



Unit 9 Shaw Wood Business Park,
Shaw Wood Way, Doncaster, DN2 5TB
Tel: 01302 327800
Fax: 01302 327205
Minicom: 01302 768297
Email: advice@dialdoncaster.co.uk
Web: www.dialdoncaster.co.uk

Alarm systems for getting help in the home

Home Alarms

A Home Alarm is a personal alarm system that provides 24 hour access to a monitoring centre, 365 days of the year, to enable you to call for help in an emergency situation.

1. YOU SET OFF THE ALARM

You do this with a Personal Radio Trigger, called a pendant - (a push button which you carry around with you), to call for help from anywhere in your home. The trigger sends a radio signal to the Alarm Unit. Some are worn round your neck, some like a wristwatch, others are clipped to your clothes or are carried in your pocket. Other ways of setting off the Alarm are by a button on the Alarm Unit itself or wall buttons or pull cords fitted around your home.

2. THE UNIT CALLS FOR HELP

Once it has received the signal, the Alarm Unit calls the monitoring centre. Most systems do this by telephone.

3. YOUR CALLS GET THROUGH

If your Unit is set to get in touch with a monitoring centre, your details will appear on a screen so the centre staff will know that it is you, and where you live. They will usually try to speak to you through the Alarm or by telephone so that they can take the most appropriate action.

4. SOMEONE ARRIVES TO HELP

Your problem might be dealt with over the telephone. If not, someone will arrive to help you. This could be a friend or relative, or the monitoring centre may have called a doctor or ambulance for you.

How to get an Alarm

Alarms are not usually sold in shops. See below for details of how to get one, and who from.

Your Local Authority

The Home Alarm and Telecare Service is available to all older and vulnerable adults who reside in the Doncaster Metropolitan Borough area, whether living in private, rented or council owned property. The service is currently £3.20 per week or £41.60 per quarter, however, if you are aged 65 or over and in receipt of Housing Benefit or Council Tax Benefit you will receive the service for free.

Telecare Services

Telecare builds upon the basic alarm service to offer added safety and security at home. Sensors are discreetly placed around the home or may be worn by the service user in the form of a pendant, watch or belt. The system can be adapted to support individuals in a range of different solutions such as:

- Bogus callers
- Carbon Monoxide
- Falls
- Floods
- Leaving taps or gas on
- Medication reminders
- Smoke

The Telecare service is suitable for those who require more support than the basic alarm service including people with:

- A real or perceived fear of crime and who feel particularly vulnerable
- Dementia
- Learning disabilities
- Long-term medical conditions that make them vulnerable to falling
- Mental health problems
- Physical Disabilities

For an application form contact :-

Doncaster Council's Home Alarm and Telecare Service

Tel: 01302 737631 or 323444

Or the forms can be downloaded from the Local Authority website: www.doncaster.gov.uk

Alternatively you can call DIAL Doncaster on 01302 327800.

Age UK Personal Alarm Service

You can choose either an Age UK Pendant or Wristband Alarm that is quick and easy to install giving you peace of mind. This service is chargeable.

For information and advice or to book a no obligation demonstration, please contact:

Tel: 0800 055 6112 - Freephone

Website: www.ageuk.org.uk

Tunstall Response

The Lifeline home unit is much more than just an ordinary telephone. With it, help can be summoned at the press of a single alarm button. This automatically dials the monitoring centre where a trained operator will respond to your call and provide the most appropriate help. This service is chargeable.

For further information contact :

Tunstall Response Customer Services Team

Tel: 01977 661 234

Email: enquiries@tunstall.com

Website: www.tunstall.co.uk