



# Community Alarm & Telecare

Published October 2011

## Welcome to your Community Alarm Service

This service is run by Epsom & Ewell Borough Council 24 hours a day, 365 days of the year to help you in an emergency.

It is provided to make you feel safe and secure in your own home knowing that you can get help at the touch of a button.



The people who will answer your call are based at a Care Centre. When they receive your call, they will contact the most appropriate person, in accordance with your wishes.

In an extreme emergency this could be Police, Ambulance or Fire Service.

Trained operators answer calls as quickly as they can, but please do be patient as there may be other needy people.

### Remember:

- Always wear your pendant
- Keep the alarm plugged in and switched on
- Make sure your telephone line is working
- Leave the pendant somewhere nearby when you are in bed
- Your pendant is waterproof and can be used when showering or bathing.



## A few frequently asked questions

### What is a keyholder and why do I need one?

- We need details of neighbours, friends or relatives living close to you who have a key to your home. This is so the emergency services can get into your home, if they are need to, without breaking in. If this has to happen, then Epsom & Ewell Borough Council will not be liable for any repairs.
- It is best to have two keyholders (within about 10 minutes travel) who are prepared to be called out at night and or give keys to the emergency services if necessary.
- We will let them know about the Epsom & Ewell Borough Council service and outline their role.
- They need to let us know of any change in their circumstances immediately.
- We are on hand to answer any queries.

### What happens if I do not have any keyholders close by?

- We recommend you have a keysafe fitted, which stores your key or keys securely.
- The Epsom & Ewell team can supply and fit a keysafe if necessary, call us for more information on 01372 732000.
- This can also be useful for carers, if they need to get in your house and you are unable to answer the door.
- Always advise your insurer if you have a keysafe installed.



## **What to do in an emergency**

- Do not worry - just press the pendant or the red button on the alarm unit.
- Make sure the red light comes on when you press the pendant.
- When the call is answered, try and give the details of the emergency.
- If you cannot hear the operator or they cannot hear you, they will call you back on your home telephone.
- If you cannot answer the phone, the operator will either call one of your contacts or the emergency services to help.

## **What happens if my details change or I move house?**

- It is essential to the service that the information we hold about you is up to date.
- You can advise us of any changes on 01372 732000 or you can also press the button on the pendant and let the operator know.
- If you move within the Borough, please let us have your new address and phone number in advance so we can move your alarm with you.
- If you are moving to another borough and would like a similar service we can liaise with a local provider to set it up.
- Please let the Care Centre know if you are going to be away for more than a few days. You can do this by pressing your pendant and telling the operator.
- Please also let them know when you return.

## **What if my telephone line is faulty?**

- If your telephone landline is faulty your alarm will not work.
- The alarm will give an audible warning to let you know if there is a problem.
- If it looks as if the telephone line is likely to be out of service for a long time, then we may be able to put in a device that works over a mobile phone network.
- Contact the Community Alarm team between 9am - 5pm Monday to Friday or the Care Centre out of office hours, to arrange for one to be fitted on 01372 732200 or 01372 204500.

## What happens if there is a power cut?

- The alarm unit has a battery backup which is kept constantly charged as long as the alarm is plugged in and switched on. This will power the alarm for several hours.
- The unit will also automatically make a call to the Care Centre after about 1 hour of the power being switched off.
- There will also be an audible warning so you know there is a problem.

## Check visits

- The Community Alarm team or a (CAST) Community Alarm Support Team member will visit at least once a year to check both the equipment is in good working order and your details are all correct and up-to-date.
- However it is important to make a test call at least once a month to check the equipment, this will identify if there are any faults.

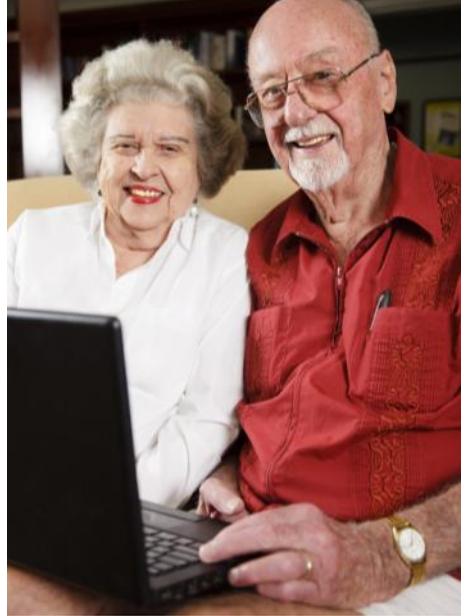


### **Loss of the pendant**

If you lose your pendant, please contact the Community Alarm team without delay on 01372 732000.

A replacement will be provided as quickly as possible. After replacing the pendant the lost pendant will no longer work, as it will have been disabled. If it remains lost then we will charge for a replacement.

You can still make an emergency call by pressing the large red button on your alarm.



### **Paying for the service**

Payment for the service will be on a monthly basis. You can pay by Direct Debit or at the Town Hall .

### **Stranger at the door and bogus callers**

Every day people are tricked by doorstep conmen into paying for unnecessary work that is both overpriced and shoddy, or by bogus callers.

Once in someone's home they may take the opportunity to steal money or valuables.

If you have concerns over a caller at your door and require immediate help then dial 101 or press your alarm or pendant.

If you require a copy of this document in an alternative format such as large print, Braille or audio then please contact us on 01372 732000

If you require a translation in your language, please contact:

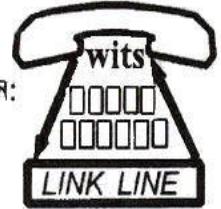
ਜੇਕਰ ਤੁਹਾਨੂੰ ਆਪਣੀ ਜ਼ਬਾਨ 'ਚ ਅਨੁਵਾਦ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

જો તમને પોતાની ભાષામાં ભાષાંતર જોઈએ છે, તો મહેરબાની કરીને સંપર્ક સાધો:

Se necessitar de uma tradução, contacte por favor:

যদি আপনার নিজের ভাষায় অনুবাদ চান তাহলে অনুগ্রহ করে যোগাযোগ করুন:

اگر آپ کو ترجمہ اپنی زبان میں چاہئے تو برائے مہربانی رابطہ کریں۔



01483 750548





**For Out of Hours Emergencies please call The Care Centre on  
01372 204500**

Community Alarm

Epsom & Ewell Borough Council

Longmead Depot, Blenheim Road, Epsom, KT19 9AP

Tel: 01372 732000

Email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk) Web: [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)