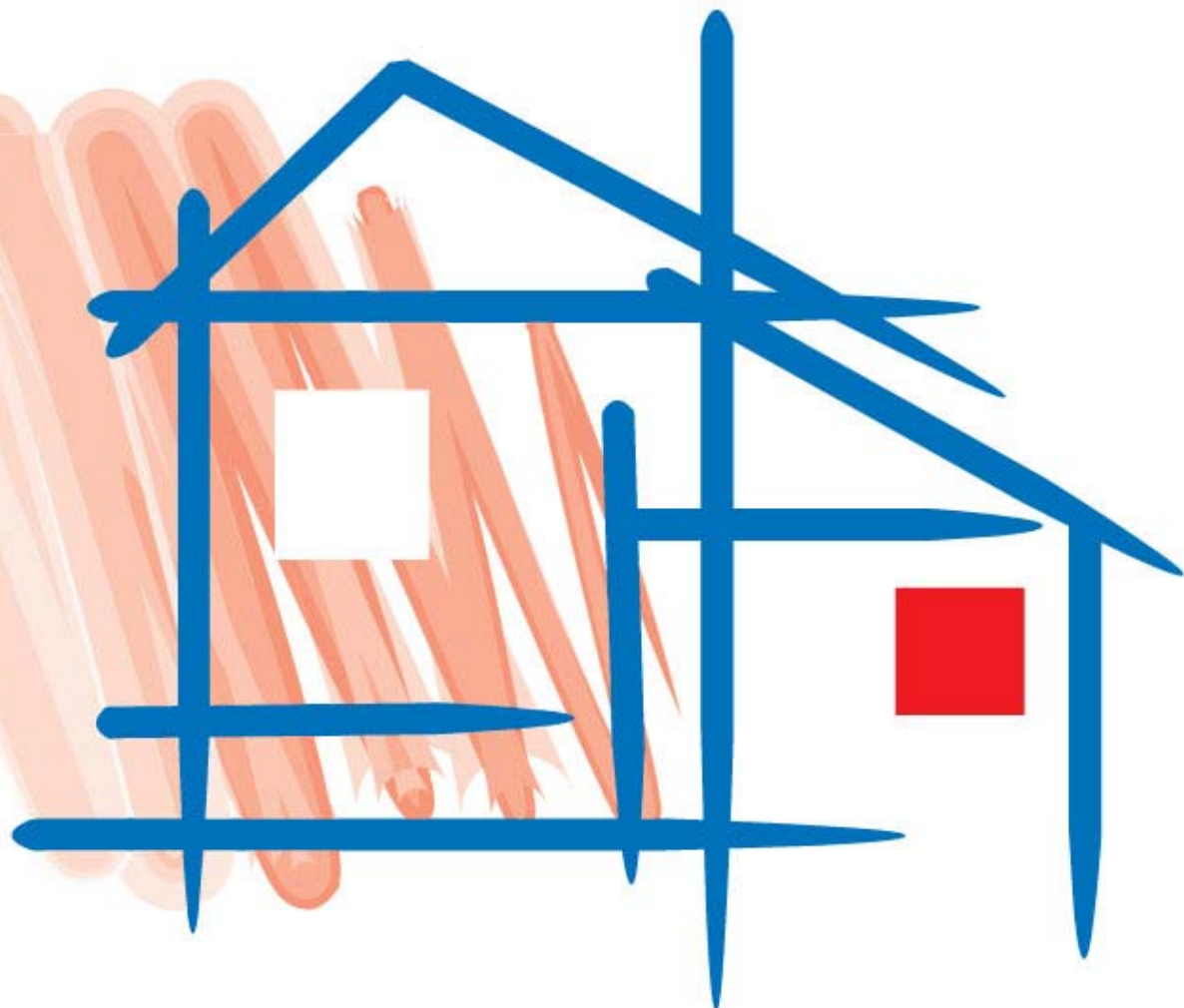




Care & Support Division
Lifeline and Telecare Service
Application Form



What is the Lifeline Alarm Service?

A lifeline alarm can help you live independently in your own home by providing a reassuring link to Stafford and Rural Homes Control Centre 24 hours a day, every day of the year.

Your Lifeline alarms simply plugs into your telephone line and electric power socket. By pressing the button on your pendant you can contact the Control Centre any time of the day or night.

If you press your pendant, your telephone unit will automatically connect you to our Control Centre. Built into the unit is a sensitive microphone and powerful speaker so you can speak to the operator from anywhere in your home. Within seconds of pressing a button, the operator will answer the call and instantly know who you are and where you live.

Contact details are supplied by yourself to the Lifeline service and include your friends, relatives, neighbours and doctor who along with the emergency services can be called if assistance is needed.

If you have any queries about the service or if you would like to arrange a no obligation demonstration please telephone the Lifeline Team on 01785 619175.

What is the Telecare Service?

Our Telecare Service provides a home safety and personal security system that enables people to live independently within their own home. This is achieved through a clever combination of a 24 hour link to our Control Centre and state of the art technology.

A range of sensors are available including a fall detectors, flood detectors, smoke detectors, bogus caller button and bed and chair occupancy sensors. Sensors can be placed discreetly around the home and can provide an automatic alert to our Control Centre. You can also press a button on your pendant to contact the Control Centre any time of the day or night.

Should your sensor be activated, a call is automatically raised at our Control Centre, where the operator will be able to view your personal details to identify who is calling and what the problem is. The operator will then take the most appropriate action, whether it be contacting a family member, friend, doctor or the emergency services.

If you have any queries about the service or if you would like to arrange a no obligation demonstration please telephone the Telecare Team on 01785 619761.

1. Applicant Details

Title: First Name(s):

Surname:

Date of Birth: Sex:

2. Joint Applicant Details

Title: First Name(s):

Surname:

Date of Birth: Sex:

3. Applicant(s) Contact Details

Address:
.....

Postcode: Telephone No:

4. Who should we contact to make installation arrangements?

Applicant(s): Other: Please provide details below:

Name: Relationship:

Address:
.....

Postcode: Telephone No:

5. Which service are you applying for?

Lifeline Alarm Service Telecare Service

6. Please confirm the reason(s) why you require the service

Medical reasons To provide reassurance

Other (please specify):

8. Does your home have the following?

A plug in telephone socket Yes No

An electrical power point near
to your telephone socket Yes No

Both these items must be installed before an alarm can be fitted

9. How did you find out about the service?

Friends/Family Stafford and Rural Homes

Social Services Doctors Surgery/Hospital

Other (please specify)

Applicant(s) Signature:

.....

Date:

PLEASE COMPLETE THE ATTACHED KEY HOLDER AGREEMENT FORM.

**WE CAN NOT MAKE INSTALLATION ARRANGEMENTS UNTIL THIS
INFORMATION HAS BEEN PROVIDED**

Please return completed forms to:

**Stafford and Rural Homes,
The Rurals,
1 Parker Court, Dyson Way,
Staffordshire Technology Park,
Beaconside,
Stafford,
ST18 0WP.**

Lifeline Enquiries: Telephone 01785 619175
Telecare Enquiries: 01785 619761

**Lifeline and Telecare Service
Key Holder Agreement Form**

This information must be provided before alarm and installation arrangements can be made.

Key Safe Details

Key Safe No:..... Key Safe Location:.....

KEY HOLDER AGREEMENT

I agree to be registered as a named key holder for the applicant named on this form. I agree that I may be contacted 24 hours a day, any day of the year should emergency access be required. I understand that I must notify Stafford and Rural Homes in writing if I decide not to be a named key holder. All information will be held in accordance with the Data Protection Act 1998. (Can be signed if Key holder at sign up)

Key holder 1:

Name:..... Relationship:.....

Address:.....

.....

Telephone numbers:

Home:..... Mobile:.....

Work:..... Place of work:.....

I have read the Key Holder Agreement and agree to its contents:

Signed:..... Date:.....

Key holder 2:

Name:..... Relationship:.....

Address:.....
.....

Telephone numbers:

Home:..... Mobile:.....

Work:..... Place of work:.....

I have read the Key Holder Agreement and agree to its contents:

Signed:..... Date:.....

Key holder 3:

Name:..... Relationship:.....

Address:.....
.....

Telephone numbers:

Home:..... Mobile:.....

Work:..... Place of work:.....

I have read the Key Holder Agreement and agree to its contents:

Signed:..... Date:.....