

## NEW Fire legislation

Scottish Governments law on fire and carbon monoxide detection in Scotland is changing.

**By February 2022 every Scottish home must have:**

- one smoke alarm in the living room or the room used the most
- one smoke alarm in every hallway or landing
- one heat alarm in the kitchen

All smoke and heat alarms should be mounted on the ceiling and be **interlinked**.

**Interlinked** means if one detector activates, they all activate, so you will always hear an alarm wherever you are in your home. If a household has a carbon-fuelled appliance, such as a boiler, fire, heater or flue, it must also have a carbon monoxide (CO) detector, but this does not need to be linked to the fire alarms.

**It is the property owner's responsibility for meeting the new standard.**

**Telecare smoke alarms are in addition to any interlinked alarms.**

**For more information: <https://www.westlothian.gov.uk/firealarms>**



**IMPORTANT-** If you have a Telecare alarm and smoke, heat or carbon monoxide detectors, these are in addition to the interlinked alarms you must have in your property, they do not replace them.

Telecare providers such as West Lothian Council are not responsible for meeting the new standard unless they are also the landlord. If a Telecare system is needed, this must be fitted in addition to any interlinked smoke, heat and carbon monoxide alarms.

If you have workmen/ decorators/ tradesmen/ contractors visiting your home, they must not remove your West Lothian Council Telecare smoke or heat detectors.

For more information, visit: [Fire and smoke alarms: changes to the law - gov. scot \(www.gov.scot\)](https://www.gov.scot)

Get a free Home Fire Safety Visit from the Scottish Fire & Rescue Service  
Call 0800 0731999 or text "FIRE" to 80800 from your mobile phone

### Do you need help with costs?

If you are on a low income, contact the Advice Shop for an income maximisation check.

01506 283000

[Advice.shop@westlothian.gov.uk](mailto:Advice.shop@westlothian.gov.uk)



Keep up to date on the analogue to digital switch via our website:

<https://westlothianhscp.org.uk/digital-upgrade>

West Lothian  
Health & Social Care Partnership  
[www.westlothianhscp.org.uk](http://www.westlothianhscp.org.uk)



Digital UPDATE

DECEMBER 2021

West Lothian  
Health & Social Care Partnership  
NHS Lothian | West Lothian Council

# Home Safety Service Newsletter

**YOUR TELECARE SERVICE IS CHANGING – what you need to know!**

The Telecare service you receive is delivered in two ways, through the **Home Safety Service** staff who visit you in your home and the **West Lothian Careline** operators whom you speak to when you press your pendant. The service is changing, this newsletter will tell you **what you need to know**.

### At a glance:

Telephone companies are moving all of their customers from analogue phone lines to digital phone lines by 2025, what this means for you is:

- The way your Telecare alarm connects and sends emergency calls to West Lothian Careline will change
- We will replace your Telecare alarm with a new digital alarm by summer 2023
- When you change your analogue phone line to a digital line, let West Lothian Careline know by pressing your pendant

## The Analogue to Digital Switch and how it will affect you ?

Telephone companies in the UK will be switching off analogue telephone lines by 2025 and replacing these with new digital lines. This is an exciting opportunity for us to update the equipment we provide you which will bring many benefits as we move to a digital service.

### What will change over the next 12-18 months?.

- Your Telecare alarm will be changed to a new digital version which will use a SIM card instead of your telephone line.
- The phone numbers that you contact West Lothian Careline on and they contact you on have already changed.

For more information visit our Analogue to Digital web page

<https://westlothianhscp.org.uk/digital-upgrade>



## Digital Telecare Alarms

We will be changing your Telecare alarm to a new digital version which will use a **SIM card instead of your telephone line**. We have a dedicated team working on a program to replace your existing alarm with a new digital version, to ensure you continue to receive a reliable service. We hope to have everyone switched over by the summer 2023.

### What do you need to do?

**Have you changed to a digital telephone line?** If you have, **press your pendant** and let West Lothian Careline know, we will make you a priority to receive the new digital alarm.

**Not sure if you have a digital phone line?** Ask your telephone provider, if they say yes, it is a digital phone line, **let us know**.

**Still have an analogue phone line?** Great, you don't need to do anything, we will be in contact with you when we are ready to upgrade your alarm.

Your telephone provider may ask you to move to a digital telephone line in the near future. We would ask you to advise your provider that you have a **Telecare Alarm Service** and hold off changing until we have upgraded your alarm to a digital one.



### Digital phone line, how can I tell?

If your telephone is connected to a telephone socket like this, it is likely you have an analogue telephone line.



If your phone has been plugged into a router like this, it is likely you may already have a digital phone line. **Let West Lothian Careline know if yours looks similar to this.**

## Your new telecare alarm

A sticker is enclosed with the newsletter, please attach this to your alarm here so that contractors know they should not unplug your Telecare alarm without letting West Lothian Careline know.



Place sticker here



## Meet the Team

Home Safety staff work in the community assessing and reviewing your needs, identifying technology which could support you to live independently at home. They will install and maintain the equipment for you too.

Staff work seven days from 8am – 7pm (Mon-Fri) and 8am – 5pm (weekends).

24 hours a day, 7 days per week, the West Lothian Careline operators are on hand when you press your pendant and get help for you if required.



**Katrina:** "I enjoy being able to offer a service that is tailored to the individuals needs that gives reassurance to them, but also their support network"



**Malcolm:** "I do love my job, I go home in a good mood knowing that I have helped someone stay in their own house independently"



**Jamie:** "There's a real sense of satisfaction in this job, you finish a shift feeling like you've really helped someone. It's a unique job, demanding, but very worthwhile"

## New Telephone Numbers

As part of our move to a digital service, West Lothian Careline have upgraded the computer software they use to answer your emergency calls. This means that Careline have **new** telephone numbers you must be aware of.



Due to the system upgrade you may notice your alarm makes a different sound/tone when it connects to West Lothian Careline. This is normal.



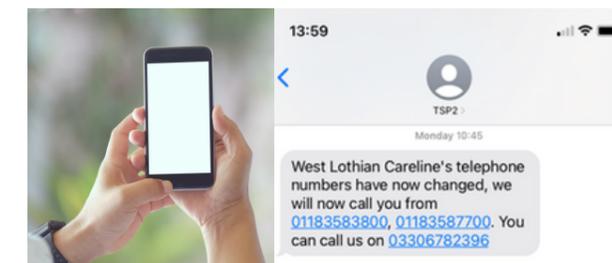
When West Lothian Careline call you, the number on your caller ID will show as **0118 358 3800** or **0118 358 7700**. Please add these to your contacts, if you use Call Barring or BT Call Guard, ensure you update it with these numbers. Please note these numbers do not accept incoming calls, you can telephone West Lothian Careline on **0330 678 2396**.

Your phone provider may notify you that this is a 'spam' or 'marketing' call. To avoid this, please add these numbers to the contacts in your phone so you can be assured it is West Lothian Careline calling you.



## Other ways to stay in touch

West Lothian Carelines digital system means they have other ways they can keep in touch with you making it easier to share updates. Careline can now send text messages and emails, please look out for these in the coming months.



If you wish to telephone West Lothian Careline, you can use their new number which is charged as a local rate call: **0330 678 2396** or, you can press your pendant.

### Cut out and keep



West Lothian Careline will contact you on:

**0118 358 3800**

or

**0118 358 7700**

You can contact West Lothian Careline by:  
Pressing your pendant

Telephoning on: **0330 678 2396**

Emailing: **carelineusers@westlothian.gov.uk**