

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.



Bed Sensor



Pill Dispenser

- ‘Help-line’ 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 Surrey Heath with the best Telecare service possible for their particular needs. We work closely with the NHS, Social Services and local voluntary organisations.

- The team are happy to talk to you in more detail about the benefits Telecare can offer. Please call us on 01276 707659

How to contact us

For any queries write to us at:

Surrey Heath Borough Council
 Surrey Heath House
 Knoll Road
 Camberley
 GU15 3HD

Telephone: 01276 707659

Email:
Community.Services@surreyheath.gov.uk
 or
Aline.Poulter@surreyheath.gov.uk



www.surreytelecare.com



Community Alarm “Help-line”



Great Place. Great Community. Great Future

Who needs an alarm?

Anyone of any age can have an alarm, especially if you live alone, feel vulnerable, have a disability 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, or we can fit a key storage box.



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 pendant 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.

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

How do I pay?

We would prefer for you to pay by Direct Debit on a monthly basis. If this is not possible we can discuss other means of payment.

What Help-line offers:

- Independence
- 24 hour commitment to client care
- A useful security aid
- Regular maintenance checks free of charge
- Information and referral to other support services

