

## Delivering Telecare to the Community

- As part of the 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.



- We maintain a high standard of customer care and are committed to ensuring our clients continue to benefit as Telecare evolves.
- We work hard to provide the residents of Elmbridge with the best Telecare service possible for their particular needs. We work closely with the NHS and Social Services to ensure we achieve this.
- The team are happy to talk to you in more detail about the benefits Telecare can offer. Please call us on 01372 474560

## How to contact us

For any queries write to us at:

**Community Alarms Team  
Elmbridge Borough Council,  
Civic Centre,  
High Street,  
Esher,  
Surrey,  
KT10 9SD**

Telephone:  
**01372 474560**

Fax:  
**01372 469123**

Or send an e-mail to:  
**communityalarms@elmbridge.gov.uk**



**SurreyTelecare**  
*Your Local Council Partnership*

[www.surreytelecare.com](http://www.surreytelecare.com)

Produced by Community Support Services - October 2011

# Elmbridge Community Alarms Service



01372 474560

[www.elmbridge.gov.uk/communityalarms](http://www.elmbridge.gov.uk/communityalarms)



**Elmbridge**  
Borough Council

*... bridging the communities ...*

## 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 key safe 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, every quarter. Alternatively we can issue you with a quarterly invoice.

## What the Community Alarm 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

