

active **4** age

wulvern

# emergency alarm service



your  
**home**  
team

## Bringing you independence and peace of mind 24 hours a day, 365 days a year

The active4age service – help at the touch of a button

- Simple to install
- Easy to use
- Reliable
- Caring friendly staff
- Confidentially maintained
- Service all day, every day
- A service to suit individual needs

## The service

The active4age service provides a 24 hour alarm service designed to respond to customer's calls for assistance in an emergency. The calls are answered at the control centre by a friendly trained operator who can talk to the customer and ensure they get the most appropriate help.

In an emergency the alarm staff can:

- Offer advice and assurance
- Contact a relative, neighbour or friend
- Summon the emergency services

Please note that all the emergency alarm calls are recorded.

In addition to the emergency alarm, the active4age service also includes regular visits from the Mobile Support Officers who provide a support plan for each customer. The support plan is a document used to help identify your present level of independence. It may also help you to identify the most appropriate assistance to allow you to remain as independent as possible or improve your health.





# The active4age team

Each member of staff is trained to help recognise an individual's needs, and identify the level of support required to help maintain independence.

# The customer

No two customers are the same, but they can all benefit from the reassurance which the active4age service provides. active4age customers can have various needs and whether they are either living alone or with family, the service allows them to enjoy continued independence and peace of mind.

# The equipment

The alarm equipment can be fitted into any home provided there is a telephone point and 13amp electricity power point within two metres of each other. It is unobtrusive and the installation will not spoil your decorations.

A pendant is worn either around the neck or wrist. Pressing the pendant activates a call, which is investigated by the trained operators.

In our sheltered courts, bungalows and flats, there may be a pull cord facility instead of a pendant. This will activate the alarm in the same way as the pendant.



# Your questions answered

**Q** Do I have to pay for the active4age service?

**A** There is a charge for the service, although this has been kept to a minimum. In some cases assistance can be given to help pay the monthly service charge. Contact Wulvern for more details.

**Q** Will I be shown how to use the alarm equipment?

**A** Yes, the member of staff installing the equipment will ensure that you and your family know how to use it.

**Q** Will the equipment still work if I leave the house?

**A** The range of the device allows you to use it in your own garden if you are wearing the pendant. In cases where the alarm is raised in the garden, two way speech would not be possible as the main unit is situated in the house, however every call made with no spoken response is investigated until we establish the reason of the call. This may include contacting your next of kin or other listed contacts and if necessary, sending for the emergency services to assist.

**Q** I require regular medication, can this be given to me by the active4age staff?

**A** No, active4age staff are not authorised or paid to administer drugs, or act as a homecare, night attendant, or to look after clients who have taken to bed through illness. The active4age service will help you to access this support if it is required from other agencies who are dedicated to providing this kind of support and care.

**Q** I am still not sure I really need an alarm but my family say I should

**A** It is natural that your family or friends should be concerned about you. The active4age service enables you to keep your independence by providing the reassurance of contact in an emergency and the allied services provide by the active4age team.

**Q** Could my application for the service be refused?

**A** It is highly unlikely but if for some reason it is felt that the service is unsuitable because it is unable to meet your needs you will be directed to a more suitable service. In this event, if you feel the decision is wrong or unfair you have the right to appeal against it by contacting the service manager on 01270 506200.

**We recommend you try out the service and see if it suits you. There is no charge for removing the equipment if you decide that you do not want to continue receiving the active4age service and our policy is to respect your wishes above anything else.**

**The decision is yours.**

For additional information and application forms, please contact a member of the active4age team at Wulvern.

## **Contact details:**

### **Wulvern House**

Electra Way  
Crewe  
CW1 6GW  
Call 01270 506200

### **Wulvern Choices Crewe**

Edleston Road  
Crewe  
Call 01270 506200

### **Wulvern Choices Nantwich**

Beam Street  
Nantwich  
Call 01270 506200

### **Opening hours for Wulvern Head Office**

Monday – Friday 8.30am – 5pm

### **Opening hours for Wulvern Choices Crewe**

Monday 9am – 5pm  
Tuesday 9am – 5pm  
Wednesday 9am – 5pm  
Thursday 10am – 5pm  
Friday 9am – 5pm

### **Opening hours for Wulvern Choices Nantwich**

Monday and Thursday  
9.30am – 12.30pm  
1.30pm – 5pm



If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506200** or ask at one of our offices

### Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم  
01270 506200

### Chinese

如欲索取閣下語言的資料，請致電  
01270 506200 向我們查詢

### Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200  
નંબર પર ફોન કરીને અમને પૂછો.

### Italian

Per informazioni nella vostra lingua siete pregati  
di contattare il seguente no.01270 506200

### Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ندیمان پێ بکه به  
01270 506200

### Polish

Po informacje w języku polskim prosimy  
dzwonić pod numer 01270 506200

### Portuguese

Para informação na sua linguagem, por favor  
fale com nos, 01270 506200

### Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,  
01270 506200

### Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



[www.wulvern.org.uk](http://www.wulvern.org.uk)

**01270 506200**

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