



Community Alarm and Support Service

Enabling independence, securing peace of mind

About the Community Alarm and Support Service



The aim of the service is to enable you to remain living in your home safely for as long as possible and to give you, your relatives and carers peace of mind.

The community alarm consists of a Lifeline unit and pendant, (see page 5) which links to your existing telephone line and serves as the communication method between you and a dedicated control centre 24 hours a day, 365 days a year. This is usually activated by a pendant, which can be worn around the neck, on a wrist strap or with a secure clip.

The Community Alarm and Support Service can also provide you with extra support, which works with the Lifeline unit to raise the alarm if required. This comprises a range of hi-tech safety devices, which have been developed to support you living independently at home. Equipment would be provided according to your individual needs, which would be determined by an assessment.

We can also provide you with support from our visiting home support officers and access to our out of hours responder service.



What services are available?

The Community Alarm and Support Service provides a range of support tailored to meet your individual needs, from as little as £4.55 a week including:

Package one = Lifeline unit and sensors (if applicable) plus one visit per week from a home support officer

Package two = Lifeline unit and sensors (if applicable) plus three visits per week from a home support officer

Package three = Lifeline unit and sensors (if applicable) plus five visits per week from a home support officer

We will also provide access to our emergency responder service where this is identified as a need.

How is the service reviewed?

All packages will be subject to review, ensuring you fully understand the equipment and you are happy with the service provided. The initial review will take place within the first week, with a member of staff contacting you to check usage, suitability and any other issues. A further review will check you are happy with the service provided.

Who can benefit from our service?

This service is primarily aimed at older people. However, we welcome enquiries from all age groups. You do not need to be a resident of Aragon, but you do need to be living in Bedfordshire. Some groups of people who could benefit from the service include:

- vulnerable people living in their own homes or rented accommodation
- people being discharged from hospital
- people receiving community services, including occupational
- therapy, community nursing and support from a social worker
- people with a long-term condition eg: diabetes or dementia
- people receiving rehabilitation
- people with a sensory or physical impairment
- people in receipt of care services may also wish to consider having a community alarm.



Community alarm – below are some examples of the equipment available



Main unit



Large button telephone



Key safe
(for an additional charge)



Fall detector



Bogus caller button



Carbon monoxide detector



Medication dispenser



Movement/property
exit sensor



Flood detector



Pendant alarm



Smoke detector



Temperature
extremes sensor

For more information on charges and/or to arrange a demonstration, please contact the Supported Housing Duty Desk on **0300 123 5544** or email retirement.housing@aragon-housing.co.uk.

How to apply for the service

If you think that you or someone you know might benefit from the Community Alarm and Support Service, you will need to ring us on **0300 123 5544** or email us at retirement.housing@aragon-housing.co.uk. We receive referrals from social workers, health professionals and many other families and carers – you can even refer yourself.

Once we have received a referral, a member of staff will arrange an appointment to visit you at home and carry out an assessment and/or demonstration of the equipment. The assessment ensures that the appropriate service and equipment are identified to best support your individual needs. The member of staff will discuss their recommendations with you and those present and, with agreement, they will arrange for this to be installed.

What are the contractual arrangements?

Once an assessment has been completed and an agreement reached about the package we will provide, we will ask you to sign an agreement. You will be responsible for paying electricity and telephone charges accrued by the equipment and will be responsible for providing a land line socket and electricity supply. We also ask that you purchase a key safe (see picture on page 5) for emergency access to your property if you want to use the emergency responder service. For more information on key safes, contact the Supported Housing Duty Desk on **0300 123 5544** or email us.

What are the contractual arrangements? (cont...)

Aragon will carry out repairs and maintenance to the equipment where faults occur due to fair wear and tear. Any costs arising from the misuse or loss of equipment will need to be paid by you.

Any faults or problems should be reported immediately to the Supported Housing Duty Desk on **0300 123 5544** or by pressing the pendant to contact Careline.

About Aragon Housing Association

Aragon Housing Association is part of Grand Union Housing Group and is one of the largest providers of affordable housing and related services in Bedfordshire and the surrounding counties, managing more than 6,000 homes.

Aragon holds the Code of Practice accreditation from the Centre for Housing and Support (CHS), the Telecare Services Authority Kitemark and the Quality of Information Kitemark from the Elderly Accommodation Counsel (EAC).

Equality and Diversity

Aragon Housing Association has a responsibility to ensure that equal opportunity and effective management of diversity are at the core of its business. The association sets targets to deliver services that are responsive to the needs of communities and individuals, and promote social inclusion.

Do you need this in a different format?



Do you need the information in this document in a different format? Please contact us on **0300 123 5544** to discuss your specific requirements.



Housing Association

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