

Booklet  
No. 39



Housing

A close-up photograph of a white, rectangular community alarm and telecare device. The device features a large, circular speaker grille on the left side. On the top left, there is a blue and white sticker that reads "lifeline CONNECT". On the right side, there are three colored buttons: a yellow one at the top, a teal one in the middle, and a red one at the bottom. A red sticker with the word "Tunstall" is located on the bottom right. A small black dot is visible on the top right. A silver pen with a yellow eraser is lying on the surface to the left of the device.

# Community Alarm & Telecare Service

## Information for clients

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We can provide this document in a range of languages  
and formats on request.

Please contact Tandridge District Council on 01883 722000.

It is also available on the Tandridge website

**[www.tandridge.gov.uk](http://www.tandridge.gov.uk)**

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## **Information for clients**

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Thank you for joining the Community Alarm & Telecare Service run by Tandridge District Council. We aim to help you feel safe and secure in your own home, knowing you can get help at the touch of a button.

### ***1. How does the service work?***

At the touch of a button fully trained operators are available 24 hours a day 365 days of the year, to get you help in an emergency.

They aim to answer your call as quickly as possible. Please bear in mind you may not be the only person in the area who has pressed their pendant or activated their alarm. We will respond to all calls.

### ***2. What do I need to do?***

Please make sure the alarm is kept plugged in and switched on and your telephone landline is working. You will also need to wear your pendant at all times unless you are in bed.

When you are in bed, the manufacturer recommends you leave your pendant nearby such as on your bedside cabinet. The pendant is splash proof, but should not be fully immersed in water.

The alarm is mainly for use in your home. The approximate range of the pendant is 50 metres. While it may work outside for example in the garden, this cannot be guaranteed. The alarm officer can offer advice about this.

### ***3. How do I use the alarm unit?***

In an emergency press your pendant. A small red light will come on. Alternatively press the red button on the alarm unit.

Listen for the call connecting and when the call is answered try to give the operator the details of the emergency.

If you cannot hear the operator clearly or they cannot hear you, do not worry, they will try ringing you back.

If you can answer the phone tell the operator what the emergency is.

If you cannot answer the phone, the operator will get one of your contacts and/or the emergency services to come and help you.

Pressing your emergency pendant means that as long as the call connects, the Call Centre Staff will summon help and your call will be actioned, even if you can't hear the operator or make yourself understood.

#### **4. Who will answer my call?**

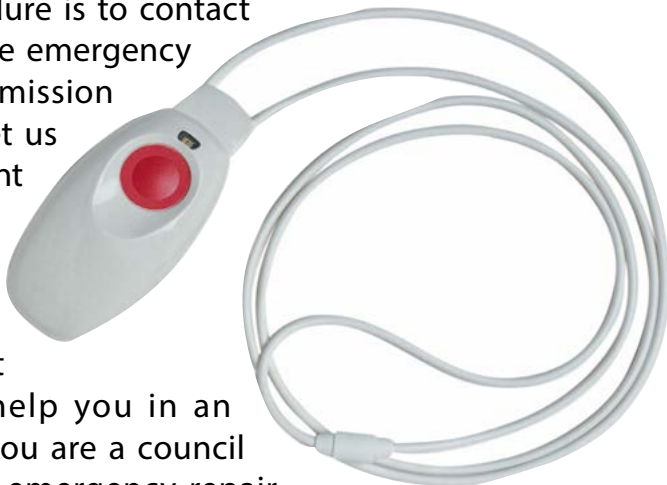
Staff at the Mole Valley Call Centre in Leatherhead will answer your emergency call and depending on the call, will contact relatives, friends, doctors and home care providers.

In extreme emergencies, if your contacts are unavailable, you do not have a local contact or if they cannot hear or find out what the problem is, they will contact the ambulance, police or fire service.

In certain (non urgent) circumstances they may also call an out of hours doctor or nurse. They will try to ensure any action taken is in agreement with you, but this may not always be possible.

Our standard procedure is to contact the next of kin if the emergency call results in an admission to hospital. Please let us know if you do not want this to happen.

The Call Centre will not arrange for Tandridge District Council's staff to help you in an emergency, unless you are a council tenant and have an emergency repair request eg flooding, break-in or have been locked out.



## ***5. What if I lose my pendant?***

If you lose your pendant please contact the Community Alarm & Telecare Team on 01883 716636 immediately. We will give you a replacement as soon as possible and always within two working days.

Don't forget you can also make an emergency call by pressing the large red button on your alarm box.

Unfortunately we have to charge £65 for a replacement pendant, but if you find your old pendant at a later date this will be refunded. Do not use your old pendant if you find it, as it may not work.

## ***6. Why do I need a keyholder?***

When your alarm is installed, you will be asked for details of neighbours, friends or relatives living close by who have a key to your home. You should have at least two local, contactable keyholders and they should be able to get to your property within 30 minutes.

They must be prepared to be called out during the night or available to hand keys to the emergency services if they live close by.

We ask for this information so the emergency services can get into your home quickly, without breaking in. If someone has to break into your home to gain access, the Council will not be liable for any repair costs.

We will write to your keyholders to let them know their details have been given to the Call Centre. We will ask them to tell us about any changes to their details immediately.

## ***7. What happens if I don't have a keyholder close by?***

If you do not have two keyholders who live nearby, we need you to get a keysafe fitted. This stores your key(s) securely. A keysafe can also be useful if carers need to gain access to your property and you can't answer the door.



A keysafe can be supplied and fitted by the Council's Handyman. Alarm staff can give you more information about this service.

### **8. Why do I need to make monthly test calls?**

We advise you to make a monthly test call to ensure the equipment is working. If you have a smoke or carbon monoxide detector linked to your community alarm these should be tested weekly. It is best to place this call during office hours Monday to Friday as, if there is a problem with your alarm, we can deal with it as soon as possible. This may not always be the case if you tested it over the weekend.

As with all electronic equipment, things can occasionally go wrong which is why the monthly test call is important. You should always make a test call if you think the alarm is not working. An extreme example of this would be after a thunderstorm. As with other items of electrical equipment your alarm could be damaged in these circumstances. So please place a test call to ensure the alarm is working.



The batteries are monitored by the Mole Valley Care Centre during a test call and we will be advised if they need to be checked or replaced. If your alarm is faulty in any way, we aim to visit you as soon as possible and always within two working days.

In any case we will try to visit you twice a year to check the equipment and your details.

If the recommended test calls have not been made, we cannot be held responsible if the unit does not work.

Placing a regular test call also helps you remain confident using the alarm if you ever need to.

## **9. What if my telephone landline is faulty?**

We aim to install your community alarm in the main telephone socket in your home and connect any telecoms equipment through the back of the alarm. This is to ensure any emergency call placed has the best possible chance of connecting. We advise that you also check with your phone line provider in order to confirm that our alarm equipment is compatible with their network.

In some instances, this may not be practical or in keeping with the client's wishes and we may have to connect the alarm to an extension socket.

Leaving a phone accidentally off the hook or a faulty extension may lead to a call not connecting. If you have any concerns about this, please discuss the options with the alarm officer.

If you have a faulty landline, extension or too many pieces of telecoms equipment fitted in your home, the alarm may not work. This equipment could be additional phones, separate answer phones, additional ringers, satellite TV receivers, broadband routers or fax machines etc.

If you have broadband you will need to have ADSL filters fitted to your BT sockets. The alarm officer can offer advice on this.

If you think your alarm is not working try checking your telephone has a dialling tone. If it doesn't you need to contact your phone provider and ask them to investigate the fault.

Please contact us if you wish to move your alarm or disconnect it.



If you need to replace an existing phone connected to the alarm let us know if you are not confident doing this yourself. Always place a test call after reconnecting a phone to ensure your alarm is working.

If you change your phone line provider you must make sure your alarm will connect reliably on your new network.

### ***10. What happens if there is a power cut?***

Your alarm has a battery back-up in the main base unit, which is kept constantly charged, as long as your alarm is plugged in and switched on. This ensures it will still work for several hours if there is a power cut.

Depending on the type of alarm, the unit will either give an audible warning and/or the lights will flash to let you know there is a problem.

Within one hour the alarm unit will automatically call the Call Centre to let them know you have a power cut or your alarm has been switched off accidentally.

When the power is restored your alarm should work as normal. Please place a test call to make sure.

If these warnings do not occur then the battery back up may need replacing and your alarm may not work. Please contact us as soon as possible and we will arrange to replace the batteries or the alarm.

Also be aware that in the event of a power cut, if you have a portable phone and extra handsets these may not work. It is advisable to have a standard telephone or mobile phone ready to use in such an emergency.

### ***11. What if my details change or I move house?***

It is essential all the information we have about you and your contacts is up to date.

Please contact the Community Alarm & Telecare team on 01883 716636 if you need to tell us about any changes to your details.



You can also press your pendant and speak to the Mole Valley Call Centre to give them the information.

If you are moving house, we will need your new address and phone number, so we can arrange to remove and reinstall the equipment for you at your new address.

## ***12. What if I go away?***

Please let the Mole Valley Call Centre know if you, or your close contacts, will be away from home for more than one day. You can do this by pressing your pendant and giving them the information

when they answer. When you return home let them know in the same way.



This also acts as a test call to ensure your alarm is working correctly on your return.

## ***13. How do I pay for my alarm?***

The charge for the service will be calculated on a weekly basis, but we will send you an invoice on the first of January, April, July and October.

We recommend paying by Direct Debit. Alternatively you can pay by cheque, or debit card over the phone. In certain circumstances the charge may be subject to VAT. Please contact us for the current charges.

## 14. What should I do if I forget how the alarm unit works?

Just remember the following:



In an emergency (medical or otherwise) press your pendant or the red button on the alarm unit. Be sure you have pressed your pendant correctly by making sure the small red light is illuminated.



Listen for the call connecting and when the call is answered try to give the operator the details of the emergency.



If you cannot hear the operator clearly or they cannot hear you, do not worry they will try ringing you back on your telephone.



If you can answer the phone tell the operator what the nature of the emergency is.



If you cannot answer the phone do not worry the operator will get one of your contacts and/or the emergency services to come to your aid.

If you're still confused or concerned about the equipment in any way please ring the Community Alarm & Telecare team on **01883 716636**. Staff will be pleased to answer any queries you may have and if necessary arrange for a member of staff to visit. Remember, **at least twice a year you will receive a visit from a member of the team** to check the equipment and your details.

Images on pages 1,4,6 & 10 courtesy of Tunstall.

## **15. How to contact us**

For any alarm enquiries:

Write to: Community Alarm & Telecare Service The TOPS Office  
158 Pollards Oak Road, Hurst Green RH8 0JP

Tel: 01883 716 636

Our office hours are:

Monday to Thursday 9am-5pm  
Friday 9am-4.30pm.

For payment or invoice enquiries please contact the Finance Department on 01883 732 907, e-mail [accountsreceivable@tandridge.gov.uk](mailto:accountsreceivable@tandridge.gov.uk).

For all other enquiries regarding the alarm service please use the contact details shown below.

Post: Community Alarm & Telecare Service  
The TOPS Office  
158 Pollards Oak Road  
Hurst Green, Oxted  
Surrey RH8 0JP

Tel: 01883 716 636

E-mail: [communityalarms@tandridge.gov.uk](mailto:communityalarms@tandridge.gov.uk)




[www.tandridge.gov.uk](http://www.tandridge.gov.uk)



Tandridge District Council's website is a comprehensive source of information about council services and the community.

You can find information about businesses, councillors, council tax and benefits, housing, jobs, planning, leisure, recycling and waste collections and much more.

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