

Fact sheet

Last Review Date: 23 December 2025

Next Review Date: 23 December 2026

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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 at home. 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/> 0800 9101390

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

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