



Harborough Lifeline

Peace of mind in your own home.

Harborough Lifeline Client Referral Form

Client's Full Name:		Likes to be Known as:	
Date of Birth:			
Address:			
		Post Code:	
E-mail Address:			
If client has a telephone line please specify Telephone provider:		Broadband:	Yes / No
Landline Telephone Number:		Mobile Number:	
Is there a 13amp power socket within 1.5m (5ft) of the telephone point which can be reached without crossing a doorway/hallway etc?. If there is no near power source other telecare units can be installed.			Yes / No

Alternative Contact Details (if different from client being referred)

Full Name:			
Relationship to person being referred:			
Address:			
		Post Code:	

Additional Services Available (circle if interested)

Units	
Reach Ultra	Unit is able to operate via the landline telephone line or mobile network. Therefore useful for clients without a telephone line. Additionally if landline incurs a fault the unit will divert using the mobile network meaning service can be maintained at all times.

Pendants

Fall Detector	Built in accelerometer meaning device will automatically trigger if the client falls. Worn on wrist.
Attack Pendant	If user feels threatened or uneasy with a visitor when triggered will send a silent alarm.
Bogus Call Pendant	Usually wall mounted alongside the front door which can be pressed if the resident feels threatened or uneasy with a visitor.
Pendant Dexterity Aid	Dexterity adaptor provides a much larger surface area for button activation for those with limited dexterity.

Environmental Sensors

Flood Detector	Located on the floor below bath, wash basin or kitchen sink or anywhere a tap could be left running – transmits alarm call for a potential flooding.
Smoke Detector	Ceiling mounted and will transmit alarm if activated. For those Hard of Hearing – option Smoke Detector Kit available.
Heat Detector	Ceiling mounted and will transmit alarm if activated.
Temperature Extreme	Provides early warning of extreme low or high household temperatures – resulting to hypothermia or dehydration. < 5 °C and >30 °C.
Ambient Temperature	Provides warning signal should temperature drop below 16 °C and activates alarm should temperature fall below 10 °C for 30 min.
CO2 Detector	Provides a local alarm and also Transmit alarm if dangerous level of Carbon Monoxide is detected.
Gas Detector	Provides a local alarm and also Transmit alarm if dangerous level of Gas is detected.



Personal Wellbeing	
PIR Detectors	Can be set for activity or intruder detection.
Door Contacts	If door is opened a call will be immediately transmitted. An Isolation switch is available to override door opening and setting of alarm.
Advanced Property Exit Sensor	Raises alarm if the client leaves their home or they accidentally leaves their front door open. Is monitored through door contacts and a PIR sensor. Carers / family etc can exit property without setting alarm off by using a fob.
Radio Pull Cords	Fitted in bathrooms, alongside the bed or anywhere personal pendants are not usually worn. Cord will reach floor level.

Keeping in Touch Scheme
Keeping in Touch calls – as part of our standard package we offer Keep In Touch calls; up to one per week and up to two week’s worth of daily calls. Handy if family are away on holiday or a recent hospital discharge leaves the client feeling a little vulnerable.

Useful information to think about when the client submit their application form.
Does the client receive support from a care agency? Does the client have family / friends / neighbours that can act as a responder? (However, if no responders are available we can still provide the service) Does the client have a fitted key safe outside your property? (having this data available for the emergency services, if need be, makes the process quicker in the event of an urgent call)

Consent	
Information given on this form will help us to provide the best possible support to enhance the client’s independent living through the delivery of Technology Enabled Care Services. All information provided will remain solely within Harborough Lifeline and it will not be distributed to any other organisation. It will be held on a computer system run by Harborough District Council in accordance with the Data Protection Act 1998. Lifeline will contact the client to obtain any further information to assist with the enquiry of becoming a user of Harborough Lifeline. A free no obligation demonstration can be provided at the client wishes.	
Referred by Family / Friend / The Referral Client / Organisation:	
Name of person	
Address:	
Contact Telephone Number:	
Please confirm if consent explained: Yes / No	
Referral Priority:	Date of Referral:

Please return all referral forms to lifeline@harborough.co.uk, or to Harborough Lifeline, Harborough District Council, The Symington Building, Adam & Eve Street, Market Harborough, Leicestershire, LE16 7AG.

Any queries please contact us on (01858) 464499

