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Please return this form to:
Angus Council Social Work
Freepost SCO7045
Forfar
DD8 3ZR.

You can get this leaflet in large print, in Braille or on cassette by contacting us on 01307 473194.

We can provide this information in other languages if you need it.

ACCESS Angus 08452 777 778
your direct line for council services

W B Robertson
Director of Social Work

December 2001

Angus Council

Angus Community Alarm Service

SOCIAL WORK

Introduction

The Community Alarm Service is a way of helping people live independently at home by allowing them to get help at any time of day or night. Following an assessment of need, we install a community alarm in your home using an existing phone socket. By simply pressing the alarm trigger, which you wear, a signal is sent to the Control Centre at Fairlie House, Kirriemuir. The Control Operator is then able to speak to you and arrange the help you need. Help usually takes the form of one or more of the following.

- Giving reassurance.
- Contacting a keyholder (a relative, friend, neighbour or warden).
- Contacting your GP.
- Contacting the emergency services.
- Sending a carer to provide help (teams of carers are on duty throughout Angus 24 hours a day, seven days a week).

If you do not have a modern BT socket, we will make arrangements to have one installed at no cost to you. We will also arrange and pay for any electrical work needed.

Who can receive an alarm?

We can provide an alarm if you:

- have an illness, are frail, or have a disability, which limits your ability to live at home alone;
- have been in or are leaving hospital and need some extra support, perhaps temporarily; or
- have someone caring for you, and your carer needs extra support.

Who is eligible?

We will carry out an assessment of need to decide whether or not to provide a community alarm. This assessment will take account of your health and social circumstances and how your independence can be improved by the alarm.

If we feel that the community alarm could meet some or all of your needs we will provide the alarm and review your needs on a regularly.

Where is the service available and how often?

The Community Alarm Service is available throughout Angus and provides help 24 hours a day, seven days a week.

How much does it cost?

If we have assessed you as needing social work services, we may ask you to contribute to the cost of these services.

Our charging policy is based on the principle that the level of weekly services you receive is based on your ability to pay. We will only charge for services if your income is over a certain amount.

The unit cost for the Community Alarm Service is £1 a week although, following a financial assessment, you may not have to pay anything at all for the service or you may only have to make a contribution towards the cost. The real cost of providing the service is greater.

Standards

- In emergency situations we can install a community alarm within 24 hours - if electric and phone connections are in place. Or within five days normal service.
- When we install the alarm, we will give you full instructions on how to use it.
- We service the equipment every year, and can normally carry out repairs within 24 hours.
- We respond to alarm calls within five minutes, and take appropriate action immediately.

When you make a call through the community alarm, the Control Operator will talk to you and decide what help you should get. This will depend on the reason for the call. Help can take the form of one or more of the following.

- Giving reassurance.
- Contacting a keyholder who may be a relative, friend, neighbour or warden.
- Contacting the emergency services.
- Sending a carer, who is employed by Social Work, to provide help. There are teams of carers based throughout Angus who are on duty 24 hours a day.

You can contact:

Angus Council Social Work
2 Strang Street
Forfar
DD8 2HR.
Phone: 01307 465143

Or, any other Social Work office.

Our aim is not only to meet our current standards but also to consider how we can improve them.

If you have any comments on the service you have received, or suggestions on how we can improve our standards, we would like to hear from you.

If you have a complaint about Social Work services, you can get a leaflet **What to do if you are not happy with services provided by Social Work** from any Social Work office.

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