MEDEQUIP Connect

Technology Enabled Care Service

Service User Information Booklet



Contents

Quick Guide 3

Welcome 4
- How it Works 5
- Technology Alarm Package 6
- How long will I have the Equipment for? 7
- Using your Alarm 7
- Medequip Emergency Response Service 8
- Nominated Contacts 8
- Keysafe Information 9
- Non-emergency and Reassurance Calls 9
- Support Procedures 10
- Testing the System 10
- Mains Power Supply and Equipment Faults 10
- Annual Review and Personal Information 11
- Rights and Responsibilities of Service Users 11
- Ending the Service 11

Data Protection 12
- Data Sharing 12
- Voice Recording 12

Health and Safety 14

Safeguarding–Our Responsibilities 15
- What to do if you Suspect Abuse 15
- Reporting Abuse or Harm 15

Service Boundaries and Standards 17

How to Contact Us 18
- Client Satisfaction and Complaints 19
- Further Support and Services 19

If you require support to understand this guide, such as large print, please contact us.

Quick Guide

Following the steps below will guarantee your equipment always works as it should, and that the Contact Centre will be able to support you when you need it.

	Do not unplug your main unit from the mains power supply. There is a battery back up in the unit, but it is for use in emergencies only such as power cuts.
	Ensure any items that require charging are kept charged up as needed.
	Please test your personal alarm button once a month.
	If you feel like the equipment is not right for you, or your needs change, please contact us to arrange a review to ensure what we are providing is best suited to your needs.
	Please update the Contact Centre if your keysafe code is changed.
	Please update the Contact Centre if any of your nominated contacts details change.
	If you think something is not working as it should, please contact us and we will arrange to check/repair your equipment.
	If you no longer want/need the equipment, please contact us to arrange collection.
	Full contact details are provided at the end of the booklet.

Welcome to Medequip Connect

We are proud to be a leading provider of Technology Enabled Care (TEC) solutions in the UK. Our goal is to help you maintain your independence and peace of mind by providing reliable and easy to use TEC equipment. Rest assured, assistance is available 24 hours a day, 7 days a week, 365 days a year.

This booklet is designed to help you to understand our service and the equipment we have provided. Please take your time to read through it. If you have any questions or require further help, please do not hesitate to get in touch.

TSA™

The voice of technology enabled care

Medequip Connect is governed by the TEC Services Association (TSA), the industry and advisory body for TEC in the UK. We are audited annually to ensure all standards are met through the Quality Standards Framework If you would like to know more, their website details are at the end of the booklet.



How it Works

The service is designed to keep you safe and connected. It works through a device such as a base unit and a personal alarm button that communicates with our 24-hour Contact Centre. Our dedicated team is always ready to respond and support you.

As a trusted TEC provider, Medequip Connect ensures that all alerts and notifications from your devices are monitored continuously, so you are never alone.

For specific instructions on how to use your device, please refer to the User Guide included with your equipment. We've made sure that the equipment we offer meets the highest standards to provide you with reliable and easy-to-use technology.



Technology Alarm Package

The alarm package we have provided is tailored to your individual needs. The package is usually made up of a base unit and a personal alarm button which can be worn as a pendant around the neck or on a wrist strap like a watch. Depending on your needs, you may have some additional items, for example a fall detector, or environmental or motion sensors.

Our digital devices remove the need for a landline, however, on some occasions we may recommend the use of other connection types in remote areas.

The installation process is straightforward, and equipment is pre-configured. We will either complete the installation for you or support you through the installation process. We will also ensure the equipment is fully functioning and you have a full understanding of how it works.

This process includes:

- *Establishing the best network coverage provider within your property.*
- *Onsite network coverage test and device range test including checking the layout of your property and surrounding areas to ensure your device has a clear line of communication to our Contact Centre.*
- *Identifying any conditions or other equipment that might affect the proper functioning of your alarm system.*
- *Testing the personal alarm button with the support of our Contact Centre to ensure you have full connection.*
- *Completing a full system check.*
- *Showing you how the alarm equipment functions, the purpose of all controls, indicators and sensors.*
- *Showing you how to ensure you are connected to the Contact Centre.*
- *Explaining the general care and maintenance of your equipment.*

On some of our equipment there is also the option to have a Family Carer App for extended support and expanded range for the pendant, as well as battery backup for added reliability. If this is of interest, please contact Medequip Connect to find out if this an option as part of your package.

How long will I have the Equipment for?

This depends on the arrangement you have in place with your provider. It is important to note the equipment is provided to you on a loan/ temporary basis so you must keep hold of it until the arrangement comes to an end, at which point, you must give everything back in full.

If you have the equipment as part of a reablement package, you will only have it provided for free for the duration of the reablement term. If you want to keep the service in place beyond this point, discuss it with your provider who will be able to give you up to date information on how you can subscribe to the service on a more long-term basis and how much it will cost.

Using your Alarm

If you need any assistance, have fallen or feel unwell, simply press the personal alarm button. This will connect you through to our 24/7 Contact Centre. You will hear a confirmation that your call is being connected and one of our trained team members will be able to support you.

Some equipment will generate calls automatically, such as a fall detector, smoke or heat sensors, and some motion sensors.

When the Operator answers, they will have all your information ready on their screen and will greet you personally. If there is not a clear line of communication via the device, they will try to contact you via another method, such as through your landline or a mobile phone.

Once two-way communication has been established, the Operator will ask a series of triage questions to get the right help for you, whether that is a family member, neighbour, carer, or the relevant emergency services.

If a call to the Contact Centre is generated in error i.e. accidental button press/burnt toast, inform the Operator and they will close the call.

If the Operator cannot establish contact with you, they will escalate the call for a welfare check to be carried out. This may be via one of your nominated contacts, a Medequip Emergency Response Service if there is one available in your area, or emergency services.

Medequip Emergency Response Service

Some areas have a dedicated Medequip Emergency Response Service, or an independent Response Service run by the service that provides your alarm. If this is available to you, the Contact Centre will utilise it as needed should you activate your alarm.

The Responders that work in this service are not medically trained but can attend to carry out welfare checks and offer support and assistance where needed during an emergency.

If this service is not available in your area, or the Responders are unavailable due to service demand, your call will be triaged to the local emergency services.

Nominated Contacts

When you signed up to the service, you will have been asked to provide details of people you would like contacted in the event of an emergency or need for support, who may also hold keys to your property. These could be members of your family, neighbours, or friends. In some instances, people nominate carers, but we advise against this as they may not be able to respond quickly in an emergency.

We will check these details with you annually, but if any of these details change in the interim, please let the Contact Centre know as soon as possible by activating your alarm and updating the information on your record.

If you do not have any nominated contacts, or they are not available, the Contact Centre will triage your call to a Medequip Emergency Response Service (if available) or emergency services. In this instance, we require you to have a keysafe for access to avoid forced entry into your property.





Keysafe Information

If you have a keysafe installed, here are a few important points to keep you safe and secure, help us provide your service effectively and ensure help can reach you as quickly as possible.

- *Do not use your date of birth or any year as the code for the keysafe for security reasons.*
- *We advise you do not share your code with anyone other than emergency services or a care agency who cannot hold a key.*
- *If carers/visitors are using the keysafe, please ensure they are closing the box and scrambling the code whilst they are visiting. If left open, passersby can see the code from inside the box.*
- *Avoid using door chains or bolts that make it difficult to open the door with the key.*
- *Keep the passageway from the door to the rest of your property clear.*
- *Always keep a key in the safe and inform the Contact Centre of any changes to the code or access to the property.*
- *We do not give your keysafe access code to anyone other than the emergency services or dedicated Medequip Emergency Response Service.*

We recommend having a keysafe installed at your property to allow access to our Emergency Responders and emergency services should you need it. We ensure your code remains safe and is only provided at the point of call out to the Emergency Responders and emergency services attending your property.

If you decide you do not want a keysafe at your property, please be aware we cannot be held responsible for any repairs or replacement arising from forced entry by the emergency services. Please note, this could also lead to an additional call out charge from the emergency services for attending your property. Additionally, we are not liable for any damage caused if the emergency services do not wait for our Emergency Responders to arrive at your property. We will make every effort to despatch an Emergency Responder to reach your property as soon as possible in line with TSA standards.

Non-emergency and Reassurance Calls

For any issues or concerns about your alarm unit or additional equipment, press your personal alarm button, or the button on your alarm unit to reach the Contact Centre. The Operator will report the issue to a technician who will make contact and arrange to investigate it for you.

You can also request a reassurance call if you are feeling unwell, and we will arrange a time to call to check on you. There may be an additional charge for this service, please contact the for more information.



Support Procedures

As part of our service, we follow a clear process that outlines the escalation steps to take in case your needs change. This involves simple steps like contacting your nominated contact or more complex measures such as reviewing your TEC package. Your package will be reviewed annually but can also be reviewed at your request or following an event that indicates a change in your needs. You will always be consulted, and any changes can only be made with your consent.

Testing the System

We request that your TEC system is tested once a month to ensure that it is functioning correctly. We recommend testing all easy-to-reach devices, such as the button on the base unit and any pendants.

When you make the test call, simply inform the Operator that you're performing a test, and they will confirm if the test was successful. Should the test fail to connect with the Contact Centre, please contact us for further assistance via another method, such as through landline or mobile phone. If the Operator notices anything is wrong with the test call, they will report it, and you will be contacted by a technician to arrange a diagnosis/repair.

Mains Power Supply and Equipment Faults

Medequip Connect monitors the connectivity of your device using our device management platform. This allows us to identify when a piece of equipment is not connecting to our platform correctly. To avoid disruption to

your service, please ensure your device remains plugged into the main power supply at all times. If you do need to unplug it for any reason, or there is a power cut to the property, the device will continue to function for a short period using the inbuilt battery backup. If you have a piece of equipment that has a standalone battery that requires charging, then please ensure you are keeping it charged so it will work when you need it to.



If your alarm or device develops a fault, it may start flashing or making a sound to alert you. If this happens, please press your alarm and report this via our Contact Centre. They will arrange for one of our technicians to contact you to diagnose and repair the issue.

Annual Review and Personal Information

It is really important that the information provided when setting your service up is reviewed annually to ensure there have been no changes. This allows us to ensure we are supporting you in the right way and have all relevant and correct details to support you in the event of an emergency.

If your needs change, or any of your details change prior to your annual review, please press the button on your device and the Contact Centre will take steps to arrange an ad-hoc review and update your records as part of the call.

When we complete an annual review, we will do the following:

- *Perform a test of all equipment provided including checking battery life.*
- *Checking serial numbers and installation dates.*
- *Check all wiring and connections to the equipment.*
- *Check your personal details are all up to date including keysafe and nominated contacts contact details.*
- *Check the equipment is still suited to your needs and adjust your package if needed.*

Rights and Responsibilities of Service Users

Please use the equipment we have supplied to you responsibly. The equipment should be used for its intended purpose, such as where you need assistance due to illness, accident, or other genuine emergencies.

Ending the Service

If you no longer require the equipment, please press the button on the unit to connect to the Contact Centre and inform the Operator that the service is no longer needed. They will take steps to arrange for someone to contact you and arrange a collection.

Please do not dispose of/sell/give away any of the equipment we have provided you with. To do so may result in a charge.

Once we collect your equipment, the system will be wiped of all personal data and will either be thoroughly cleaned and put into stock for re-use with another service user, or it will be responsibly recycled if it is no longer in serviceable condition.

Data Protection

To provide our services, we need to collect and securely store some of your personal information. Rest assured; we handle your data in strict compliance with the UK GDPR (General Data Protection Regulation 2018). Your personal information is used only to deliver the services you receive from us.

Under GDPR, you have the right to:

- *Request a copy of the personal data we hold about you.*
- *Ask us to delete your data (please note, this would end our service agreement, and we would no longer be able to provide our services to you).*
- *Ask how your data is shared (for example, with emergency services if needed).*

Data Sharing

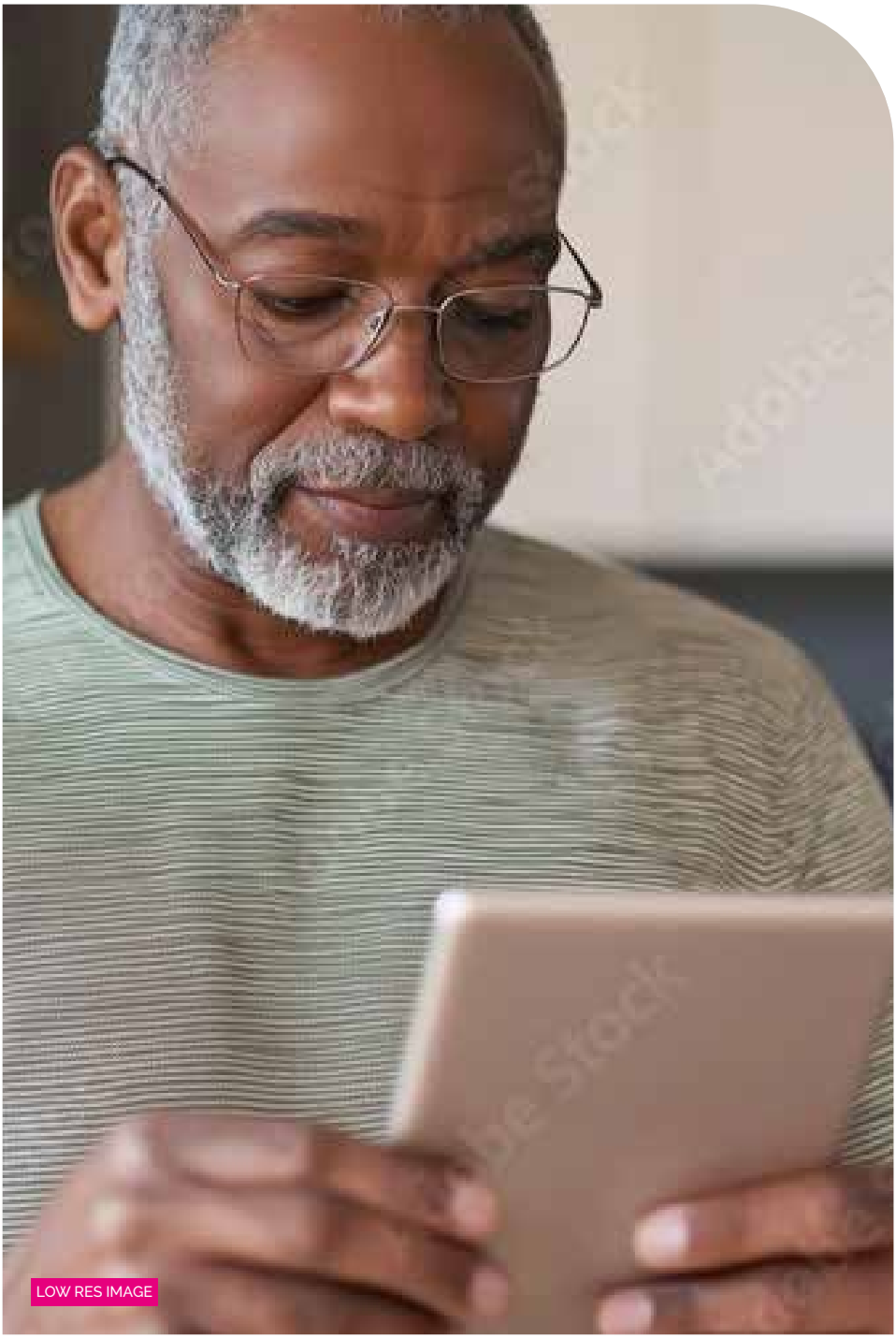
When necessary, we share relevant information with trusted partners to ensure you receive the best support, without needing to provide the same information multiple times. Our Data Protection Officer oversees all agreements to ensure your privacy is fully protected.

If you have any questions or concerns about your data privacy, please email Medequip at dpo@medequip-uk.com.

Your request will be handled in line with our Data Protection & Privacy Policy, and a Medequip representative will assist you with your personal data request. You can also review our Service User Privacy Notice at www.medequip-uk.com.

Voice Recording

Please note that all calls to and from the Contact Centre are recorded for training purposes and your reassurance.


LOW RES IMAGE

Health and Safety

Your safety is our priority. We ensure that our staff receive ongoing Health and Safety training, and a thorough risk assessment is carried out during the installation process.

Both our staff and Service Users are urged to report any concerns that may affect the Health & Safety or Security of themselves or others. You can view our full policy on our website. For immediate assistance please press the button on your alarm and you will be connected to the Contact Centre.



Safeguarding– Our Responsibilities

As a provider of TEC, we have a duty of care to ensure our Service Users, their network, and our colleagues are safe from abuse. We have an obligation to raise a safeguarding alert if any types or harm, abuse, or allegations come to light. It is then the responsibility of the Local Safeguarding Team to investigate concerns we raise and decide on the outcome.

If an adult is at risk, we will seek permission to raise a safeguarding concern but at times, even though a person may not want to raise a safeguarding concern, we may decide that it is in their best interest to do so. If a child is at risk, we are required by law to raise a safeguarding concern.

What to do if you Suspect Abuse

Recognising abuse or harm is crucial. If you feel that you or someone you know is at risk, it is important to report it. Here is what you can do:

- *Contact the Police by dialling 999.*
- *Reach out to your Local Authority Safeguarding Team by dialling 101 and requesting the nearest team to you.*
- *Press your pendant alarm to speak to our Contact Centre, which operates 24/7/365.*

Reporting Abuse or Harm

You may be worried about the consequences of reporting abuse, especially if the person affected cannot speak up for themselves. In these cases, they may rely on you to voice your concerns. You must never assume that someone else has already taken action. Reporting what you have seen or heard can be lifesaving. Rest assured, all concerns will be handled with the utmost sensitivity, and you will receive advice and support.

If you wish to disclose a concern, please be assured that we will take your disclosure seriously. We treat all such information with the strictest confidence, sharing details only with those who need to know.


LOW RES IMAGE

Service Boundaries and Standards

We want to provide the best service possible, so it's important to be clear about what you can expect from us. We've outlined some of the boundaries and standards we follow to ensure your safety and wellbeing.

- *Depending on where you live, we may have a dedicated 24/7 Emergency Response Service available to you. In the event of an emergency, your nominated contact will be contacted first. Please note, we cannot always guarantee that our Emergency Responders will be available. In this instance, we will always contact emergency services to ensure you get the help you need as quickly as possible.*
- *The role of our Emergency Responders is specifically focused on responding to emergency situations and does not extend to daily care duties, such as toileting, bathing, washing, cooking, or any medical activities such as emptying catheter bags or giving medication.*
- *As a low-level support service, our Emergency Responders are only dispatched to genuine emergencies. For non-emergencies (e.g. furniture breakage or a misplaced item) we will try to contact your nominated contact to attend.*
- *We may coordinate with other organisations when necessary to provide the most appropriate assistance. We are not responsible for the actions of third parties, individual, service, or agency contacted on your behalf.*
- *We are not responsible for any service disruptions caused by factors outside our control. This includes issues such as network outages, power outages, or industrial action.*
- *Routine visits are not a standard part of our service unless explicitly commissioned.*
- *While we strive to ensure you receive assistance within the fastest timeframe possible, we are governed by the TSA and aim to respond in line with their guidance.*

How to Contact Us

For Emergency Support

Please press the button on your alarm or contact us on **03330 150326**

Write to Us

Medequip Connect
Suite 9
Hardmans Business Centre
Rawtenstall
Lancashire
BB4 6HH

Call Us

Office: **01706 572460**

Freephone: **0800 910 1390**

Voicemail System for Out of Hours

Hours: Mon – Fri 9:00am – 5:00pm

Email Us

connect@medequip-uk.com

Visit Our Website

www.medequip-connect.com

TEC Services Association (TSA)

www.tsa-voice.org.uk/about-tsa/



Client Satisfaction and Complaints

We are committed to providing the best service possible. We welcome your feedback through customer surveys and via our website at www.medequip-connect.com. Client satisfaction surveys are carried out periodically and feedback is used to improve our services.

If the service you have received has not met your expectations and you wish to request a copy of our complaint procedure, please call 01706 572460 or visit our website. You may also request a copy via post which can be sent to you upon request.

Further Support and Services

Thank you again for choosing Medequip Connect. We are here to support you, and if you'd like to explore other services we offer, please visit our website or get in touch with us directly. We're always happy to discuss how we can best meet your needs.

MEDEQUIP

Connect

Technology Enabled Care Service

Freephone: **0800 910 1390** Email: **connect@medequip-uk.com**
www.medequip-connect.com

Medequip Connect and the Medequip Connect logo are trademarks of Medequip Assistive Technology Ltd.