

Care Connect 24/7

Ensure your loved one is protected, 24 hours a day, 7 days a week with Care Connect 24/7

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Stevenage BOROUGH COUNCIL

What is Care Connect 24/7?

The only alarm service locally providing a 24-hour response team to anyone who feels at risk.

The service can help you:
• find peace of mind
• if you feel unwell
• feel safer if you live alone
• if you have fallen or are prone to falling
• if you are a carer and need reassurance that your loved one can call for help.

How does it work?

To set up a Care Connect 24/7 alarm, all you need is an electric socket, and we will do the rest.



After we assess your specific needs, you will be provided with a pendant which you can wear either on your wrist or attached to a neck cord.

Once you press the pendant it sends a signal to our control centre who will then answer your call via the speech module on the unit. Your call will be answered by a friendly Care Connect 24/7 operator who will make sure you receive the support you need.

Choosing the right service for you

We have two levels of service you can choose from;

Response Service

Our response service is a great fit for those who require the peace of mind that when you press your pendant, your call will be attended to quickly and professionally 24 hours a day. Our experienced team of Specialist Support Officers will assess the situation and contact the emergency services if needed or, doctors, carers, and relatives while providing support and reassurance. If you need more assistance, we will signpost you or refer you to other services.

We can add our response service onto another providers equipment.

All our Specialist Support Officers wear a uniform and an identity badge and are checked by the Disclosure and Barring Service (DBS).

In addition, we will arrange for a key safe (at no extra charge) to be installed if you don't already have one at home.

Monitoring Only Service

Perfect if you have loved ones nearby or simply just need an extra level of security so you can go about your day. Just press your pendant and speak to our call centre who will contact your named emergency contacts for you.



The process

Following a referral, a Specialist Support Officer will visit you in your own home to explain the options available to you, obtain all your important information and demonstrate the equipment.

Once you have decided to go ahead with our response service we will arrange for a keysafe to be installed. If you have the monitoring only service we will contact your named emergency contact to confirm they are in agreement to respond to you if needed.

Once these are in place a Specialist Support Officer will then install your equipment.

How much will this cost?

There is a small weekly charge for the rental and maintenance of the alarm equipment and the charge is slightly higher if you have the Response Service.

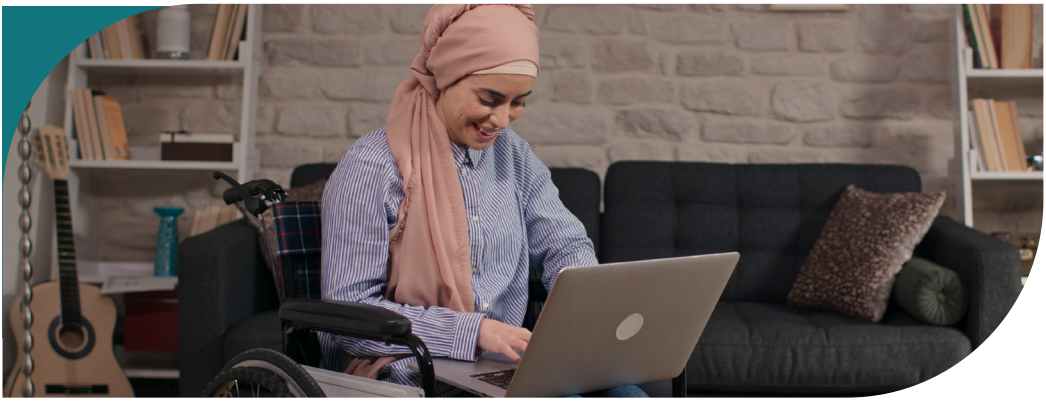
We will go through any costs with you when we visit you to discuss the service. There are no long term contracts or installation costs.

The calls made from your Care Connect 24/7 unit to the call centre are charged at a local rate.

Telecare Equipment

If you require equipment such as a fall detector, this can be added or we can add our response service onto another provider's equipment. You can contact us yourself or ask anyone supporting you to contact us for further information (see back page for details).

99% of customers are satisfied or very satisfied with our service



Care Connect 24/7 feedback

“My mum had quite a bad fall in September, the Care Connect 24/7 team came out to her, called an ambulance, and alerted us.

“Thankfully, mum is OK now, but it was touch and go for a while. The support they gave us was amazing, and they also checked in with me a couple of days later to see how mum was.”

“Thank you, it has made a massive difference to us as a family as we do not live locally. It has given our mum the confidence to live alone and given her independence back. We appreciate the call when mum had a fall recently.”



Frequently Asked Questions

Who can refer me for this service?

You can refer yourself for our service or your GP, Social or Support Worker can by contacting us (see back page for details).

Do I have to be a council tenant to use this service?

Our service is for anyone locally both council tenants and homeowners. If you privately rent your property we would require permission from your landlord to install a keysafe.

What if I am unable to speak to you when I have pressed my pendant?

The Care Connect 24/7 operator will try to speak to you but if they do not receive a response they will still contact the Specialist Support Officers to respond or your named emergency contact if you are on the monitoring only service.

98%
of customers agree that havin the alarm helps them to manage and live more independently i their home



Please can you pass on my thanks to the team who came out to me because I'd had a fall. They waited until the paramedics were ready to take me to the Lister. I was so grateful to have somebody with me, who could keep my spirits up while waiting. I have am so pleased that I made the decision to have Care Connect 24/7 put in

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For more information on Care Connect 24/7, please contact us on:

care.connect@stevenage.gov.uk
01438 242 912

Specialist Support Services

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