



# Norfolk Factsheet 1

## Emergency Response Telephones

### Contents

What is an emergency response telephone?	p.2
How does an Emergency response telephone work?	p.2
Where can I get an emergency Response telephone?	p.2
Community Alarms- Local Schemes	p.3
Assistive Technology	p.10
One touch Telecare	p.11
National Schemes	p.12
Useful contacts	p.13
Vat relief for disabled people	p.14

For details of all Age UK Factsheets, go to  
[www.ageuk.org.uk/norfolk](http://www.ageuk.org.uk/norfolk)

If you would like Age UK Norfolk to search any of the websites listed in this factsheet on your behalf, please contact the advice line on 0300 500 1217

**Note:**

*Emergency Response Telephone service charges are subject to VAT. If you are disabled or have a chronic illness, you may qualify for VAT exemption (see page 15). Most charges quoted in this fact sheet are exclusive of VAT and may be subject to change.*

## **What is an Emergency Response Telephone?**

An Emergency Response Telephone is a communication alarm system which enables people to call for help from home at any hour of the day or night. It may also be known as 'personal alarm', 'aid call', 'care alarm', 'emergency alarm' or 'lifeline'.

There is a large choice of systems available. Most Emergency Response Telephones consist of:

A special alarm unit, which can be used like an ordinary telephone.

An emergency button, which is either on a pendant worn around the neck or on a clip that can be attached to clothing.

There are varying systems, all of which require a fee to be paid to either rent or buy the system and back-up service. People who receive benefits may be able to pay a reduced fee or sometimes no fee at all.

## **How does an Emergency Response Telephone work?**

The Emergency Response Telephone is linked to a central control centre which is staffed for 24 hours every day. Pressing the emergency button on the pendant or clip, wherever you are in your home or garden, immediately sends a signal to the control centre. If you are near the telephone, the trained staffs at the control centre are able to talk to you within seconds. If you are not near the telephone, or are unable to speak, the staff will still be able to identify you and summon appropriate help such as your family or friends, a doctor or the emergency services.

## **Where can I get an Emergency Response Telephone?**

There are three main ways to get an alarm:

from your local authority social care department

through a housing association or charity

directly from the manufacturers or distributors

This fact sheet contains details of local and national schemes. It is worth considering the different alarms systems available. Access to community alarms is dependent on which district council area you live in. There is a charge for the service. See full Norfolk listing at [www.norfolk.gov.uk](http://www.norfolk.gov.uk) 'Alarms' section.

## **Local Schemes:**

### **Breckland District:**

Flagship Homes Lifeline Alarm Services is provided by Wellbeing which provides a 24-hour telecare monitoring service across East Anglia from their contact centre based in Dereham. Their pendant alarm works within a range of 50 metres from the base unit, so if you're unable to speak to them through the base unit, they'll know that you're calling and can alert a family member, friend, carers, local support services or the emergency services using the details provided by you.

For information (or to apply online) go to:

<https://www.welbeing.org.uk/>

Or contact them at:

Michael Chaplin House

Station Road

DEREHAM

NR19 1DA

Tel: 01323 644422

Email: [info@welbeing.org.uk](mailto:info@welbeing.org.uk)

### **Who can apply?**

This Lifeline Alarm Service is available to vulnerable people of any age; people suffering from physical disabilities and mental health issues; to people at risk from domestic violence. A telephone line and a nearby electric socket are required. A 'no-obligation' demonstration is available. There is no minimum term contract.

### **How much does it cost?**

Plan Rental £15.96 per month (+ VAT)

(Basic Lifeline Connect alarm package – reviewed annually)

One-off set-up installation £37.00 (by trained engineers)

**Telecare Choice** is a local company serving residents throughout the UK. It is not connected to any local council. Their aim is to provide the nation's elderly and disabled residents with life-saving personal alarms at the most affordable price. Their Telecare pendant is small, light and discreet and can be worn on the wrist, neck, belt or as a brooch. It is usable throughout your house and garden and, as it is waterproof, is also usable in the bath, shower etc. The Telecare Choice Alarm does not require an installation engineer, uses the existing landline telephone system and can be up and running within 24 hours of ordering.

Telecare Choice Alarms for the disabled and elderly offer the option of paying either on a monthly or annual price plan which does not tie customers into a contract. If you decide that you no longer need an alarm, you can cancel the rental at any point and return the equipment to Telecare Choice. Current monthly packages are from £12, yearly package from £124.

For information (or to apply online) go to:

<https://www.telecarechoice.co.uk/>

Or contact them at:

Hayfield House

The Street

Hindolveston

DEREHAM

NR20 5BU

Tel: 0800 6357000

Emails: [sales@telecarechoice.co.uk](mailto:sales@telecarechoice.co.uk)

[support@telecarechoice.co.uk](mailto:support@telecarechoice.co.uk)

(Those with long-term medical conditions may be exempt from VAT – see page 14)

### **Broadland District:**

**Centra Pulse personal alarm service** helps those who live alone or feel that they would like to have help easily at hand in an emergency. Their control system is staffed by professionals who are trained to help older and disabled people. Their alarm unit is connected to an existing phone line and can also work with additional sensors around the home.

For further information (or to apply online) go to:

<https://www.centragroup.org.uk/>

Or contact them at:

Centra Pulse on 0300 123 3232

Email: [pulse@centragroup.org.uk](mailto:pulse@centragroup.org.uk)

### **Who can apply?**

Centra Pulse personal alarm service in England is principally aimed at older people, the chronically sick or disabled people who are considered to be 'at risk'. Their alarm unit is connected to an existing telephone line and can also work with additional sensors around the home.

### **How much does it cost?**

Rental and monitoring service: From £14.89 per month (excluding VAT)

From £17.87 per month (including VAT)

One-off Installation charge: £55 (excluding VAT)

(by Centra Pulse) £66 (including VAT)

Self-installation £30 (excluding VAT)

(including guide and postage) £36 (including VAT)

(Those with long-term medical conditions may be exempt from VAT – see page 14)

**Eastern District:**

**Yare Care Community Alarm Service** provides a 24-hour response service, particularly for people on their own, people with a disability, or those 'at risk'. Their emergency alarm can be worn on the wrist or on a pendant around the neck.

For further information (or to apply online), go to:

<https://www.great-yarmouth.gov.uk/yarecare>

Or contact them at:

Yare Care Community Alarms

105 Caister Road

GREAT YARMOUTH

NR30 4DG

Tel: 01493 846654 (Mon-Fri 9-5 and voicemail)

Email: [yarecare@great-yarmouth.gov.uk](mailto:yarecare@great-yarmouth.gov.uk)

**Who can apply?**

Anyone who lives in the Great Yarmouth Borough Council area can apply.

To join the service, you need a modern telephone point and electric socket close together. In addition, a key safe is required (obtainable from the Council's Safe at Home service) or a minimum of two key holders.

**How much does it cost?**

The annual charge is £149.65 which is £12.47 per month

Yare Care Services are paid monthly by Direct Debit

There is a one-off charge of £35 for the supply and installation

**Northern & Western District:**

**Careline Community Alarm** service is provided by the Borough Council of King's Lynn & West Norfolk and aims to help the elderly and disabled to remain independent. Careline alarms are particularly valuable to people who may be susceptible to falls or have a fear of falling or people who, for other reasons, may feel vulnerable or want additional security. Additional pieces of equipment (i.e. assistive technology) can be linked to the system to provide additional protection.

Careline works through the existing telephone line or mobile handset available. You will be given a pendant which can be worn around the neck or wrist.

For further information (or to apply online), go to:

<https://www.careline-cs.org.uk/our-services/community-alarms/>

Or contact them at:

Careline Community Service,

King's Court

Chapel Street

KING'S LYNN

PE30 1EX

Tel: 01553 616200

Email: [careline.operators@west-norfolk.gov.uk](mailto:careline.operators@west-norfolk.gov.uk)

**How much does it cost?**

Charges include rental of a pendant and Careline alarm unit, 24-hour operator assistance and any necessary repairs.

Rental (prices shown exclude VAT)	Within King's Lynn & West Norfolk Borough Council area	Outside King's Lynn & West Norfolk Borough Council area
Alarm Unit Rental	£2.96 per week	£2.96 per week
One-off Installation charge	£32	£38

## **Norwich District:**

**The Norwich Community Alarm Service (NCAS)** provides a 24-hour year round monitoring and response service for older people and adults who are vulnerable or at risk.

For further information (or to apply online), go to:

[https://www.norwich.gov.uk/info/20057/supported\\_living/1262/community\\_alarm\\_service/1](https://www.norwich.gov.uk/info/20057/supported_living/1262/community_alarm_service/1)

Or contact them at:

Community Housing Services

1-3 Bullard Road

Catton

NORWICH

NR3 3RJ

Tel: 01603 213702

Email: [ncas@norwich.gov.uk](mailto:ncas@norwich.gov.uk)

## **Who can apply?**

People living in Norwich or the surrounding area, who are considered vulnerable or at risk, are eligible for this service.

## **How much does it cost?**

The cost will vary, depending upon personal circumstances and what level of service is required. As a guide, the current standard charges are:

Rental

Within City Council boundary £40.30 per quarter + VAT

Outside City Council boundary £44.20 per quarter + VAT

One-off Installation fee £36

Charges are invoiced or payable by direct debit and reviewed annually



## **Southern District:**

**Contact Care Lifeline Alarm** Service is offered by the Saffron Housing Trust which provides help and security to vulnerable people using a Lifeline personal response button. This automatically connects you to a fully-trained operator who cares about your health and well-being at their 24-hour Response Centre. The service is available more or less throughout the whole of Norfolk.

You will need a landline phone, an available electric socket and a minimum of 2 local contacts. Additional assistive technology that links to your Lifeline can be provided.

For further information, go to:

<http://www.contactcarelifeline.co.uk/>

Or contact them:

Contact Care Lifeline Alarm Service  
Saffron Housing Trust Ltd  
Saffron Barn  
Swan Lane  
Long Stratton  
Norfolk  
NR15 2XP

Tel: 0800 9174680 (Freephone)

Email: [info@saffronhousing.co.uk](mailto:info@saffronhousing.co.uk)

### **How much does it cost?**

Monthly plans from £14.73

£30 installation fee

## **Assistive Technology:**

A range of electronic gadgets can help you to live independently in your own home. These include such things as:

**Sensors/detectors** that link to a monitoring centre (via your rented community 'pendant' alarm) e.g. smoke, low temperature, falls and property exit sensors.

**Global Positioning System (GPS)** location devices that use a mobile network to raise an alert to a carer or monitoring centre e.g. Buddi

**Triggers/sensors** that can support a person or their carer in and around the home e.g. pendant buttons, door contacts or motion sensors linked to a pager.

There are a number of organisations selling Assistive technology electronic gadgets. For example:

**The Buddi clip and wristband set** is a GPS personal location tracker and fall detector. For information, go to [www.buddi.co.uk](http://www.buddi.co.uk) (online shop) or call on 0800 9788800. Email: [sales@buddi.co.uk](mailto:sales@buddi.co.uk)

**The Canary activity-monitoring system** allows people to check on relatives living elsewhere. For information, go to <https://www.canarycare.co.uk/> or call on 01865 408366. Email: [info@canarycare.co.uk](mailto:info@canarycare.co.uk)

## **Norfolk County Council Assistive Technology Service:**

This service is for adults living in their own home (excluding residential/care homes). The Assistive Technology team will carry out a free assessment to see if you would benefit from having any electronic gadgets that would help you to stay independent and/or provide support for your Carer. Some of the gadgets may be available on free loan. They may suggest other gadgets which they do not provide and will be able to suggest places where you can buy these directly.

For information, go to <https://www.norfolk.gov.uk/care-support-and-health/support-to-stay-at-home/assistive-technology>

To request a referral to this service, call the Customer Service Centre on 0344 800 8020 or email [information@norfolk.gov.uk](mailto:information@norfolk.gov.uk)

### **One Touch Telecare:**

This is an online platform providing a virtual on-line call centre offering a complete mobile personal alarm system, made for those who need and want safety and independence indoors and out. It operates using the mobile phone network and allows the end users to continue living at home without restrictions.

There is a small, mobile alarm device which has an easy pushbutton so the exact location of a client is traced when the alarm button is pressed from an online map. It allows the wearer to send an SOS notification which includes a two-way call to up to three selected contacts as well as an optional call centre. It is also possible to set safe zones for clients who need them, for example clients with Alzheimer's or dementia. The safe zones alert contacts if the client wanders. For information, go to [www.onetouchtelecare.com](http://www.onetouchtelecare.com)

The Key Safe Company supplies this latest technology. For details, go to [www.keysafe.co.uk](http://www.keysafe.co.uk) (online contact form) or call on 01905 770333, email [sales@keysafe.co.uk](mailto:sales@keysafe.co.uk)

## **National Schemes:**

A number of organisations provide emergency alarm services in UK:

### **Age UK Personal Alarm Service:**

The Age UK Personal Alarm Service is provided by PPP Taking Care Ltd (formerly Aid-Call Ltd) working in association with Age UK Trading. Their discreet personal communication system summons help instantly at the touch of a button from their emergency response centre. For information, go to [www.ageuk.org.uk](http://www.ageuk.org.uk) 'Personal Alarms' section (where you can order online) or call on 0800 011 3846

### **Centra Pulse (formerly Invicta Telecare):**

Centra Pulse provides telecare support for you or your relative to maintain independence in your/their own home. You can choose their traditional in-home alarm that runs alongside your telephone line or one of their latest GPS watches which help keep you safe wherever you go. For information, go to <https://www.centragroup.org.uk> or call their telecare enquiries on 0300 3332012.

### **Lifeline24:**

Lifeline24 (based in Norwich) offer a telecare service for frail, elderly or disabled people living anywhere in UK. Their personal alarms are waterproof and have a range of over 50 metres. For information, go to <https://www.lifeline24.co.uk> or call on 0800 999 0400 or email [info@lifeline24.co.uk](mailto:info@lifeline24.co.uk)

### **Telecare 24 Careline Alarms:**

Telecare provides Careline monitoring services and alarm pendants with 24/7 monitoring to elderly and infirm customers across the UK. For information, go to <https://www.telecare24.co.uk> or call on 0800 1808540 or email [careline@telecare24.co.uk](mailto:careline@telecare24.co.uk)

### **Telecare Choice:**

This is a local company serving residents throughout the UK. It is not connected to any local council. Their aim is to provide the nation's elderly and disabled residents with life-saving personal alarms at the most affordable price. For information, go to <https://www.telecarechoice.co.uk> or call on 0800 6357000 or email [support@telecare.co.uk](mailto:support@telecare.co.uk)

### **Commercial Firms:**

Most alarm manufacturers and distributors sell or rent direct to the public; others sell only to organisations. Some telephone and security shops and centres for disabled people stock a few community alarms. Some security firms that monitor burglar alarms take on community alarm clients too.

### **Useful Contacts:**

**The Disabled Living Foundation (DLF)** is a national charity providing impartial advice and information on a range of daily living equipment such as features to look for when choosing equipment, and where to get further information. Their range of factsheets includes 'Personal alarm systems and telecare'. Their fact sheets include links to 'Living made Easy' which includes a section on Telecare, Telehealth and Environmental Control Systems and contains detailed information on specific types of equipment that can help you. For information, go to <https://www.dlf.org.uk/> call their helpline on 0300 999 0004.

**TSA Telecare** (formerly known as the Telecare Services Association), is the representative body for the telecare industry within the UK. Telecare is a service which helps to protect and support people in their own homes using information and communication technology. Their website is intended as a public source of information on the telecare industry, the services it currently provides to individual users and explains what you should know and how to find the service you need. For information, go to <https://www.tsa-voice.org.uk/> or call on 01625 520320.

**Which.co.uk** website includes a guide on 'Assistive Technology for older people' which contains information about electronic products that use technology to promote health and safety in the home from telecare systems to personal alarms and mobile phones.

More information can be found at:

[www.which.co.uk/reviews/assistive-technology/article/guides](http://www.which.co.uk/reviews/assistive-technology/article/guides)

## **VAT Relief for Disabled People:**

If you are disabled, chronically sick or frail you may obtain VAT relief for a community or emergency alarm system if it is solely for your own use. The supplier will require a declaration of eligibility for VAT relief at the time of purchase. To get the product VAT free, your disability has to qualify.

For VAT purposes, you're disabled or have a long-term illness if:

You have a physical or mental impairment that affects your ability to carry out everyday activities e.g. blindness

You have a condition that's treated as chronic sickness e.g. diabetes

You're terminally ill.

You don't qualify if you're elderly but able-bodied, or if you're temporarily disabled. You'll need to confirm in writing that you meet these conditions. Your supplier may give you a form for this.

For information, go to <https://www.gov.uk/government/organisations/hm-revenue-customs/contact/vat-enquiries>

Where you can use webchat to speak to an adviser online instead of calling HMRC's helpline. You can make a VAT enquiry online to get a reply more quickly than by post. You can send written enquiries to:

HMRC – VAT Written Enquiries Team

Alexander House

21 Victoria Avenue

SOUTHEND-ON-SEA

SS99 1BD

## **VAT Helpline:**

When contacting the VAT Helpline, you will need your postcode and VAT registration number (if registered) when you call.

Tel: 0300 200 3700 (Monday to Friday 8am to 6pm)

Textphone: 0300 200 3719

(Closed weekends and Bank Holidays)

Age UK Norfolk has been in existence since 1947

The mission of the charity is

“To support older people in Norfolk to enjoy the opportunities and meet the challenges of later life”.

Age UK Norfolk Head Office  
Henderson Business centre

51 Ivy Road

Norwich

NR5 8BF

Telephone 01603 787 111



We hold the Advice Quality Standard which provides you with assurance that we have met certain criteria that demonstrates a commitment to quality.