



# Calderdale Community Alarms and Assistive Technology

# Community Care Alarm Service

**Calderdale Council, in partnership with Progress Lifelines, offer a community care alarm service which offers direct access to a Contact Centre from your home. The Centre provides emergency assistance 24 hours a day in your own home, 365 days a year to help make your life easier, safer and more comfortable.**

The service will help maintain your independence and support you to stay in your home for longer. The service also provides much welcomed reassurance and peace of mind, not only to yourself, but also to your family, friends and carers.

A trained installer will fit the alarm unit then once in place the system will be tested and you will be given a pendant to wear at all times. The system is designed to work in your home only.

When you press your alarm you will be connected to the Progress Lifeline Contact Centre who will ask you a few questions, then if necessary they will send an Emergency Home Responder to your property to assist you. The Responder will aim to be with you within 45 minutes. Emergency Home Responders are trained to deal with a variety of situations, for example, assistive lifting following a fall and providing support and reassurance until medical help arrives.

The service costs £4.51 per week and is payable to Calderdale MBC who will invoice you once the service is operational. All calls made to the Contact Centre will be payable by you to your Telecoms provider at the local rate.

## Testing

We recommend that community care alarms are tested regularly by either yourself, a family member or a carer. This can be done on a memorable date each month, ie. birthday date, by pressing your pendant, wrist band or the red button on your unit which will connect you to the contact centre. Testing provides reassurance to both you and the contact centre that your equipment is working correctly.

## Keysafe

If you live on your own you will be required a keysafe fitted outside your home, you will be asked for a 4 digit number which will be programmed into the keysafe as the security code. Keysafes are fitted free of charge by Calderdale Council.





## Assistive Technology

**Our extensive range of Assistive Technology can also support you to stay in your home.**

We can provide a range of discrete wireless sensors that can be worn or be placed around your home which can help to identify:

- Epileptic seizures
- Falls
- Gas leaks, smoke and unsafe levels of carbon monoxide
- Flooding from overflowing sinks and baths
- Fire risks from unattended cookers
- Leaving the home
- Extreme heat or cold temperature
- Getting up in the night

All the sensors are linked to the alarm unit and will automatically alert the Contact Centre when activated.

We also offer:

- Automated medication dispensers
- GPS devices
- Monitoring systems
- A variety of equipment linked to a pager system.



If you would like more information about the Community Care Alarm service or our range of Assistive Technology, please call Gateway to Care on:

Telephone  
**01422 393000**

Email  
**[gatewaytocare@calderdale.gov.uk](mailto:gatewaytocare@calderdale.gov.uk)**