



# Customer Service Guide

Welcome to Careium.



# We are delighted to welcome you to Careium

Every person we provide a service to is valued and important to us, and we aim to offer the highest standards of customer service. You can contact us any time on:

**0300 333 6511**

**In an emergency, please press  
the button on your pendant  
or your base unit.**



- Please remember to always wear your pendant
- The pendant can activate your alarm anywhere within your house and garden (within 50 metre range)
- Test your pendant once a month. Why not do this on the day of your birthday? For example, if you were born on the 5th of the month, test your pendant on the 5th of every month
- Please notify us of any changes in details
- If you are happy with the service, please leave us a review on Trustpilot - search 'Careium'

# Service standards

## We will

- Ensure our service is available to you 24 hours a day, 7 days a week, 365 days of the year.
- Always take time to talk and listen to you to ensure we understand your requirements.
- Offer a service that is as flexible as possible within your particular circumstances and provide you with options and choices.
- Do our best to protect your dignity and independence and promote your health, wellbeing and security.
- Make available a range of equipment and services for you to choose from and review your needs on a regular basis to ensure your needs continue to be met.
- Ensure our services are accessible and meet the needs of all those in the community by maintaining an Equality and Diversity plan.
- Respect your right to privacy and confidentiality.
- When installation is purchased, we will ensure our installations meet your needs, is carried out with no damage to your property and is explained to you professionally and clearly.
- Automatically record all calls.

- Store and process all personal information arising from providing a service to you in keeping with current legislation and our Data Notification.
- Produce all written material in plain language. Show you respect and courtesy at all times.
- Never call on you without making an appointment (unless responding to an emergency call).
- If a visit has been arranged, we will always carry an identity card and show it to you, without being asked.
- Maintain and replace your alarm unit if required (however, please bear in mind that damage to the equipment may be chargeable).
- Aim to make contact with you about faulty units within 2 working days of being notified that you have a fault.
- Answer calls promptly as recommended by the industry trade body code of conduct.

# What to do in an emergency

## **Press your pendant or the alarm button on the alarm unit.**

Your telecare equipment can be triggered by you pressing the button, or in the case of smoke alarms and fall detectors (dependent on the type of fall), they will automatically set off in an emergency.

The equipment will call us and an operator at our monitoring centre will know who you are when they answer the call, they will identify themselves and ask you by name if you are OK. You can tell them what the problem is and they will start to help you resolve it. If needed, the operator will summon appropriate help and let you know what is happening.

Try to stay calm and provide us with as much information as possible, for example, any symptoms, as this helps us get assistance to you more quickly.

If you are not able to hold a conversation, call out "help". We will know where the call came from and will get assistance out to you.

Even if you cannot communicate with us, we will know where the call came from, and, if necessary, we will send help to you.

If you need us to contact your GP, please give us as much information as possible about your symptoms; this will help when we speak to the surgery.

**Don't worry about contacting us if there is no emergency or if your call turns out not to be an emergency.**

**If in doubt, or you are worried about anything, do not hesitate to use your pendant or alarm button. We are always happy to advise and reassure you, whatever the circumstances. You will receive a friendly response whatever the cause of the call!**

# Important things to remember

## Correct usage

**Your digital unit has a built-in sim card which is a roaming sim, meaning it will search for the strongest signal in the area. It does not need to be linked to your landline.** If you find that your equipment does not work or starts beeping, please check to make sure that the electric plug is securely plugged into the socket and that the power is switched on. If the equipment is still not working, please get in touch with us on 0300 333 6511 to discuss the problem and we will try to troubleshoot the issue over the phone.

## Test calls

**Once a month, test the equipment by pressing the pendant, let us know it is a test call. Why not do this on the date you were born each month?** We will confirm that the equipment is working and that we have received your call. This makes sure we know all is well with you and the equipment. It also helps you feel familiar with the process. If you have other devices fitted, such as smoke detectors, it will be beneficial for you to activate each device, in turn, to ensure that the whole system is fully operational. As part of the agreement we hold with you, it is your responsibility to test your equipment monthly. If you do not complete the test and discover your equipment is not working at a later date, we cannot be held liable.

## Faults

**If you are concerned that your equipment is not working correctly, please complete a test call. If the test does not connect, please contact us on 0300 333 6511.** We will troubleshoot the issue with you however if we are unable to resolve the issue, we will arrange for some replacement equipment to be sent to you.

## Power cuts

Your alarm unit has an internal battery that keeps it working for up to 30 hours (depending on use). In the event of a power failure, the unit will automatically connect to the contact centre to let us know the power has failed.

## Damage / Loss

The base unit should be covered under your home contents insurance. Your policy should cover the cost of a replacement should damage occur. Please try to avoid spilling liquids over the equipment as this will damage it, and a replacement will be necessary.

If you mislay your pendant, please contact us, and let us know. We will arrange for a replacement pendant to be sent out however this may incur a charge.

## Forced entry

If we are unable to contact your keyholders or they are unable to gain entry to your house using the keys provided, we or the emergency services may need to obtain forced entry.

Forced entry is the last resort action. It will be sought if we have reasons to believe that you may be at risk and we have tried all other options for access or circumstances suggest that entry is urgently required. **If we need to obtain forced entry, you will be responsible for the costs of repairing any damage arising.**

Keysafes can prevent forced entry. The key safe is fitted outside your property and can only be opened with a code that we hold on your behalf. In an emergency, we will pass the code to the emergency services to gain access to your property quickly without forced entry. It is your responsibility to ensure that keys to your property are in your key safe.

## Periods away from home

If you are going away for a while, perhaps on holiday, let us know the dates, so we will be aware that your property is empty. When you return home, press your pendant to let the staff in the monitoring centre know you are back.

## Who we call to help you

We have asked you to supply the names, addresses and contact numbers of at least two trusted friends, relatives or neighbours who are willing to hold keys and respond if we call. It is your responsibility to ensure they agree to their information being shared with us and that they are happy to be contacted by us and are happy to be asked to attend. We will, of course, call the appropriate emergency services when required.

## Information we have collected about you

Should you wish to update your details, please let us know, and we will send you an update form to complete or we can update with you over the phone by calling us on 0300 333 6511.

This information is held securely on our servers. If we need to send you assistance, we will only divulge the data needed to those we send to help you and only as much as they need to know to assist you. On occasions we may share your data with third parties we work with. This data is shared securely and only the data needed for them to carry out the agreed procedures.

We also ask you about any medical conditions you may have suffered or are currently suffering. These details help emergency doctors and the ambulance service provide the correct level of response.

We take details of your doctor and the surgery you are registered with. **It is important that if any of the details change you let us know, as getting you help may be delayed if the information we have is out of date.**

## Your comments

We are committed to providing high quality, efficient and effective products, and services to all our customers. We are keen to obtain feedback, good or bad, from customers about our services, in order that we can review the services we provide and the way in which we provide them. Our policy sets out to resolve complaints efficiently whilst learning from them to improve our services and prevent complaints arising in the future:

**Stage 1** - The company will seek to investigate and resolve complaints within 10 working days of receipt of that complaint. The company will acknowledge receipt of the complaint in writing or by email within 3 working days and seek to resolve within 10 working days. If the complaint needs to be escalated to another department for information, the complaints department will inform the complainant at 5 days, that they have had to escalate and that updates will be provided as soon as they can.

**Stage 2** - Where the complainant is unsatisfied with the outcome of the investigation, they can request a review of their case. This will usually be undertaken by the Customer Experience Manager. At this stage the complainant should clearly set out their desired outcome and what they are unsatisfied with. Escalation will be to the Customer Service Operations Lead.

**Stage 3** - If unsatisfied at the response from the Customer Service Operations Lead their desired outcome will be escalated to a director as part of the Senior Management Team.

If a customer reaches Stage 3 of the process and is unhappy with the outcome this can be further escalated to the TSA (Telecare Services Association).

## Returning the equipment

When the equipment is no longer required, it may be necessary to return it to us. Please call us on 0300 333 6511 and let us know that the equipment is no longer required. We will need to know:

- a) the details of the service
- b) the address of the property
- c) the reason for cancelling the service.

The person cancelling the service should be the subscriber or someone authorised to act on their behalf. We will also need to take a contact name and address to make any final charges or refunds. Upon receipt of your notification, we will contact you with instructions on what you need to do with your equipment. If needed we will arrange a free postage returns envelope to be sent out for you to return the equipment. Once we receive the equipment, the necessary administration will be completed to close the account. Charges will be made up to the end of the month when the equipment is received by us.

## Abuse of older adults and other vulnerable adults

As an organisation primarily concerned with the welfare of vulnerable people, Careium is committed to addressing the abuse of vulnerable people through its employment policies and operating guidelines. We have adopted a policy for the protection of vulnerable adults. If, in the course of our work, it becomes apparent that a person may be suffering abuse, we will contact the relevant authority and follow the Multi-Agency Policy and Procedures for Vulnerable Adults so that the circumstances may be properly investigated.

Abuse may be physical, sexual, financial, emotional, discriminatory or psychological, or the neglect of a person unable to protect themselves. The aim is to prevent abuse from happening or remove the person from abuse or potential abuse from others.

If you are concerned about the abuse of an older adult, contact Hourglass, an organisation aiming to end the harm, abuse and exploitation of older people in the UK. **Their helpline is 0808 808 8141.**

Contact the appropriate emergency service immediately if you think that you are in imminent danger or require prompt action. Should you report any concerns to our staff, we will notify the relevant authority immediately.

# Further information

We comply with all the regulatory requirements of the Telecare Services Association (TSA). The following information is available by writing to the address, calling the telephone number on the front cover of this document, or calling the contact centre via your alarm unit.

- Health & Safety Policy
- Equal Opportunities Policy
- Complaints and Compliments Policy
- Complaint Report Form
- Customer Charter
- Tariff of Services including Payment Options
- Information on additional devices
- Information and IT Security Policy
- Data Notification with the Information Commissioners
- Copies of all Operational Procedures
- Consumer Credit Registration
- Customer Care Policy
- Termination of Services Request

All this information can be provided in a large type format.



Certified Organisation

# Frequently asked questions

## Getting started

**Q: Do you keep any medical details to help emergency services?**

A: We hold the medical information you give us at the time of installation and details of your doctor to assist the emergency services. If anything changes, please call us to update.

**Q: How much notice must customers give to stop the service?**

A: You can call us to cancel the service with one month's notice.

**Q: What rate are we charged for the calls to the monitoring centre?**

A: Calls made via the unit are included in the costs of your monthly rental, however there may be an additional cost if the use of the device is excessive. This will be discussed on an individual basis

**Q: Can I refer a friend?**

A: Yes, existing Careium customers will receive a £20 M&S gift card for every new customer you recommend to the service, and the person you recommend will also get £20. This must be declared at point of sign up for the new customer.

## How it works

**Q: How is the unit activated?**

A: There are different ways to activate the unit and contact the monitoring centre.

- 1) By pressing the button on the base unit
- 2) By pressing the button on your pendant or the test button on your other devices.
- 3) By the sensor being activated in your devices.

**Q: What happens when I press the button on my base unit, pendant or wrist band?**

A: When you press the button, it places a telephone call to our monitoring centre and alerts us to assist, even if we cannot hear you. When the operator accepts your call, their computer will display your details, including name, address, doctor, keyholder and next of kin information, and any relevant medical information. Our operator will talk to you via the powerful loudspeaker and microphone in the base unit to establish what has happened and agree on the best course of action. If required, they will stay on the line with you until help arrives. If we call the emergency services, your next of kin will be informed. Our operators will not cancel the call until they are sure the call has been dealt with appropriately.

**Q: What happens if I cannot hear or speak to you?**

A: Don't worry, if we receive a call and do not get a response, we will telephone you back immediately. If you do not respond, the operator will have all the information they need to know where to send help and will ask one of your nominated keyholders to visit you and check you are safe and well. If you have no local contacts, we will call the emergency services. We will never cancel a call until the operator is sure it has been dealt with appropriately.

**Q: What if my equipment develops a fault?**

A: The pendant has batteries that will last for approximately 3-5 years, depending on use, and has an excellent reputation for reliability. If a fault should develop please contact us on 0300 333 6511. We will troubleshoot the problem and if we are unable to resolve the issue, we will arrange for a replacement to be sent to you.

**Q: Do the smoke alarms call the fire service out directly?**

A: No. All sensors raise an alert at the monitoring centre first. Our operators will then assess the situation and contact the emergency services if needed.

**Q: Do I need to change the smoke detector batteries?**

A: The batteries in your smoke detector will last for approximately 5 years, and if they start to run low, we will be alerted at the monitoring centre.

**Q: I have moved house, who do I need to inform of my change of details?**

A: Please tell us your new address, telephone numbers and any change to keyholder details by calling our Customer Service team on 0300 333 6511. When you move, switch the unit off, unplug the system and plug it into your new electrical socket at your new home and make a test call.

**The pendant**

**Q: Can you hear me through my pendant?**

A: No. The pendant activates the base unit, and the powerful microphone in the base unit will allow you to communicate with our monitoring centre.

**Q: Can I wear my pendant in bed?**

A: You can if you wish, although we generally recommend you place your pendant on your bedside table, remember to take it with you should you need to get up in the night.

**Q: Can I get my pendant wet?**

A: The pendant is waterproof and can be worn in the shower, but it is recommended that you take it off when you have a bath and keep it nearby.

**Q: What happens if I lose my pendant?**

A: You can still call for help using the alarm button on the base unit. A replacement pendant can be supplied at a cost.

**Q: What happens if I press the pendant by accident?**

A: When the call is answered, simply inform the staff at the monitoring centre that you pressed it by accident. But please do not worry as we ask our customers to press the button at least once a month anyway, to ensure that the system is working correctly and you understand how it works.

**Q: How do I know when the pendant battery is running low?**

A: When you press your pendant for your monthly check, our monitoring centre will check the battery level. We will arrange for a replacement pendant to be sent to you.

**Q: Will my pendant interfere with a pacemaker?**

A: The pendant does not interfere with a pacemaker because it operates on a different frequency.

**Q: Will the pendant still work in my garden?**

A: The pendant has a typical range of 50 metres from the base unit and can be worn outside the house in the garden.

**Technical**

**Q: Will my base unit work if there is a power cut?**

A: Yes. The base unit will continue to work for about 24 hours as it has a battery backup.

**Q: Will any of the other equipment in my house affect the pendant working correctly?**

A: Other household equipment should not interfere with the functionality of the base unit and pendant. If you are in any doubt, please call us on 0300 333 6511.

**Q: Does the base unit affect my telephone service?**

A: No. The unit is not connected to your telephone. You will be able to make and receive calls as normal.

**Q: How do I turn the base unit off?**

A: The base unit needs to be on at all times in order to work, please do not turn it off.

## Troubleshooting

**Q: When my phone rings, my alarm rings as well. Is this normal?**

A: No. Please contact Careium on 0300 333 6511.

**Q: My base unit makes a whistling/crackling noise. Why?**

A: The base unit may be too close to the base station of a telephone handset or another electrical item. Please check this before calling us.

## Key safe & keyholders

**Q: How secure is a key safe**

A: The C500 Key safe is the first and only key safe in the UK to have police approval. It also has a security rating to provide added reassurance, making it as strong as a domestic front door.

**Q: Why do I need keyholders?**

A: We recommend keyholders so that we can contact them should you require assistance, and they can gain access to your property. However, if you do not have a friend or relative nearby, we recommend installing a Key safe.

**Q: How do I change the details of my keyholders?**

A: Please contact our Customer Service team on 0300 333 6511 to let us know the details you wish to change.





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