



# An Introduction to Deane Helpline

Responding to your call for help - at the touch of a button...

**01823 257185 (24 hour phone line)**

Control Centre, Kilkenny Court, Station Approach, Taunton, Somerset TA2 7QL



# Welcome

From the Deane Helpline team



## **A little bit about us**

Somerset West and Taunton Council run the Deane Helpline. The team have been looking after people for over 30 years; monitoring alarms connected in the Somerset West and Taunton area and across the South West.

Calls are recorded for statistical information, service review and for an accurate record of events.

Recognised by the Telecare Services Association in complying with the codes and practices for: installation, monitoring, response, referral, telecare planning and service tailoring.

# An introduction to the Deane Helpline

## What is the Deane Helpline ?

*The Deane Helpline is someone you can contact for help, in your own home, by simply touching a button.*

Whether it is a major emergency or a minor worry, 24 hours a day, 7 days a week. It is designed to respond to people's call for help and it is available to anyone young or old who lives in the Somerset West and Taunton area for a weekly fee.

Contact is made through the special telephone communication equipment and we are also one of the few communication services that have an emergency response officer who can come out to your home if necessary, or raise the help of a Doctor or Emergency Services.

## Enquiries

When you enquire about the Deane Helpline Service - we will ask for your name, address and phone number. A Lifeline administration officer will contact you to discuss your requirements and make a home visit appointment to demonstrate the Lifeline equipment and explain the service and costs. If you then wish to become a Lifeline user, you will be asked to sign a contract (initially for 3 months).

**Deane Helpline,  
Control Centre, Kilkenny Court,  
Station Approach, Taunton TA2 7QL  
Telephone: 01823 257185 (a 24 hour line)  
Email: [deanehelpline@somersetwestandtaunton.gov.uk](mailto:deanehelpline@somersetwestandtaunton.gov.uk)**

Information about Deane Helpline is also available on the Somerset West and Taunton website at:

**[www.somersetwestandtaunton.gov.uk/deane-helpline](http://www.somersetwestandtaunton.gov.uk/deane-helpline)**

# How we respond to your call



When the button is pressed...



The call goes to the Deane Helpline control centre in Taunton and the most appropriate action is taken.



Our Emergency Response Officers may need to attend: and / or a doctor or ambulance can be called.

## **The Deane Helpline Control Centre will respond to your call by taking the most appropriate action.**

For calls such as if the person has fallen or if there is no response, the operator will call the Emergency Response Officer or your named contact, perhaps a neighbour or relative, to attend.

If named contacts are not available, our Emergency Response Officer will be called to attend. On arrival at a client's home, our Emergency Response Officer will assess the problem and take the appropriate action. Further assistance may be required in some instances, in which a doctor or the emergency services may be called.

We have both male and female Emergency Response Officers who are trained in first aid and have special lifting equipment, but are not medically qualified. Calls are recorded for statistical information, service review and for an accurate record of events.

## How an Emergency Response officer can help you:

- ✓ To assist and assess you or your family member, if fallen
- ✓ To check your welfare in the event of a no answer/no response/lifeline activation/ family concern
- ✓ To provide access to the emergency services, if required to gain entry to your property.
- ✓ To maintain / install equipment out of hours.
- ✓ To liaise with other welfare agencies, or if any problems are identified or at the request of the service user.

## Emergency Response officers are NOT able to provide:

- ✗ Toileting service
- ✗ Personal care service
- ✗ Administer medication
- ✗ Transport to hospital

Please don't hesitate to contact us in these situations as we will do our utmost to help you resolve it, i.e. contact a Carer, District Nurse or family member to help you.

Each emergency call-out is assessed by the Response Officer. Further assistance may be required in an emergency situation, in which case another emergency service may be called to assist.

*All of our visiting staff carry identification, do ask to see it... and call our telephone number to verify if you are not sure.*



### **What if the button is pressed accidentally ?**

Occasionally calls are received in the Control Centre which have been accidentally triggered via the pendant or the unit. Should this happen, do not worry, merely advise the operator that you are alright and that it was a mistake. The operator will then close the call down and your unit will return to stand-by. No further action is needed.

### **What if there is an electrical power cut ?**

If there is an electrical power cut the Lifeline unit will work for up to 24 hours with the red light flashing, and it may have a beeping noise. If the electrical power cut is more than an hour the Lifeline unit will automatically call the control centre, to inform them you have no electricity.

### **What if you have no dialling tone ?**

If you have no dialling tone on your telephone, you may have a line fault, please notify your telephone provider.

# The Standard Lifeline equipment

Your lifeline pendant is supplied as standard, this may be worn around the neck or on the wrist and is waterproof for the shower or bath.

However for an extra cost we can also supply additional peripheral devices and programme them into your lifeline system. These devices may need fixing to walls or ceiling. Deane Helpline will arrange this.

You can summon help anywhere in your home and immediate garden, (up to 50 metres from the unit), should you fall or become unwell and are not able to get to the telephone.

## The Standard Lifeline equipment



Lifeline



TX Pendant



TX Wristband

# Optional peripheral devices

See list below for the extra wireless peripheral devices and do call us for further advice. Wireless devices are fitted with batteries and in the background silently monitor the equipment.

If the device has a low battery it will put a call through to the control centre and the operator will inform the lifeline team who will arrange an appointment to change the batteries.



## Flood Detector

Provides an early warning of flood situations such as taps being left on.



## Carbon Monoxide Detector

Warns of dangerous Carbon Monoxide levels in the air which would otherwise go undetected.



## Pill Dispenser

Reminds and dispenses medication automatically, at preset times and alerts of any missed doses.



## Bogus Caller Button

Fixed near the door, to provide reassurance in the event of an unexpected caller.



## Smoke Detector (wireless)

Detects smoke in the home and includes a 'low battery' alert.



## Fall Detector (worn on wrist)

Automatically raises an alarm to the control centre when you fall from standing without warning, (like someone prone to blackouts). If you lose balance and slide down a door frame there may not be enough force in your fall to activate the unit.

# Deane Helpline prices

The cost of Deane Helpline service and monitoring is

.....  
per week

There is a **one off** installation charge of .....

Deane Helpline service and monitoring includes:

- The provision of a rented lifeline unit with pendant(s).
- Monitoring 24 hours a day 365 days a year
- Emergency Response Service

## Optional extra costs:

We can also supply optional extra services and equipment for an additional cost, (cost to be individually assessed), which include:

- Optional peripheral devices (ask us to explain these, or see booklet).
- Monitoring of additional peripheral devices
- Door entry control
- Extra Contact Service calls - a daily call from the Deane Helpline operator, at a designated time of day to check that all is well. An Emergency Response Officer will be able to attend to help if necessary. It can be short term. People find it useful who have just returned from hospital, or who are recovering from illness, who have relatives and carers away, if you require extra support or need reassurance.
- Keysafe installation service

## Payment methods:

For equipment rental and monitoring charges payments are made quarterly in advance (if payment is by invoice), or monthly in advance (if paying by Direct Debit).

The period of any monitoring agreement is a minimum of 3 months.

The agreement can then be cancelled with one month's notice.

# Installing the equipment

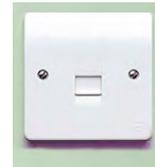
The standard Lifeline equipment will need to be installed in your home. The Deane Helpline staff will arrange this for you however please note that your home will have to have the following things in place before the installation can be done:

- A phone socket on the wall (usually a BT Type)
- A mains electric socket (230v) - which must not be more than 9 feet (2.7 metres) away from the phone socket.
- and both the above sockets must be on the same wall.



A mains electric wall socket (230v)

These two sockets must be on the same wall no more than 9 feet apart (2.7 metres)



A telephone wall socket (usually a BT Type)

- Also at the time of installation Lifeline Officers will ask you if you have any other pieces of equipment connected to the telephone line, (telephones, faxes, Broadband computers or Sky television for example).

If you are thinking of changing your telephone supplier, please contact us to ensure continuity of the Deane Helpline service because if you exceed the REN (Ringer Equivalent Number) limit it will affect the household telephone line and may result in the Lifeline equipment not working.

If you have more than 4 RENS this will exceed the load on your telephone line to your household. Each item of equipment will have its own value either on a sticker or in the brochure supplied with it.

# Our Standards

This is your Helpline and so we are always looking at ways of improving our standards and would welcome any constructive advice or suggestions on how we can achieve this.

## When you sign up to the Deane Helpline service you can expect the following:

- Your call to the control centre will be answered quickly and courteously and a prompt response made with the appropriate action.
- Should things go wrong, you can be assured that we will endeavour to help you as much as possible
- All calls received at the control centre are recorded so we can ensure that you, our clients, are getting the highest standard of service.

## What is the TSA code of Practice ?

The Telecare Services Association (TSA) 2018 Code of Practice is a rigorous accreditation scheme which measures all aspects of a service provider's operation. Annual checks are made to ensure that standards are maintained and organisations who have been awarded the Code of Practice are committed to maintaining the highest standards and this accreditation is an essential quality symbol for the industry.

## Deane Helpline Annual Report

Deane Helpline Annual Report is available from Somerset West and Taunton Council. Call **01823 257185** to request a copy or see Somerset West and Taunton website at:

**[www.somersetwestandtaunton.gov.uk](http://www.somersetwestandtaunton.gov.uk)**

We hope this booklet contains all you need to know, however, if you have any questions at all please contact us.

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**If you need this document translated into other languages or in Braille, large print, audio tape, or CD please telephone us on 01823 257185.**



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**Somerset West  
and Taunton**