Community Alarm and Telecare Services

Milton Keynes Community Alarm and Telecare Services

Peace of mind 24 hours a day

www.milton-keynes.gov.uk/community-alarm

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Milton Keynes Council Community Alarm and Telecare service is a 24 hour social alarm service available to anyone living within the Milton Keynes area. The service has been operating for over 25 years, providing 1000’s of people with the reassurance that help can be raised at the push of a button, assisting people to retain their independence whilst living within their own home.

The service, which is based in Milton Keynes, also provides a *Mobile Warden response as an integral part of the service allowing those, who do not have local contacts, to be reassured that in the event they need to raise an alarm someone will respond.

Each day the Community Alarm and Telecare Service respond to 100’s of calls from service users who require some form of emergency assistance. Providing the service user and family the peace of mind that help is just a button push away, 24 hours a day, 7 days a week, and 365 days a year.

* Mobile Warden response may be restricted to the outlying areas of Milton Keynes.
How does the alarm work?
An alarm call is raised by pressing the button on the pendant, wrist band or base unit. The base unit will then automatically connect to our local Community Alarm Control Centre. The name address and contact details of the registered service user will be displayed on the screen of one of our specially trained Operators. The Operator will respond to the alarm activation through the loud-speaker that is built into the alarm base unit. The Operator will establish the reason for the alarm activation, and take the most appropriate course of action.

Telecare
We also provide an enhanced service called Telecare, which can assist those service users who have more complex needs. Telecare sensors, which are wireless, automatically activate the Community Alarm unit when triggered. Some of the sensors include:

- Fall Detectors
- Smoke Detectors
- Carbon Monoxide Detectors
- Medication Reminders;
- Bed/Chair Sensors
- Flood Detectors.

If you are interested in finding out more about our Telecare equipment, we can arrange to carry out an assessment of your needs and talk to you about how the sensors may help you.

Who do you call in an emergency?

www.milton-keynes.gov.uk/community-alarm
Our Operators will assess the situation and in agreement with you (where possible) take the most appropriate action on your behalf. This maybe to inform one of your contacts that assistance is required; contact your GP; dispatch a Mobile Warden to assist or if necessary alert the emergency services.

In the situation where the Operator is unable to gain a response from the alarm activation, or identify why the alarm has been activated, we will arrange for someone to visit the property to assess the situation.

**Is there a microphone on the wristband or pendant?**
There is no microphone in either the pendant or wristband. Speech is detected through a highly sensitive microphone that is located in the base unit. When the alarm is activated Operators can normally hear you wherever you are in your home. In the event no speech is detected the Operator will assume that help is needed.
What is the range?
The range of the pendant or wristband will depend on the position the alarm is located. Typically, it will work within a range of 30 to 50 meters from the base unit. However, the construction of your home and other electrical devices may affect this coverage, we will carry out a test at the time of installation.

How do I apply for an installation?
You will need to have a working landline phone in order to have a Community Alarm.

Simply call us on 01908 222616 where we will ask you for some basic information. We will then arrange a convenient time for your alarm unit to be installed.

Installation
Community Alarm and Telecare Service are both quick and easy to install, all that is required is a working landline and a power socket that needs to be located close by.
When we install the Community Alarm we will supply you with an alarm unit and a wearable lightweight alarm button, which can be worn as a pendant or on a wristband.

The Community Alarm Service can generally be installed within 2-5 days of being requested, and in urgent cases the same day.

If you chose to have our Telecare Service the additional equipment we supply will be dependent on any associated risks that you may have, and Telecare Team will discuss these with you to ensure that you are happy with their recommendations.

Charges
There is a one off installation charge for the Community Alarm and a weekly charge for the hire of the equipment and the monitoring service, which is paid quarterly in advance.

VAT is applicable to our charges, however those who have a chronic illness *(something that will not go away, or get better)* or have a disability can complete a VAT exemption form, which is kept on file, so that VAT is not added to their charges.

Charges for the service are reviewed each January, with the most up to date charges displayed on our website. You can also call us on 01908 222616 where we will be happy to discuss them with you.
Charge Reduction
If you receive one or more of the following means tested benefits you will receive our service at a reduced rate.

*Proof of benefits will be required.*
- Housing Benefit
- **Income related** support component of Employment Support Allowance
  *This includes Incapacity Benefit and Income Support*
- Pension Credit **Guarantee Credit**.

**Please note** that all equipment we supply remains the property of Milton Keynes Council, in the event that it is no longer required the Community Alarm or Telecare equipment must be returned, and this can be arranged by you calling us on 01908 222616. Lost or damaged equipment will be charged for at the rate of its replacement cost.

**Contact us**
If you are interested in the Community Alarm and Telecare service you can contact us on
Tel: 01908 222616
Email: Community.alarm@milton-keynes.gov.uk

You can also find out further information by visiting our website and watching our youtube video which shows you how the Community Alarm works.
Website: www.milton-keynes.gov.uk/community-alarm