

How do I apply for a Community Alarm?

To make a request for a Community Alarm, contact
Occupational Therapy:

Tel: **01595 744319** (Monday to Friday, 9am to 1pm)

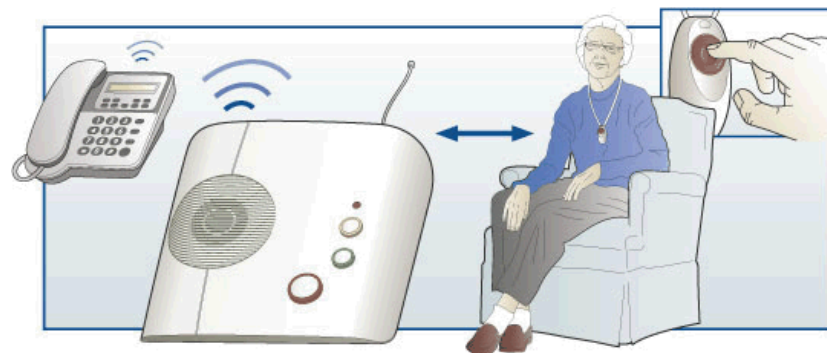
Email: dutyot@shetland.gov.uk

Fax: **01595 744321**

Or write to us at:

**Quendale House
31 Commercial Street
Lerwick,
Shetland
ZE1 0AN**

Community Alarm Service



Information for referrers and users



What is the Community Alarm service?

The Community Alarm service helps elderly, disabled or “at risk” people stay independent in their own homes with safety and security. Help can be called at any time for an emergency situation, or if any assistance is required.

What will the Community Alarm cost?

The Community Alarm service is free.

Users are responsible for a standard telephone connection and line rental.

Compliments and Complaints

If you wish to speak to someone about the Community Alarm service, the contact details are on the back page of this leaflet.

A complaints leaflet is also available from all Community Care Services offices and establishments.

What are my responsibilities?

The Community Alarm unit is the property of Shetland Islands Council and must be returned in good condition to Occupational Therapy - Community Care Services, if it is no longer required.

The Community Alarm user must agree to:

- Cover the installation or monthly maintenance costs themselves of a standard phone line service
- Properly place and care for the Community Alarm when in their service
- A visit from Community Care staff or another appropriate representative to install the unit and to ensure the system meets their needs
- Test the alarm every month
- Wear the pendant or wristband **at all times**
- Provide at least **two** (and up to four) responders
- Have their name, location and contact information shared with the Service Provider (Tunstall Response)

How does the service work?

The alarm unit connects to a standard telephone. The alarm is activated from the base unit, or from a pendant or wristband. The signal is sent to a Response Centre, which is staffed 24 hours a day.

The Response Centre communicates via the base unit to find out what kind of help is needed. They will contact a “responder” (a friend, relative, or neighbour nominated by the user when they join the service) to attend as quickly as possible. In serious situations, the Response Centre will contact emergency services.

It is recommended that the alarm is tested every month. There is no need to worry about a false alarm. The call can be cancelled on the unit, or just speak to the Response Centre and no further action will be taken.

Who is the service for?

Community Alarms are suitable for:

1. "At risk" people who may:
 - Live alone or are left alone frequently
 - Live with a person who is unable to deal with an emergency, due to disability, impairment or incapacity
 - Need to frequently get in touch with a doctor, district nurse or carer, but are physically unable to do so
 - Have seriously restricted mobility
2. People who are, or have been, a victim of crime or harassment in the home, which makes them significantly vulnerable to accident or attack.
 - Have other conditions or situations that would benefit from an alarm

The Community Alarm may not always be suitable for everyone who is referred to the service. Alternative services may be recommended by the Occupational Therapy Service Team.

How is the alarm installed?

The alarm unit will be installed by an Occupational Therapy staff member, other appropriate representative or by BT. The alarm unit connects to a telephone and an electric socket.

All that's needed is:

- A plug-in telephone socket
- An electric socket within 8 ft of the telephone socket on the same or adjacent wall
- At least **two** emergency contacts who live close by, and who are physically capable of providing assistance. You will need to provide an additional set of keys to these contacts.