

**HELP AT THE TOUCH OF A BUTTON!
WITH A TELECARE ALARM!**



SurreyTelecare

Your Local Council Partnership

www.surreytelecare.com

DISTRICT & BOROUGH ALARM PROVIDERS

ELMBRIDGE Borough Council Community Alarms

01372 474560 / Fax: 01372 469123
communityalarms@elmbridge.gov.uk

EPSOM & EWELL Borough Council Community Alarm Team

01372 732000
communityalarmgroup@epsom-ewell.gov.uk

GUILDFORD Borough Council Guildford Careline

01483 502334 / Fax: 01483 444343
careline@guildford.gov.uk

MOLE VALLEY / REIGATE & BANSTEAD District Councils Telecare Services

01372 204500 / Fax: 01372 819093
telecare@molevalley.gov.uk
communityalarm@molevalley.gov.uk

RUNNYMEDE Borough Council Careline Services

01932 425865 / Fax: 01932 838384
careline@runnymede.gov.uk

SPELTHORNE Borough Council Spelthorne Personal Alarm Network (SPAN)

01784 444277 / Fax: 01784 446448
span@spelthorne.gov.uk

SURREY HEATH Borough Council Community Alarm Help-Line

01276 707659 / Fax: 01276 707653
community.services@surreyheath.gov.uk

TANDRIDGE District Council Community Alarm Service

01883 716636 / Fax: 01883 717623
communityalarms@tandridge.gov.uk

WAVERLEY Borough Council Waverley Careline

01483 523535 / Fax: 01483 523528
careline@waverley.gov.uk

WOKING Borough Council Woking Careline

01483 743647 / Fax: 01483 743667
careline@woking.gov.uk

**“Mum was on her own
when she fell...**

...but she wasn't alone”

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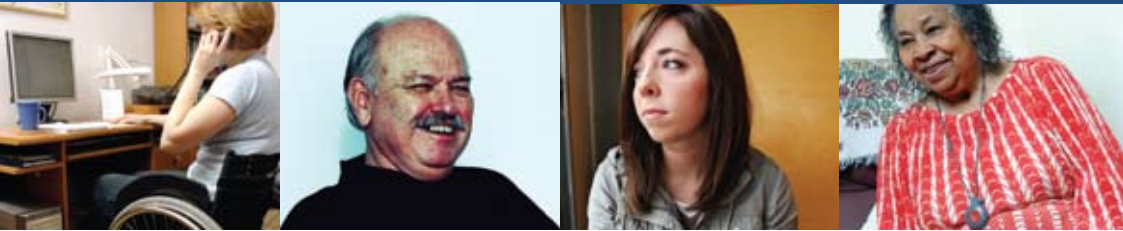
*First 12 weeks free following
hospital discharge for new clients.*



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Surrey Telecare Services

Your local Telecare Service is there to provide safety and security, and helps to enable you to live independently in your own home. The Telecare unit is located in your home and linked to a care centre via the telephone 24 hours a day, 365 days a year. Most importantly it is very easy to use.

The Benefits

Everyone has their own reason for choosing Telecare but most tell us that it gives them:

- Peace of mind for them, their family and friends
- Reduced sense of isolation
- Greater feeling of security

The friendly care centre staff are fully trained to respond quickly and appropriately to calls for help. In an emergency they will remain in contact with you until they are satisfied that help is with you and they are no longer needed.

CAT (Community Alarm Telecare) Discharge Project

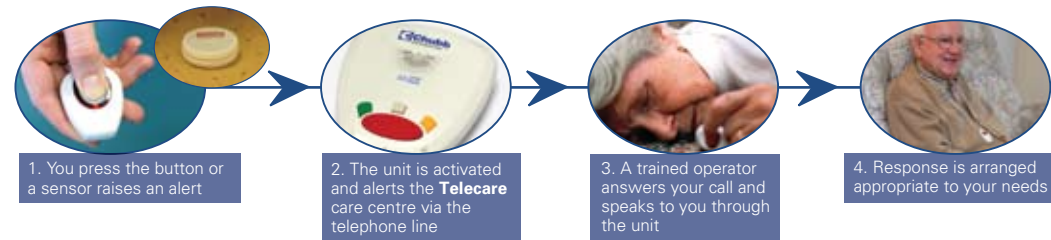
This scheme offers an alarm and pendant, free of charge for 12 weeks, following hospital discharge, to those Surrey residents who do not already have the service. Residents who have been victims of a distraction burglary can also be offered an alarm under the CAT project.

To contact your local Surrey Telecare Service provider please refer to the details at the back of this leaflet.




How Does Telecare Work?

You will be provided with a basic package of a Telecare unit and pendant button. When you press the button the unit automatically dials the local care centre via your telephone line, where your personal details will appear on their computer screens, and one of the fully trained operators will arrange the most appropriate assistance. By using the pendant you can call them from anywhere in your own home without using your telephone handset, as they can communicate with you via the unit, but don't worry even if they can't hear you, they will still get you assistance. If necessary, one of your nominated contacts, who may hold a key, will be called to help, or provide access to a doctor or the emergency services.



Telecare Sensors


We can also advise on the most suitable additional Telecare sensors to work alongside your Telecare unit to give you even greater security and support around the home. Specialised sensors include:



Smoke Detector
This popular and essential sensor provides protection by raising an alarm to the care centre if smoke is detected in your home even if nobody is at home.



Fall Sensor
The device sends an alert if you have a fall or a blackout. This sensor is helpful to people with epilepsy or diabetes.



Bed/Chair Occupancy Sensors
These sensors will generate an alarm call if the user has got out of bed, say, in the middle of the night to go to the toilet and has not returned in a given period of time. Likewise the chair sensor can be programmed to send an alert if a person's favourite chair is not used during predetermined periods.