

Telecare Services

(Including Community Alarm)

Supporting
independence
and peace of
mind at home

This service is brought
to you by Mole Valley
District Council, installing
and monitoring in Mole
Valley and Reigate and
Banstead areas



Emergency Alarm Button



What is Telecare?

Telecare is the name given to a range of equipment that can be used to summon help in emergency situations; raising alerts manually or automatically. The equipment is designed to assist vulnerable people to live more independently by monitoring safety around the home.

The basic package consists of an alarm unit, incorporating an emergency button, and a pendant worn around your neck or wrist. The pendant works even if you are in a different room to the main unit or in your garden (approx 80-100 ft from the base unit). An adaptor is also available that allows those with limited strength/movement to operate the pendant.

Automatic alerts can be sent from additional equipment such as a smoke alarm, fall detector, bed/chair sensor, gas detector, flood detector or pill dispenser. To find out more, please contact us and we will be happy to discuss your requirements.

How does it work?

The equipment is linked via your phone line to our Care Centre, staffed by trained operators 24 hours a day, 365 days a year. To summon help, simply activate the alarm by pressing the button on the pendant or the base unit. A signal is then sent directly to our Care Centre and answered by an operator who will know who you are, where you are, and your emergency contacts.

Each alarm unit has a sensitive microphone and speaker built in; you will be able to speak to an operator without even having to be adjacent to the base unit. The operator will organise appropriate assistance and summon help even if you are unable to communicate with them.

What are the benefits of the Telecare Service?

- ✓ A friendly, quick and professional response to all calls received
- ✓ A useful aid for added security
- ✓ A wide range of additional sensors can be linked to the alarm unit to provide you with extra safeguards
- ✓ Enables users to remain independent at home in the knowledge that help can be called upon at any time if required
- ✓ Equipment is versatile and can be tailored to your requirements
- ✓ Facilitate early and safer discharge from hospital or reducing hospital admission
- ✓ Help at the touch of a button 24-hours/365 days of the year
- ✓ Installation can be arranged within 24hours of referral where possible or at a time that suits you (Monday to Friday)
- ✓ Offering peace of mind and support to carers
- ✓ Reassurance to family and friends that you can manage on your own, but that help is on hand if needed
- ✓ Regular maintenance checks free of charge
- ✓ Reliable and easy to use equipment in the event of an emergency
- ✓ The Telecare Service works closely with other organisations including:
 - Health and Social Care Teams
 - Emergency Services
 - Charities & Support Organisations

We are able to signpost or refer you to these organisations if required.

Who is eligible for an alarm?

Anyone, of any age, can request our service. Many of our service users are people who:

- ✓ Are a victim of crime/have a fear of crime
- ✓ Care for a partner
- ✓ Feel vulnerable
- ✓ Have a medical condition
- ✓ Have a physical or learning disability
- ✓ Have cognitive impairment e.g. dementia
- ✓ Have experienced domestic violence
- ✓ Live alone
- ✓ Work in an environment where they do not feel safe



How will you access my property in an emergency?

When we install the alarm we will ask you for details of anyone who holds a key to your property. Alternatively, you may prefer for us to install a key safe to the outside of your property, where your door key can be stored securely and accessed in an emergency. There is a one-off charge to supply and install a key safe.

How much does the service cost?

There is an all-inclusive charge for our service, which provides:

- The Telecare equipment you require
- Free installation and maintenance
- 24 hours support by our Care Centre
- Peace of mind, independence and security

As a guide, the charge for our basic package of an alarm unit and pendant is £4.00 per week, paid by monthly direct debit for the year commencing April 2009. The Service can be paid for using Attendance Allowance or Direct Payments and a quarterly invoice is also available (charges for additional equipment do apply).

What area does the Service Cover?

We install equipment for anyone who pays their council tax to Mole Valley District Council or Reigate & Banstead Borough Council. If you pay council tax outside these areas, we can refer you to your local service provider.

How do I join the service?

We welcome referrals from professional health or social care staff, charity/support organisations, family and friends. Alternatively, you may also contact us direct (details below). Once we have your details we will arrange a mutually convenient time to visit you at home for a free, no obligation, demonstration.

What is required for the installation?

A modern telephone socket and, nearby, a 13-amp power point for the dedicated use of the alarm.

For more information or to arrange a no-obligation demonstration, please contact us today.

Telephone: 01372 204500

Minicom: 01372 819094

**Email: telecare@molevalley.gov.uk
Website: www.communityalarm.com**

What do our customers say about the service?

Our latest customer satisfaction survey, in 2008, confirmed that 99.2% of our customers felt that the service they received was either 'excellent' or 'good'.

"The alarm was more than useful, it is a lifeline, and I wish all old people could have a lifeline, it's a necessity. I couldn't be without it".

"I find the service excellent you are always very helpful and efficient"

"From the time you press the pendant this service is superb. Thank you very much"

"I find the service excellent you are always very helpful & efficient"

"Excellent service – ambulance response 5-10 minutes"

Alternative formats

If you would like this document in another format or language please visit the Council's main reception in Dorking or the Leatherhead HelpShop. Alternatively you can contact us by:

Fax: 01306 876821

E-mail: alternative.formats@molevalley.gov.uk

Website: www.molevalley.gov.uk

Si desea este documento en otro formato o idioma sírvase visitar la recepción principal del Consejo en Dorking o el Leatherhead Helpshop. También puede comunicarse con nosotros por:

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Website: www.molevalley.gov.uk

আপনি যদি এই ডকুমেন্ট অন্য কোন ধরনে অথবা ভাষায় চান তাহলে অনুগ্রহ করে কাউন্সিলের প্রধান রিসেপশন ডকিং অথবা লেদারহেড হেল্পশপে দেখা-সাক্ষাত করুন।

বিকল্পভাবে আপনি অন্য যেসব উপায়ে যোগাযোগ করতে পারেন সেগুলো হলো:

ফ্যাক্স: 01306 876821

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یہ دستاویز اگر آپ کو اپنی زبان یا کسی دیگر شکل میں درکار ہو تو برائے مہربانی 'ڈورنگٹ' یا 'لیڈرہڈ' میں ہیلپ شاپ کے 'مین رپکشن' پر جائیے یا ہم سے رابطے کے لیے یہ وسائل اختیار کیجیے:

فیکس: 01306 876821 ویب سائٹ: www.molevalley.gov.uk

ای میل: alternative.formats@molevalley.gov.uk



SurreyTelecare
Your Local Council Partnership



Recognised by the Telecare Services Association
in compliance with the Code of Practice for the
Industry

We are accredited to the Telecare Services Association Code of Practice which audits our adherence to service standards.