do not understand this booklet then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

# Careline

Reassurance and Help  
~24 hours a day

إذا لم تفهم هذه النشرة، نرجو أن تطلب من صديق أو قريب لك يتكلم الإنجليزية أن يتصل نيابة عنك بمكتب الحي المحلي "نيبر هود أوفس" الذي تتبع له أو بفريق الإسكان. ثم سنقوم نحن بالترتيب لمترجم كي نلتقي بك.

আপনি এই প্রচারপত্রটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন আপনার এমন একজন বন্ধু বা আত্মীয়কে আপনার পক্ষে আপনার স্থানীয় নেবারহুড অফিস কিংবা হাউজিং টিম-এর সাথে যোগাযোগ করতে বলুন। আমরা তখন আপনার সঙ্গে দেখা করার জন্য একজন ইন্টারপ্রিটারের (দোভাষীর) ব্যবস্থা করব।

如果你看不懂這份資料單張，請找一位會講英語的親戚或朋友代你接觸你當地的鄰舍辦事處或房屋工作隊。然後我們會安排傳譯員一起來見你。

اگر این لیفلٹ (جزوه اطلاعاتی) رانمی فهمید لطفاً از یک دوست یا خویشاوند تان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که از طرف شما با "نیبر هود آفس" یا "هوسنگ تیم" ما تماس بگیرد. بعداً ما یک مترجم فراهم میکنیم تا با شما ملاقات کنیم.

ਜੇ ਤਮਨੇ ਆ ਫ਼ਰਮਾਵੇਜ਼ਮਾਂ ਲਯੋਈ ਯਾਅਤ ਨ ਸਮਝਯ ਤੋ ਡੁਪਾ ਕਰੀ ਤੀਓ ਅੰਗਰੇਜ਼ੀ ਯੋਯੋਨਾ ਮਿਸ ਅਥਵਾ ਸਹਾਯਾਂਯੰਧੀਨੇ ਤਮਾਰਾ ਵਲਿ ਤਮਾਰੀ ਸਥਾਨਿਤ ਨੋਅਰਯੁਯ ਆਂਕਿਸ ਅਥਵਾ ਡਾਊਸਿੰਗ ਟੀਮਨੋ ਸੰਪਰਕ ਸਾਥਵਾ ਬਿਨੰਤੀ ਕਰੋ।  
ਪਠੀ ਫੁਲਾਖਿਯਾ ਸਾਥੇ ਤਮਨੇ ਮਯਵਾਨੀ ਅਮੇ ਯਥਵਾ ਕਰਹੁੰ।

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ।

که تاسی په دی لیفلٹ نه پوهیږی نو مهربانی و کړی دخپل یو ملگری یا خپلوان نه چه په انگریږی ژبه خبری کولای شی غوښتنه وکړی چی ستاسی دسیمی "نیبر هود آفس" یا "هوسنگ تیم" سره ستاسی له خوا تماس ونیسی. بیا به مونږ یو ترجمان برابر کړو چه تاسی سره لیدنه وکړو.

Hadii aadan fahmin waxa kuqoran boog yarahan (warqadan) fadlan waydiiso qof saaxiibkaa ama qaraabadaada ah oo kuhadla afka ingiriisiga inuu kuu waco xafiiska dariska ee kuu dhaw (neighbourhood ooffice) ama kooxda guryaha asaga oo adiga kumatalaya. Markaa kadib waxaan kuu balaaminaynaa afceliye (turjubaan).

اگر آپ اس دستاویز کا مضمون نہیں سمجھ سکتے تو براہ مہربانی کسی دوست یا رشتہ دار سے، جو انگریزی بول سکتے ہوں، کہیں کہ وہ آپ کی طرف سے آپ کے مقامی نیبر ہڈ آفس یا ہاؤسنگ ٹیم سے رابطہ کریں۔  
پھر ہم آپ سے ملاقات کرنے کے لیے ایک ترجمان کا انتظام کریں گے۔

Nếu quý vị không hiểu rõ tờ thông tin này làm ơn nhờ một người bạn hoặc thân nhân, nói tiếng Anh, thay mặt quý vị liên lạc với văn phòng ban láng giềng hoặc đội lo nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên để gặp quý vị.

**If you would like this document in Braille, large print  
or on audio CD, please call 0121 675 1553.  
For minicom users, our number is 0121 303 2551.**