

Helping you live
life to the full



Home Support

Alarms and so much more...



Devon Homelink

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Devon Homelink is part of North Devon Homes Ltd, a not for profit housing association. We are based in Barnstaple offering home support, 24 hour alarms and more.

We began in 2006, and took over the Devon County Council community alarm service in October 2009.

As a trusted provider of services in the area, we receive referrals from social services, GP's, Occupational Therapists and hospitals.

Devon Homelink is available to anyone living in the North Devon District. There are no complicated forms or long waiting lists.

Just give us a call on **0800 083 7553**
or checkout our webpage at **www.devonhomelink.com**
to see how we might be able to help you.

Better still, as we are not for profit, you only pay a low weekly rental - no large upfront fees or deposits.



Alarms

Whether you are worried about falling, or wish to let someone know if you're taken ill or simply want the reassurance that you can summon help when things don't quite go right, we can install a basic alarm unit with pendant that will give you 24 hour access to our friendly trained staff.



If you need advice or re-assurance, a visit from a family member or medical attention, we can provide the appropriate assistance quickly and efficiently.



Alarms How it Works

The alarm unit requires a working telephone line connection using any provider, ie. BT, Sky, Post Office, Talk Talk etc.

The alarm also requires an electrical socket to be plugged into which should remain switched on. Should there be a power cut or if the unit was accidentally switched off; the unit has its own backup battery which has a 40 hour stand by operation with one 30 minute alarm call.

The Radio trigger pendant has a 3V Lithium battery (not changeable) with up to a 5 year life span. The Trigger will automatically send a notification call via the home unit to the monitoring centre when the battery is low so that the Homelink staff can arrange for it to be changed.

The Radio pendant is also water resistant which means you can wear it in the bath or shower or if on your wrist, when washing up etc. It also has a range of up to 50m which covers most home and garden areas.





Tele Care

We offer a wide variety of specialist telecare equipment, designed to make your life easier and give both you and your family peace of mind from fall detectors to smoke alarms and much more.



Key Safes

You do not need an alarm or home support for us to supply a key safe, we can supply and fit them for anyone in our area for a one off cost of £30. This aluminium, 4 digit combination key safe can hold up to 5 standard house keys. Please contact us now to arrange the purchase.





Home Support

At home support, we appreciate that every one of our customers have individual needs and preferences. We take the time to get to know you and understand these, and develop a support plan that suits you.

Some examples of the help a Support Advisor can provide are:

- Regular welfare checks-through visits and/or phone calls
- Assistance to access appropriate health and care services
- Support in keeping regular appointments for health issues
- Claiming benefits and filling in forms
- Helping to establish social contacts and activities
- Assistance to move to a suitable property
- Accessing aids and adaptations
- Home safety checks

**WHATEVER YOUR NEEDS
give us a call and we'll do
our best to find a solution.**



Area Map



There is a team of four staff based in our main office and a team of 17 Support Advisors based in satellite offices across North Devon.

Our aim is to help people to live independently in their own home by offering a variety of services ranging from an alarm offering 24/7 reassurance to a regular visiting service to a simple keysafe fitted on a property for access.



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FREEPHONE:
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