

NEW
lifeline



Technology Enabled Care

Emergency Contact and Key Holder Information

CONTACT NAME(S):

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Bromsgrove
District Council
www.bromsgrove.gov.uk

REDDITCH BOROUGH COUNCIL

*making
a
difference*

www.redditchbc.gov.uk

NEW Lifeline Service

At NEW Lifeline we aim to provide excellent standards of service and client satisfaction to enable vulnerable, older and disabled residents to live safely and independently in their own homes.

We monitor an emergency alarm within the home of your relative/friend and they have nominated you to be a contact in the case of an emergency involving them.

We treat all calls as a potential emergency unless we can establish otherwise.

What does this mean for you?

- We provide a service 24 hours a day, 365 days per year, therefore, we may contact you at any time of the day or night.
- You may be asked to attend a property when an alarm has been activated and we can't make contact with the caller.
- You may be asked to attend the property when the emergency services need to gain access to avoid forced entry.
- You may be asked to contact your relative/friend to assist with non emergency calls, if we are unable to resolve an issue.
- You are not expected to be the sole responder and should you be unavailable or not contactable alternative assistance will be sought without delay.

NEW Lifeline requests that you:

- Advise us if you do not wish to be nominated as a contact and any restrictions on the times we are able to call you.
- Provide us with the most appropriate contact numbers, including; home, mobile and work.
- Inform us of any changes to your personal and contact details.
- Advise us when you are going to be unavailable for long periods e.g. on holiday.
- Contact us with any comments, compliments, concerns or complaints with the Service, should you have any.
- Let us know if you no longer wish to be a contact.

NEW Lifeline Privacy Notice:

Redditch Borough and Bromsgrove District Council collect personal information about you in order to fulfil the role of Emergency Contact and Key Holder on behalf of the Service User within the NEW Lifeline Telecare service. The legal basis for this processing is consent; if you do not wish to be nominated as a contact, please let us know. This will not affect your rights. More of which can be found on our website. The data collected is:

- Name
- Contact details
- Details of your availability (otherwise available 24 hours/day, 365 days/year).
- Calls to the Monitoring Centre are recorded.

Where you agree to be contacted, the data will be kept until it is either overwritten or until you no longer agree to be an emergency contact. Where the contract with your relative or friend comes to an end, information associated with this service will be kept for 1 year from termination of service.

This information will be accessible by Telecare staff, the Monitoring Centre, your appointed relative or friend, emergency services where appropriate and the partners who maintain the software associated with the service, and provide technical support under agreed restrictions.

The TSA Integrated Code of Practice is a nationally recognised, independently inspected, quality framework against which Redditch Borough Council and Bromsgrove District Council are accredited. Where data has to be provided to support our accreditation, this will be statistical information only and will not identify a living individual.

This information will not be shared/sold to any other service/organisation unless we have a duty to do so under law. This data will not be transferred outside of the EEA. No decisions around this data are made by automated means.

***NEW Lifeline supporting
independent living,
providing peace of mind
to service users
and their families
24 hours a day.***

Contact NEW Lifeline by:

Telephone: 01527 534060
Out of Hours - 01527 67666

Email: contact@newlifeline.org.uk

Address: NEW Lifeline
Town Hall
Walter Stranz Square
Redditch
B98 8AH



Certified Organisation