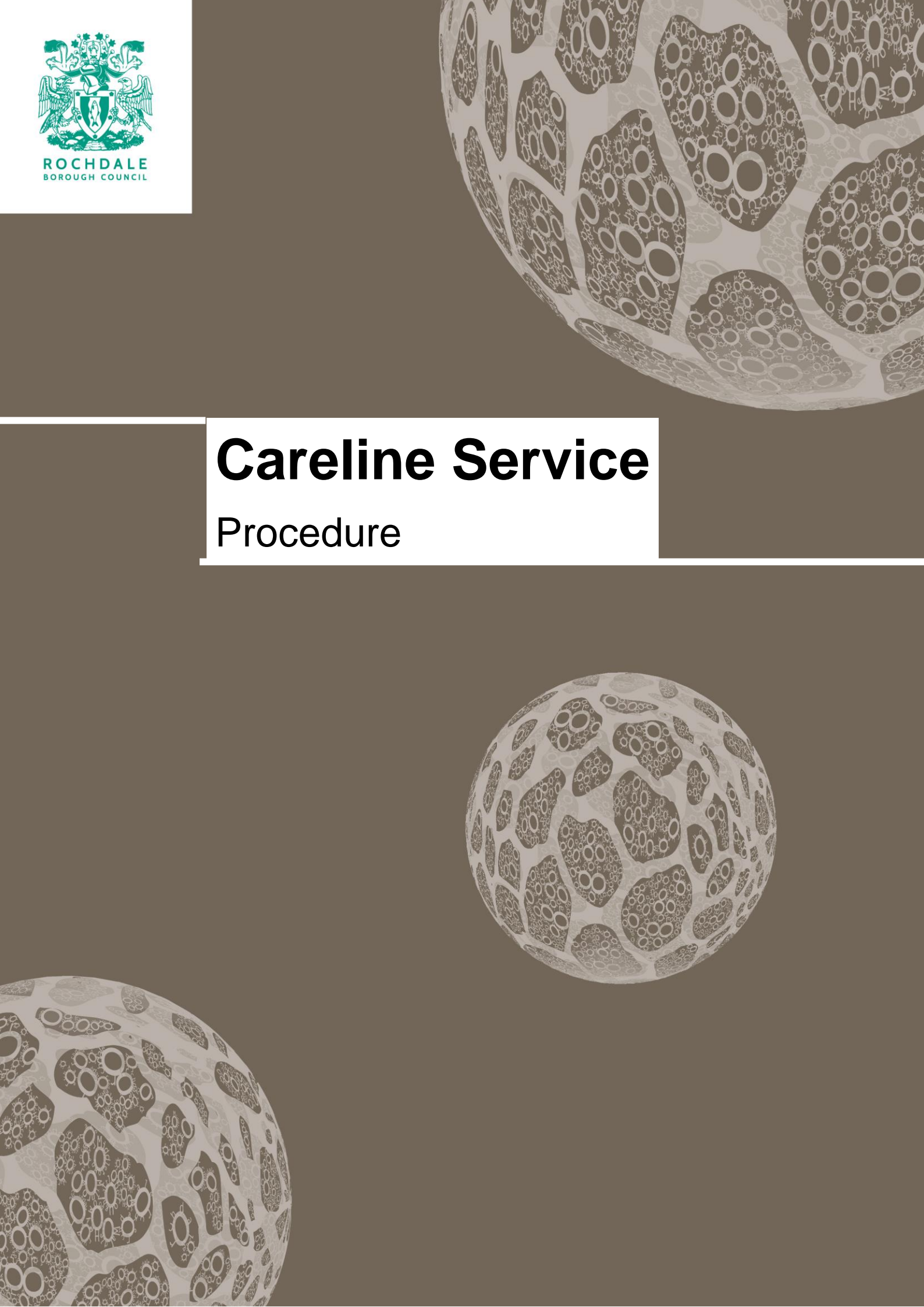




# Careline Service

## Procedure



# Document Control

Document Title: Careline Service

## Summary

Publication Date	May 2021
Related Legislation / Applicable Section of Legislation	<ul style="list-style-type: none"> <li>▪ Care Act 2014</li> <li>▪ Lifting Operations and Lifting Equipment Regulations (LOLER) 1998</li> </ul>
Related Policies, Strategies, Guideline Documents	<ul style="list-style-type: none"> <li>▪ Equality Act 2010</li> <li>▪ Reliefs from VAT for disabled and older people (VAT Notice 701/7)</li> </ul>
Replaces	New procedure
Joint Procedure (Yes/No)	No
Name of Partner(s) if joint	
Procedure Owner (Name/Position)	Helen Murphy, Head of Governance and Business Support
Procedure Document Author (Name/Position)	Deborah Monks, Team Leader, Home Improvement Agency, Governance & Business Support

## Review of Procedure

Last Review Date	New procedure June 2021
Review undertaken by	
Next Review Date	June 2022

## Document Approvals

This document requires the following approvals.

Name	Title	Date of Issue	Version Number
Editorial Board	EB		1.0

## 1. Introduction

- 1.1 The Careline Service, sometimes referred to as a Community Alarm Service is a discretionary, fully chargeable and non-subsidised service offered by Rochdale Council. It is delivered by the Home Improvement Agency (HIA), which is part of the Adult Care Service.
- 1.2 Community alarm services are part of a range of equipment services known as telecare and is the foundation for much of the assistive technology (AT) provision within the Borough. A range of AT devices can be connected to the Careline unit, such as falls detectors, movement monitors, door monitors and bed occupancy sensors.
- 1.3 All Careline applicants must live within the boundary of the Rochdale Borough, at an address registered for Council Tax purposes payable to Rochdale Council and complete a Careline application form
- 1.4 This procedure sets out:
  - How Rochdale Borough residents can apply for the Careline service and linked AT
  - How to refer for Careline Services, with or without linked AT or keysafe only
  - How to close referrals when unable to contact or at clients request
  - How Careline and associated equipment will be installed
  - Alarm Call monitoring & response
  - Testing Careline equipment
  - Timescales for responding to referrals, faults and low battery alerts
  - Customer Satisfaction
  - How Careline debt will be managed
  - How the Careline service will be terminated
  - Managing requests for keysafe codes
  - Reviewing the Eldercares Moving & Handling Risk Assessment
  - Dealing with complaints

## 1. Procedure

1	<b>How Rochdale Borough residents can apply for the Careline service with or without linked Assistive Technology (AT)</b>	<b>Task Allocation</b>
1.1	Rochdale Borough residents can apply for the Careline Service, and require no assessment by contacting Adult Care on 0300 303 8886.	Adult Care Call Handlers / Adult Care Duty
1.2	Rochdale Borough residents must be assessed to identify the appropriate AT that can be linked to the Careline service to help meet their needs.	All Adult Care Staff
1.3	Careline with or without linked AT may be identified at the initial point of contact, following an initial assessment or at review stage by a suitably trained Health or Social Care practitioner.	All Adult Care Staff
1.4	<p>Rochdale Borough residents can purchase one of the following Careline options:</p> <ul style="list-style-type: none"> <li>• Basic Careline, where a friend or family member is the nominated contact to respond to alerts raised. The nominated must consent to respond to alerts 24 hours per day, 365 days a year, live nearby and hold a key for the property. If an alert is raised and support is needed, but Eldercare are unable to contact any of the nominated contacts or next of kin an ambulance will be called where appropriate.</li> <li>• Careline Plus, where a mobile warden will be the nominated contact to respond to alerts. Family and friends can also request to be a nominated contacts along with the mobile warden. With Careline Plus the service user will also be provided with a police approved keysafe to support the mobile responder to gain access to the property in an emergency situation. In situations where the all of the mobile responders are already dealing with calls, Eldercare monitoring centre staff will assess whether the responder is able to attend to the new call within 45 minutes. If there is any doubt, Eldercare will make contact with the service users alternative nominated contacts or next of kin and if they too are unavailable an ambulance will be called where appropriate.</li> </ul>	
2	<b>How to refer for Careline Services, with or without linked AT or keysafe only</b>	<b>Task Allocation</b>
2.1	<p>For service users who don't have an open case on ALLIS, the Careline with or without AT / keysafe only referral form needs to be completed.</p> <p>The form is located within ALLIS, in the documents section. Once the referral form has been completed and saved, an ALLIS case notification will need to be sent to HIA Request for Assessments advising a referral has been made.</p>	Adult Care Call Handlers / Adult Care Duty
2.2	<p>For service users who have an open case on ALLIS, the Careline with or without AT / keysafe only action referral needs to be completed.</p> <p>Once the action referral has been completed it will automatically be sent to HIA Request for Assessments.</p>	All Adult Care Staff

2.3	<p>All referrals are screened by a Senior Financial Business Support Officer or a HIA Team Leader.</p> <p>If the referral has been accepted, the Senior Financial Business Support Officer or the HIA Team Leader request the referral is processed by sending the referral to the Careline admin tray.</p> <p>If the referral has been rejected, the Senior Financial Business Support Officer or the HIA Team Leader will return the referral to the referrer advising the reason for rejection and will add a case note on ALLIS.</p>	Senior Financial Business Support Officer / HIA Team Leader (GBS).
<b>3</b>	<b>Closing a referral request</b>	<b>Task Allocation</b>
3.1	<p>In cases where HIA contact a service user following a referral and the service user is uncertain as to whether they want to proceed with Careline, the referral will be closed and the service user will be advised to contact us again if they decide at a later date they wish to proceed.</p> <p>A letter will be sent to the service user outlining the Careline service with the relevant contact information for future reference.</p> <p>A case note will be added to ALLIS and a case notification will be sent to the referrer.</p>	Careline Administrator
3.2	<p>In cases where HIA have been unable to contact a service user or their nominated contact on two separate occasions over two separate days, the referral will be closed and a letter will be sent to the service user outlining the Careline service with the relevant contact information for future reference.</p> <p>All calls will be logged on the service users FLARE / ALLIS record and the ALLIS case note will be sent to the referrer.</p> <p>For referrers not on ALLIS, such as a Child Care practitioner an email will be sent.</p>	Careline Administrator
<b>4</b>	<b>Installation of Careline equipment</b>	<b>Task Allocation</b>
4.1	<p>Careline equipment installations take place during normal office hours 8:30am – 16:45pm (Careline unit, one linked pendant and a keysafe where appropriate). These installations are completed by a fully trained member of the HIA team.</p> <p>Out of normal office hours, including bank holidays all emergency installations will be undertaken by a mobile responder, working with our contracted provider – Eldercare.</p>	HIA Installer / Eldercare
4.2	<p>The Careline equipment (Careline unit and linked AT) is installed by a fully trained member of the HIA team during normal office hours 8:30am – 16:45pm.</p>	HIA Installer
4.3	<p>In properties where there is more than one telephone (usually telephone extensions in separate rooms), a safe socket will need to be installed to ensure that the Careline unit always has priority over any of the lines.</p>	HIA Installer / Eldercare

4.4	In situations where a service user doesn't have a landline, it may be possible to install a different unit, which has an integrated SIM card within it. This will enable it to search for the strongest signal from various providers, and connect to the strongest mobile phone network to enable a call to be made to the monitoring centre. Additional charges apply for this service.	HIA Installer / Eldercare
4.5	During the installation of Careline equipment, the service user will be asked to complete an application form, a direct debit form and VAT exemption form (if applicable).	HIA Installer
4.6	All service users must pay by Direct Debit; however if someone advises that they cannot pay by Direct Debit for exceptional reasons, such as being unable to manage finances / possible financial abuse prevent the service user having bank account, the case will be referred to the Director of Operations or a Head of Service for consideration of DD waiver to enable the service user to be set up as a cash payer.	Senior Financial Business Support Officer / HIA Team Leader
4.7	The HIA Installer will leave the Careline service user with an information sheet relating to the Careline service provided, along with relevant FAQ's .	HIA Installer
4.8	The completed application form, direct debit form and VAT exemption form (if applicable) will be scanned to be processed by the Careline administration team.	HIA Installer
4.9	If Eldercare install the Careline service out of hours, the application form, direct debit, VAT exemption and Careline information sheets / FAQs will be posted to the Careline service user with a pre-paid envelope.	Careline Administrator
4.10	The Careline clients FLARE and electronic folder will be updated with the completed paperwork received in the Careline inbox.	Careline Administrator
4.11	Eldercare will be sent any relevant updates following the installation, such as the keysafe location or additional responder details.	Careline Administrator
4.12	The Careline & AT stock sheet will be updated detailing where the equipment is situated. If applicable the keysafe code spreadsheet will be updated with the location of the safe.	Careline Administrator
4.13	A case note on ALLIS will be added to confirm installation has taken place.	Careline Administrator
<b>5</b>	<b>Alarm Call monitoring &amp; response</b>	<b>Task Allocation</b>
5.1	Rochdale Council has a contract with Eldercare to provide an alarm call monitoring and response service, which operates 24 hours per day, 365 days a year, which is regulated by the Telecare Services Association.	Eldercare
5.2	The monitoring centre have set targets to answer 100% of calls or alerts within 180 seconds, 95.5% within 60 seconds and 80% within 30 seconds.	Eldercare
5.3	When the monitoring centre responds to a situation where the call or alert being triaged requires an emergency response from Fire / Police / Ambulance, they will request the appropriate service; however they will	Eldercare

	have no control over the speed of response, or any eventuality resulting from the speed of response.	
5.4	For Careline customers living in Rochdale Boroughwide Housing (RBH) Independent Living Schemes (ILS), all alerts will go through to the Tunstall monitoring centre commissioned within the scheme by RBH. If during the triage process Tunstall determine that a mobile responder is required, they will contact a dedicated number at Eldercare to arrange for the mobile responder to be dispatched.	Tunstall
5.5	When the mobile responder is requested to respond to a call or alert they have set targets that 100% of the mobile responder will attend the property within 45 minutes, 90% within 20-30 minutes and 70% in under 20 minutes. This is the standard we would like to achieve, but on rare occasions, it may take longer than 45 minutes, as sometimes, all mobile responders are supporting other customers and can't leave them. The control centre operator will keep service users informed and if appropriate, may ask if a family, friend or neighbour is able to respond more quickly in the interim.	Eldercare
<b>6</b>	<b>Testing Careline equipment</b>	<b>Task Allocation</b>
6.1	During the installation of the Careline equipment, the service users will be advised to complete a monthly test to ensure that the equipment is working as it should. The service user will be provided with the Careline teams contact information should they need to report any issues with their Careline equipment.	HIA installer
6.2	Careline service users are reviewed on a monthly basis and in cases where there hasn't been any test calls, or any other calls or alerts made, during the previous month, one of the Careline administrators will contact the service user by telephone or letter to remind them to make a test call.	Careline Administrator
<b>7</b>	<b>Timescales for responding to referrals, faults &amp; low battery alerts</b>	<b>Task Allocation</b>
7.1	Requests for the Careline service with or without AT will be responded to within 5 working days, unless it is part of an urgent package of care upon discharge from hospital, in which case, the referral will be responded to within 24 hours, if not sooner.	Careline Administrator
7.2	Requests for AT to be linked to an existing Careline service will be responded to within 5 working days, unless it is part of an urgent package of care upon discharge from hospital, in which case, the referral will be responded to within 24 hours, if not sooner.	Careline Administrator
7.3	Requests for keysafes only will be responded to within 5 working days, unless it is part of an urgent package of care upon discharge from hospital, in which case, the referral will be responded to within 24 hours, if not sooner.	Careline Administrator
7.4	All faults with Careline equipment will be responded to within 5 working days where the fault is affecting the emergency operation of the alarm.	Careline Administrator

	Other faults not directly affecting the emergency operation of the alarm and the ability to call for help will be responded to within 10 working days.  All relevant systems will be updated, such as the clients FLARE / ALLIS record.	
7.5	Low Battery reports are received every Wednesday afternoon. All Careline service users who appear on the low battery report will be contacted within 5 working days to book an appointment to replace the battery.  Relevant systems will be updated, such as the clients FLARE / ALLIS record.	Careline Administrator
<b>8</b>	<b>Customer Satisfaction</b>	<b>Task Allocation</b>
8.1	A telephone call will be made to all new service users within 6 weeks of joining the service, to ascertain their satisfaction with the initial referral process, installation and acclimatisation.  All feedback will be recorded in a database and in FLARE (HIA electronic records system).	Careline Administrator
8.2	A telephone call will be made to a random sample of service users who have been recorded by Eldercare as having had a mobile response call out during the previous week, to determine their satisfaction with the monitoring centre triage and mobile response.  All feedback will be recorded in a database and in FLARE.	Careline Administrator
8.3	All Careline service users will be contacted on an annual basis, as part of our reviewing process. The review will cover payments/arrears, equipment testing, satisfaction and whether the service is fully meeting their needs. The annual review will be documented on FLARE / ALLIS (AC electronic record system) and in a database.	Careline Administrator
8.4	All customer satisfaction will be reviewed and acted upon where necessary	Senior Financial Business Support Officer / HIA Team Leader
<b>9</b>	<b>Careline Debt</b>	<b>Task Allocation</b>
9.1	If a service user misses a payment, the usual corporate debt process will apply. <ul style="list-style-type: none"> <li>• 21 days to make a payment</li> <li>• After 21 days, a final notice is issued, giving a further 14 days to pay</li> <li>• After the 14 days, a Court warning notice is issued giving a further 14 days</li> </ul>	RBC Finance
9.2	If no payment has been received at the end of the standard period detailed above, the Careline team will try to make contact with the service user to determine whether they intend to bring their payments up to date and retain the service.	Careline Administrator/ Senior Financial Business Support Officer
9.3	If no contact can be made, or the service user refuses to bring their payments up to date, the following will apply:	Careline Administrator/



	<ul style="list-style-type: none"> <li>▪ For service with no known care and support needs, the service will be terminated within 14 days</li> <li>▪ For service users known to Adult Care, with previous or current care and support needs, or identified risks and vulnerabilities, a referral will be made to the appropriate locality team to assess whether the service user has capacity to choose not to pay for the service, taking into consideration their assessment and care plan and any risks in not continuing to have the Careline service. The decision to terminate the Careline service will be signed off by a Locality Team Manager, or delegated member of the Locality Team.</li> </ul>	Senior Financial Business Support Officer
<b>10</b>	<b>Managing requests for keysafe codes</b>	<b>Task allocation</b>
10.1	Key safe codes will be shared with Eldercare to allow the Mobile Responders to enable them to gain access to the property in response to alerts received. If the Careline Plus applicant would like anyone else to have the code, such as the STARs service, Home Care Agency or Next of Kin they must sign a keysafe declaration form clearly listing the people/organisation who they wish to have the code. The Home Improvement Agency will only share the code with the people listed in the signed keysafe declaration form.	Careline administrator
<b>11</b>	<b>Terminating the Careline Service</b>	<b>Task Allocation</b>
11.1	A service user can request to cancel the service at any time and the service will be cancelled on the same day the service user made the request to cancel the service. The cancellation date cannot be backdated, unless there is written evidence that the HIA had been notified on a previous date and failed to cancel the service.	Careline Administrator
11.2	When a Careline service users goes into residential placement or a long period of respite arranged by Adult Care, it is still the responsibility of the service user or their representative to notify HIA that they wish to cancel the service; however, it is good practice for the worker arranging the placement to notify the Careline service, by emailing <a href="mailto:Careline@Rochdale.gov.uk">Careline@Rochdale.gov.uk</a> or sending a case notification via ALLIS to the HIA Request for assessment tray.	Careline service user / Adult Care staff
11.3	All cases where the service is cancelled due to non-payment or ongoing debt issues will be reported on the dashboard report to the Technology Enabled Care (TEC) Board.	HIA Team Leader
11.4	The service can be terminated if it is misused, or the mobile responders feel threatened in any way by unacceptable or inappropriate behaviours when responding to alerts.  Eldercare would need to make the request in writing to RBC advising of their reasons for wanting to withdraw the service.	Eldercare/Careline Administrator/ Senior Financial Business Support Officer
11.5	If Rochdale Council terminates the service for any reason, such as aggressive or intimidating behaviour from the service user, family members	Senior Financial Business Support

	or other people in the property, drug and alcohol abuse which is deemed unacceptable for the mobile responders to deal with etc. a letter will be sent to the service user to advise that the service has been terminated and the reasons why and would request they contact HIA to arrange to return the Careline equipment.	Officer / HIA Team Leader
11.6	If the service has been cancelled by the Careline service user and an appointment has not been arranged to collect the equipment or the equipment has not been returned within 14 days, a charge of £100 will be made to cover the cost of the unrecovered equipment, if the equipment is less than 5 years old and suitable to be recycled.	Senior Financial Business Support Officer / HIA Team Leader
11.7	The Careline equipment is provided to a service user on a loan basis, the equipment remains the property of RBC and must returned to the service in the same condition (subject to general wear and tear) and working order as it was initially installed.  If the Careline equipment has been returned damaged, which is not the result of general wear and tear may result in a charge of £100, if the equipment is less than 5 years old and suitable to be recycled.	Senior Financial Business Support Officer / HIA Team Leader
<b>12</b>	<b>Reviewing the Eldercare Moving &amp; Handling Risk Assessment</b>	<b>Task Allocation</b>
12.1	When Eldercare make any changes to the moving and handling risk this is reviewed by the Home Improvement Agency staff, Moving and Handling Advisor and OT Advanced Practitioner in Adult Care.	Adult Care's HIA Staff, Moving and Handling Advisor / OT Advanced Practitioner
12.2	Eldercare moving and handling risk assessment document and process will be reviewed by Adult Care's Moving and Handling Advisor and OT Advanced Practitioner annually.	Adult Care's Moving and Handling Advisor / OT Advanced Practitioner
12.3	Any requested changes to the moving and handling risk assessment by Eldercare will be reviewed by the Moving and Handling Advisor/OT Advanced Practitioner in Adult Care and taken to the Technology Enabled Care Board for approval.	
12.4	All reviews and/or changes to Eldercare moving and handling risk assessment will be taken to the Technology Enabled Care Board for their approval.	HIA Team Manager / HIA Team Leader
<b>13</b>	<b>Complaints</b>	<b>Task Allocation</b>
13.1	All complaints about the Careline service will be dealt with informally wherever possible, in line with the Adult Care Complaints policy.  The complaint will be investigated by HIA staff, but will need support from partners such as RBC finance, Eldercare or RBH depending on the type of complaint.	HIA staff, RBH Finance, Eldercare & RBH

13.2	For complaints that cannot be resolved informally the service user will be provided with details on how they can make a formal complaint.	HIA staff
13.3	Formal complaints will be dealt with under the Adult Care Complaints policy. Further details of how to complain and the process can be found on the Rochdale Council website using the following link <a href="http://www.rochdale.gov.uk/council-and-democracy/contact-us/complaints-and-compliments/Pages/complaints-procedure.aspx">http://www.rochdale.gov.uk/council-and-democracy/contact-us/complaints-and-compliments/Pages/complaints-procedure.aspx</a>	Corporate compliments and complaints team
13.4	If following the outcome of the complaint, the complainant remains dissatisfied, the service user can contact the Local Government Ombudsman (LGO). The LGO would expect the applicant to have used the Council complaints process in the first instance, before they will investigate further. Details of the LGO can be found in the above link.	LGO

## 2 Process for monitoring compliance and effectiveness of the procedure

- 2.1 The Home Improvement Agency will provide a Careline dashboard report to the Technology Board, which usually meets on a bi-monthly basis.

## 3 Procedure Review Date

- 3.1 This procedure will be reviewed annually or if there is a change in process.

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