



The voice of technology
enabled care

A Guide to providing a self- installation service





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Introduction

This guide has been created to provide you with a general overview of the things you need to consider if you are offering a postal service for community alarms. It is designed to be used in conjunction with your organisation's policies and procedures particularly with reference to protecting vulnerable people from harm, managing information and confidentiality.

Things to consider

The installation needs to be as simple and straightforward for the service user as possible to make sure the equipment will work as intended:

Posting equipment out: Think about the type of packaging you need to use, is it robust enough to withstand the postage journey. What arrangements are in place with the postal services? Can you access a post office?

Pre-programming: can you pre-programme the equipment with the necessary information, for example Unit ID, platform numbers etc. Input all service user information including contact information and medical information, if this is available to you? Flag the customer record on your platform to follow up within 5 working days to ensure the equipment has been received and the first connection call has been made by the service user.

Leads & cables: can you connect leads, cables and wires where possible prior to equipment going out in a way that avoids damage in transit.

Follow up process: check your platform to ensure first connection calls have been received. Where the first connection call has not been received follow up directly with the service user.

Service information: Do you have a leaflet with details about your service that you can include?

Simple and clear installation steps:

In the box you should include:

- Easy to follow self-installation guides which are being made available to you via our website www.tsa-voice.org.uk/
- Pre-programmed unit with relevant leads and cables attached to correct inputs
- Service information leaflet

The first connection call handled by Monitoring Centre should:

- Welcome the service user to the organisation
- Standard questions:
 - Do you have any medical conditions?
 - Do you have a key safe? Where is it? What is the access code?
 - While we have you on the line, can you press your pendant for me?
- Remind service users to press the pendant once a month to test it.
- Remember to reassure the service user that they can press the pendant at any time if they have any concerns