"I used the service for my husband and was completely satisfied with the promptness of the response. The people who came were very helpful and nice."

"I feel safe within my house."

"I had a fall recently and the service provided was marvellous, ambulance and medical team arrived in no time, very happy with level of service."

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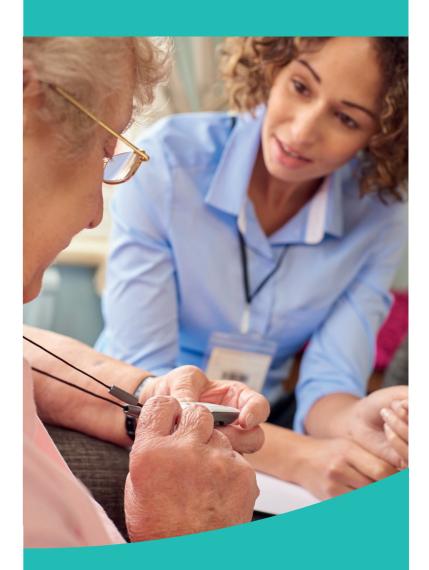
"I had a fall recently and the service provided was marvellous, ambulance and medical team arrived in no time, very happy with level of service." "I would like to say I had my doubts when the alarm was suggested but I am very pleased with it. It gives me peace of mind knowing if I have a fall someone would be with me as soon as possible, instead of lying for hours."

"Immediate reply to my monthly alarm test, very polite."

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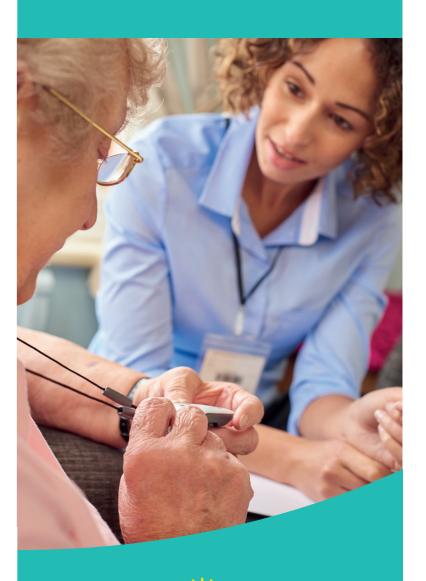
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Technology Enabled Care Service (TECS)





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This little button could save your life...

Your alarm puts you in touch with our professional staff 24 hours a day—so there is no need to worry about being alone or at risk in your own home.

You will get a personal pendant (neck or wrist worn) that works in your home or garden (distance will be confirmed following range test at installation). At the press of a button you have a 24 hour link to our friendly professional responder team via our control centre.

So whatever your worry or concern our staff will call a doctor, emergency services, a relative or friend, or just be there to give reassurance—day or night.

Who can use the service?

- · You can be any age
- · Live within Renfrewshire
- You may need short term reassurance or assistance whilst recovering from injury or operation
- · You may have a long term condition
- · You are a concerned carer
- You may feel vulnerable or isolated in your own home
- You may have no family members for support

Do I need any special adaptations?

All you need to get a Renfrewshire Community Alarm installed is:

- A modern telephone socket that accepts incoming and outgoing calls
- An electrical socket on the same wall (within 3 meters avoiding trailing wires)
- Two key holders within Renfrewshire.
 Alternatively a key safe or the community alarm service can hold a key

Upgrading your alarm system to include Telecare Sensors

Additional sensors to assist with risks within the home can be assessed for and added onto your package as follows:

- Smoke Alarms
- Heat Sensors
- Flood Detectors
- Bed Sensors
- Fall Detectors
- Door Contacts
- Pill Dispensers
- Pressure Mat
- P.I.R Sensor
- One Touch Safe Walking Device (GPS Monitor supporting safe walking)
- I-Care Service—Assessment Tool (Monitoring activity via the website)

Please speak to your allocated Care Manager to discuss or contact Asert Team.

Charges

There is an annual charge for an alarm of £180.96 (a rental cost of £3.48 per week). This includes all maintenance costs. Please note that loss or damage to rented equipment is chargeable.

Referring for Services

To refer for a community alarm & telecare service call the Asert Team on 0300 300 1380.

You will be asked a number of questions and your request will be passed to the Community Alarm team to make contact with you to arrange installation.

Community Alarm and Telecare Service General Enquiry Number: 0141 618 2584.

www.renfrewshire.gov.uk/telecare

"It gives peace of mind and reassurance that Dad has equipment in his hour of need!"

Quote from service user Customer Satisfaction Survey

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