

Fact sheet

Created Date: 03-07-2023

Review Date: 03-07-2024

visit us @ www.telford.gov.uk/asc

follow us on



Telecare

What is Telecare/Community Alarm?

A Community Alarm is a monitoring system to support people to be safe at home. It will allow you to call for help if you are unwell or have a fall. A basic alarm system will include a hub unit which is plugged in to the mains. Depending on which product you choose it will either connect via your home internet or SIM. You then have a button that you can wear around your neck or on your wrist. When you need help, you activate the button which creates a call through to a 24hr monitoring centre. An operator in the call centre will arrange and co-ordinate the support that you need. Some systems can also expand to include other alerting devices such as door sensors or automatic fall detection.

The following are a selection of companies that you may wish to explore for your Community Alarm Service, they meet the required national standards. The list is not exhaustive and we would encourage you to do your own research, these are just a starting point for you.

Medequip Connect <https://www.medequip-connect.com/> 0808 501 5823

Watch Alarms <https://www.wrekin.com/watch-alarms> 01952 217151

Age Co <https://personalalarms.ageco.co.uk/> 0800 085 8032

You may wish to self-purchase this equipment using the above links or your preferred outlet. However, you may benefit from having an assessment or conversation about the right type of equipment for you. For some people, this equipment may be provided for you following an assessment of your needs. Please visit www.telford.gov.uk/independentliving to find out how to access our Independent Living Centre or make a referral.