

# Community alarms and telecare

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## Community Alarms and Telecare services - keeping you safe at home

### A community alarm

If you live alone and feel vulnerable, you may want to consider getting a community alarm installed which means you can call for help if you fall or become ill.

### **How does it work?**

The alarm is a special pendant, which can be worn around the neck or as a wrist band. When you press the red button, it connects 24 hours a day, 365 days a year to a control centre. We use Newham Network Telecare Services to monitor your calls, and if there is an emergency you will get help quickly. The operators will contact relatives, friends or neighbours as requested, and if necessary, the emergency services.

### **Who can have the service?**

To receive the service you need to meet one or more of the following criteria:

- Live alone
- Be left alone regularly by relatives, or other carers
- Be housebound
- Feel vulnerable at home even though you may be able to get out and about
- Be a carer of a disabled child or adult who needs the control centre to call for help in an emergency
- Or who needs to contact a doctor or someone else in an emergency

### **What will the service cost?**

There may be a contribution for this service and details will be given to you. This will include the monitoring and response service.

You will be charged on a quarterly basis, whether or not you are at home. You can also pay monthly by standing order.

### **How will the alarm be installed?**

It is easy to install the community alarm. You must have a telephone socket and a spare 13 amp electric socket to plug the alarm in to. Both sockets must be on the same wall in the same room, and within 1 metre of each other.

### **What else do I need to do?**

You will need to give us:

- Some personal details
- Names, addresses and telephone numbers of people you want us to contact in an emergency or difficulty. These could be family, friends or neighbours
- Details of two or more people living near to you, who are willing to hold your door keys for you. If you do not have anyone to be a 'keyholder', a key safe attached to the outside of your home could be fitted to hold keys, so that access can be gained by the emergency services.

### **How do I get this service?**

You need to fill in the Community Alarm application form. You can get a copy from your local Social Services office or by calling Waltham Forest Direct on 020 8496 3000. You can also download it from [www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

If you have problems completing the application form, your next of kin or a social worker can make the application for you.

## **Telecare services**

If you are worried about someone who is vulnerable and needs more than a community alarm to remain living safe and independent in their own home, our Telecare services may be able to help.

### **How does it work?**

Telecare uses a range of simple sensors placed around the home which raise an alarm to get help if needed. It works 24 hours a day, every day of the year providing security and peace of mind.

The equipment includes sensors which can:

- Detect if someone has left the house at an unsafe time or has not returned to bed after getting up in the middle of the night
- Give medication reminders
- Detect smoke, gas or floods
- Notify a carer in the same house if the person they care for is moving around.

If an alarm is raised, the Telecare operator will contact the person to check their safety and give advice and reassurance. If necessary, they will contact a relative, the mobile warden or the emergency service.

### **Who installs the sensors?**

Waltham Forest Telecare team will make arrangements with you, your family, carer or neighbour to install any equipment identified to support your needs.

### **How much does it cost?**

There may be a contribution for this service and details will be given to you.

### **Who can receive the service?**

To receive the service we will need to arrange an assessment (called the Community Care Assessment) of the person concerned to see if they are entitled to help.

### **How can I find out more?**

To find out more about the Telecare services contact Waltham Forest Direct on 020 8496 3000 to arrange to speak to a social care worker.

If you require this information in a larger print please call 020 8496 3595 / 3669.

### **How to contact adult social care**

You can telephone us between 8am - 6pm, Monday to Friday on 020 8496 3000 Minicom 020 8496 3010  
If you are worried that someone you know is at risk of harm, neglect or mistreatment please call us in confidence.

Visit Customer Services at your nearest Library Plus, between 9am - 5pm, Monday to Friday:

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