

active **4** age

wulvern

emergency alarm service

Frequently asked questions and application form



your
home
team

Questions and Answers

Q I am 80 years old and have always been independent, but I have recently had a couple of falls and couldn't get up, how can the active4age emergency alarm service help?

A The alarm unit allows contact with our alarm centre, which is open 24 hours a day, 365 days a year. In an emergency they will contact your next of kin or other listed contacts and if necessary, send for the emergency services to assist.

Q What if I fall in the garden?

A If you fall in your own garden you can still use the alarm. The equipment is operated via a pendant which can be worn around the neck or wrist; this activates a call to the alarm centre when pressed. The range of the device allows you to use it in your own garden. 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, send for the emergency services to assist.

Q Is the service only available for Wulvern tenants?

A No, the service is available for older and other vulnerable people living in both Wulvern and private properties.

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 What equipment does the service require?

A You will be provided with a portable alarm unit which will be fitted by the active4age team. All you need to supply is a normal telephone socket and a 13 amp electricity socket; these must be within one metre of each other. This ensures that no decorations in your home will be spoilt during installation.

Q How much will I have to pay?

A The cost of the service has been kept to the minimum possible and is outlined in the enclosed leaflet.

Q Who would benefit from the active4age emergency alarm service?

A The service is aimed at those over 55, but applications from younger people will be considered on an individual basis. It is designed for those who are in need of the reassurance provided by a 24 hours emergency alarm service and an individual support package. This might include those who are already in need of, or are receiving community care services by reason of physical or learning disability or mental ill health, age or illness.

Q What does the active4age emergency alarm service offer?

A The overall aim of service is to tailor our support to deliver it to those most in need. The services the active4age team offer include:

- The emergency alarm service which operates 24 hours a day, 365 days a year and will respond to emergencies out of hours.
- All emergency calls will be handled by Tunstall Telecom which is the leading provider of alarm service in the UK. Tunstall will hold essential information about you and your home which will enable their trained operators to provide a first class response to emergency calls. This information is supplied by you and kept in a secure database and used to arrange assistance in instances where you active the emergency alarm.
- The active4age team provide a flexible service including visits at an agreed frequency agreed with you. During the visits, the team will review your needs and present provision of support to enable you to maintain your independence for a long as possible in your own home.

Q It sounds a good service, how can I find out more?

A By calling us on **01270 503669**

Q How can I apply for the emergency alarm service?

A You can apply for the service by completing the application form opposite and returning it to:

active4age
Wulvern House
Electra Way
Crewe
Cheshire
CW1 6GW

6 Please give details of the support given by your family/carers or other agencies

7 Any other details you think we should be aware of in support of your application

8 Please let us know how you heard about our service

Signed _____

Date _____

Please return your completed form to

active4age, Wulvern House, Electra Way, Crewe, Cheshire, CW1 6GW



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 بوه ند یمان ئی 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

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

