

Delivering Telecare to the Community

- as part of the SPAN service we offer additional sensors, such as smoke detectors to link to our alarms, for which there is a small extra charge. These sensors are known as Telecare.



- SPAN maintains a high standard of customer care and is committed to ensuring its clients continue to benefit as Telecare evolves.
- we work hard to provide the residents of Spelthorne with the best Telecare service possible for their particular needs. We work closely with the NHS, Social Services and local organisations such as Age Concern and Carers Support.
- the SPAN team are happy to talk to you in more detail about the benefits Telecare can offer. Please call us on 01784 444277

How to contact us

For any queries write to us at:

SPAN
Spelthorne Borough Council,
Council Offices,
Knowle Green,
Staines,
TW18 1XB

Telephone:
01784 444277

Fax:
01784 446448

Or send an e-mail to:
span@spelthorne.gov.uk

Spelthorne Personal Alarm Network (SPAN)



SurreyTelecare
Your Local Council Partnership

www.surreytelecare.com



01784 444277

www.spelthorne.gov.uk



Who needs an Alarm?

Anyone of any age can use an alarm, especially if you live alone, feel vulnerable, are disabled or have been the victim of crime. Our alarm will give you the reassurance you need without having to reach your phone. Many people tell us that it helps them to live life independently.



How is it installed?

All that is required is:

- a modern telephone socket
- a 13-amp power point for the dedicated use of the alarm. The phone socket and power point should ideally be close to each other on the same or adjacent walls
- the names and addresses of people who would be willing to hold a key to your home in case of an emergency (a minimum of two people or one if a keysafe is fitted)



How does it work?

The alarm unit we install is linked via your phone line to a Care Centre, which is staffed 24 hours a day, 365 days a year, by fully trained operators.

You will be given a pendant to wear and to get help you just press the button on it or the red button on the alarm unit.



Each unit has a very sensitive microphone and speaker built in, so you should be able to speak to an operator without having to get to the alarm. If they can't hear you they will get one of your key holders to check you are alright.

The operator will respond to your needs and organise appropriate assistance through your key holders or the emergency services.

The pendant will work up to 100 feet from the alarm unit (and in many cases much further than this).

Is there a cost?

We install the alarm and connect you to the Care Centre for a small weekly fee.

How do I pay?

We would prefer it if you paid by Direct Debit, either quarterly or monthly (over 10 months). Alternatively we can issue you with a quarterly invoice.

What the SPAN service offers:

- independence
- 24-hour commitment to client care
- no installation fee
- a useful security aid
- regular maintenance checks free of charge
- information and referral to other support services

