

 **To arrange a visit to demonstrate the alarm units:**

Please complete the details below, then cut off the slip and return it to us. If you would prefer a friend, or family member to arrange the appointment and possibly be present during the visit please also give their details below.

You may also contact us by phone, fax or e-mail – see overleaf for details.

**Please telephone me to arrange a visit to my home:**

NAME -----  
ADDRESS -----  
-----

TELEPHONE -----/  
*(please include dialling code)*

**OR – please arrange appointment with:**

NAME -----  
RELATIONSHIP -----  
TELEPHONE -----/  
*(please include dialling code)*  
EMAIL: -----



Housing Support Service  
Central Works Depot  
Abbey Road  
West Bridgford  
Nottingham  
NG2 5NE

Tel: 0115 981 3227  
Fax: 0115 982 5196  
email: [homealarms@rushcliffe.gov.uk](mailto:homealarms@rushcliffe.gov.uk)  
web: [www.rushcliffe.gov.uk/homealarms](http://www.rushcliffe.gov.uk/homealarms)

# Home Alarm Service

*Help and reassurance,  
24 hours a day. is just a  
press away.....*



Rushcliffe Borough Council

Rushcliffe Borough Council

**Telephone: 0115 981 3227**

## An introduction to the Home Alarm Service

The service was set up in 1983 to provide an emergency alarm link for elderly, disabled or other vulnerable residents of Rushcliffe. The Response centre is staffed 24 hours a day, every day of the year, by specially trained operators who respond to, and assess, all calls and arrange appropriate responses.

### How does the alarm work?

An alarm call is made by pressing the red button on either the pendant or the alarm unit itself. Within seconds the operator at the Response centre will see details of the call on their computer screen »»



» and will be able to speak to the caller. The operator will also have access to the personal details that have previously been provided .



### Who will respond?

Not all calls will require someone to visit. Many callers only require advice, information or reassurance. Where a personal visit is needed, one of the neighbours, relatives or friends listed on the caller's record is contacted and, where necessary, the appropriate emergency service.

### What if no contacts are available?

In an emergency, if neighbours, friends or family are not available, the caller's doctor, or another appropriate service, will be asked to attend.

### Who can have a home alarm and what does it cost?

Anyone who either has a disability, or who is considered to be vulnerable or at risk, will qualify for a home alarm. The cost will vary depending on financial circumstances. In some cases a grant may be available to purchase the alarm unit and, in this case, our only charge is a small quarterly fee for call monitoring.

For our current charges please see the enclosed leaflet.

**For more details see overleaf »**