



Essex County Council (Telecare)
 FREEPOST CL3636
 County Hall
 Chelmsford
 CM1 1XZ

How can the Home Safety Service help you?

The Home Safety Service makes a real difference to people's lives, not only for those using the service to maintain their independence, but also their families and loved ones.

Who would benefit from the Home Safety Service?

The service is available to vulnerable adults who would like to feel safer, more protected and independent in their own home. The system also provides numerous benefits for:

- Individuals who have been discharged from hospital and require additional support and assistance at home
- People at risk of domestic violence, racial harassment, repeat victimisation or distraction burglary
- Those living in high crime areas
- People of any age living alone
- Carers and family members
- Older, infirm or disabled people



Essex County Council - working in partnership with local service providers to support independence in your own home

For more information please contact your local monitoring centre and quote 855

Basildon, Castle Point, Rochford:	01268 465 151
Braintree and Maldon:	01376 551 600
Brentwood:	01277 848 975
Chelmsford:	01245 613 132
Colchester:	01206 282 277
Epping:	0208 532 1065
Harlow:	01279 446 361
Tendring:	01255 222 022
Uttlesford:	01799 510 503

www.essex.gov.uk/telecare

*Offer only available to new users of telecare. Offer excludes those living in Thurrock & Southend.

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EssexWorks.
For a better quality of life



Available on a 12 month FREE trial to all Essex residents 80 and over

Offer ends 31 March 2010*

Independent living through the Essex Telecare Home Safety Service



Essex County Council

What is the Home Safety Service?

The service provides a home safety and personal security system that enables people to live independently within their own homes. This is achieved through the clever combination of a 24 hour telephone link to the monitoring centre and state of the art technology.



Protection from

- Bogus Callers
- Fire
- Gas Leaks
- Floods



Benefits of the Home Safety Service

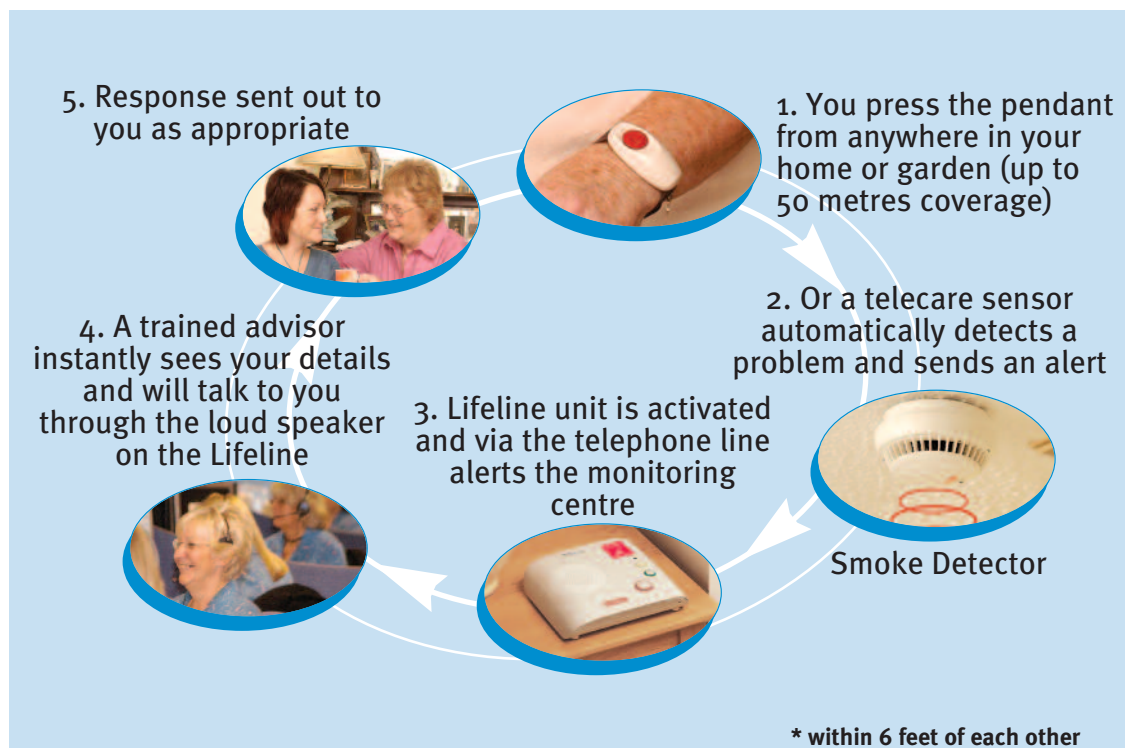
- **Instant response** - trained advisors respond to your call and take the appropriate action to get the help you need when you need it
- **Personal service** - friendly and dignified service
- **We won't leave you** - advisors will stay on the line with you until help arrives
- **Complete reassurance** - 24 hour link to the monitoring centre
- **Easy to fit** - simple, professional installation



Lifeline Home Unit

How does the Home Safety Service work?

The Home Safety Service involves the provision of a range of unobtrusive telecare sensors which link to a 24 hour monitoring centre. All that is required is a telephone line and an electrical power point*. Should a telecare sensor be activated, an alert is sent to the monitoring centre where trained advisors take the most appropriate action, whether it be contacting a family member, neighbour, doctor, emergency services, mobile warden or local response service where available.



How does the technology help?

A range of unobtrusive intelligent telecare sensors offer a comprehensive way to manage the risks to a person's health and home environment, 24 hours a day, 365 days a year.

A flexible range of telecare sensors are available including:



Personal Alarm - a call for help can be raised from anywhere in the home or garden



Bogus Caller Button - fitted near a door, this discreet button can be used to call for assistance at the 24 hour monitoring centre when a stranger requests entry into your home



Smoke Detector - potentially a life saving device, the radio smoke detector provides additional protection by raising an instant alarm call to the monitoring centre

Fall Detector - automatically detects a serious fall and raises an alert at the 24 hour monitoring centre

Flood Detector - this neat unobtrusive radio sensor provides an early warning by alerting the monitoring centre of potential flood situations in the home

PIR (Movement Detector) - detects movement and raises an alert, providing the 24 hour monitoring centre with the ability to audibly verify and record the presence of an intruder or alternatively detect for inactivity



Further information

For more information please complete this slip and put in the post (postage is paid for you).

You may prefer to place this slip in an envelope, please use FREEPOST address overleaf.

Please tick the box as appropriate. Your details will only be used to contact you as requested below:

- Please contact me to discuss how the Essex Home Safety Service can help me
- Please contact me to arrange a FREE no obligation demonstration in the comfort of my own home

Name:

Telephone:

Address:

Postcode:

Email: