

YOUR QUESTIONS ANSWERED

WHO CAN APPLY?

Anyone living in Ipswich and surrounding areas can apply for an assessment.

HOW QUICKLY ARE CALLS ANSWERED?

Calls are answered within seconds, by our dedicated HEARS control team.

DOES THE ALARM PENDANT WORK ANYWHERE?

The pendant/wrist strap will set off the alarm unit anywhere in your home or garden, giving you the freedom and reassurance you need.

WHAT IS NEEDED TO JOIN THE SERVICE?

A modern telephone and electric socket, which need to be within 6 feet of each other.

HOW LONG DOES IT TAKE TO INSTALL?

The alarm only takes a few minutes to install.

IS THE ALARM NOISY?

The alarm will make no noise until you need to use it.

HOW MUCH DOES IT COST?

See the enclosed 'Service Charges' insert.



"Gives me peace of mind when I am on my own, knowing that help is not far away should I need it."

Joyce
HEARS Customer

您如需要以上信息的
翻譯稿，請聯系：

উপরুক্ত অনুসন্ধানের অনুবাদ (ট্রান্সলেশান)
প্রয়োজন হলে অনুগ্রহপূর্বক উপরের ঠিকানায়
যোগাযোগ করুন .433236



This information can be made
available on audio tape, braille or
alternative formats upon request
from the above telephone number



Långvägê Liñê

THERE ARE 3 EASY WAYS TO APPLY

Call: 01473 433236

Email: hears@ipswich.gov.uk

Online: www.ipswich.gov.uk/hears



IPSWICH
BOROUGH COUNCIL

PEACE OF MIND AT THE TOUCH OF A BUTTON



IPSWICH
BOROUGH COUNCIL

24 HOURS A DAY
7 DAYS A WEEK
PERSONAL ALARM SERVICE



HOME
EMERGENCY
ALARM
RESPONSE
SERVICE

www.ipswich.gov.uk/hears
01473 433236

WHAT IS THE HEARS ALARM SERVICE?

It is a home emergency alarm response service, available 24 hours a day, 7 days a week.



The HEARS service has been established for over 20 years and all our experienced responding staff are qualified first aiders.



The service will allow for individuals to remain independent in their own home, knowing that if they need assistance in an emergency they can easily make contact with our

HEARS team by a touch of a button.

All our responders are Ipswich based, allowing for quick and effective response times.

HOW DOES IT WORK?

An alarm unit is connected to your home telephone and electric socket.

You are also given a personal mobile button, which you wear as a pendant or wrist strap.

The alarm unit in your home is linked by the phone to our 24 hour HEARS control team.

WHAT HAPPENS WHEN I PRESS THE BUTTON?

The alarm will automatically dial our HEARS 24 hours control room. An operator will then be able to talk to you and hear you even if you cannot reach the phone. The pendant should activate the alarm from anywhere in your house or garden.

WHEN SHOULD I USE MY ALARM?

You can use your alarm 24 hours a day if you have an accident or emergency, such as a fall. All you need to do is press either the red button on the alarm unit or the button on your pendant/wrist strap.

WHAT INFORMATION WILL HEARS HOLD ABOUT ME?

When you press your button, the HEARS team will be able to identify who is calling. They will have the information you have provided about yourself: name, address, date of birth and brief medical details.

WHAT SERVICES ARE AVAILABLE?

There are **TWO** options available:

OPTION 1

Monitoring Only

You will provide the HEARS team with details of 3 people who would be prepared to hold a key to your home and willing to help you at all times. One of your nominated key holders will be called as soon as the HEARS team is alerted by your emergency call.

If we are unable to contact one of your nominated key holders we will call the emergency services.



OPTION 2

Monitoring & Responding

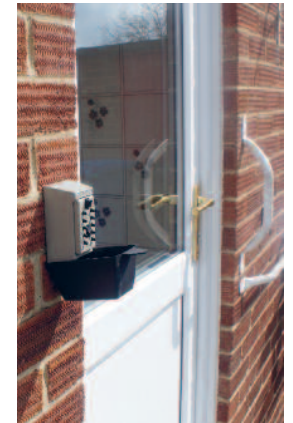
All the services available in 'Option One' and the additional benefit of access to our mobile Responding Team for customers whose friends and family are not always able to respond to their needs.

When you press your button, our control team will be able to establish what action is required, which could result in one of our Mobile Responders attending.

KEY SAFE

A secure key safe box is fitted outside your home, which holds a key to your property. Only accessible in Emergencies by our responding team and emergency services.

Highly recommended for both options.



What can't we do?

- Help with routine care or nursing matters, e.g. toileting, personal care or getting out of bed etc.
- Administer drugs, medication or deal routinely with dressings.

If you have any special requirements/needs we will be happy to discuss with you.

HEARS SERVICE CHARGES

OPTION 1 Monitoring Only

- Alarm fitted and pendant/wrist strap supplied.
- Connected to our 24 hour Control Team.
- Your nominated contacts will be contacted in an event of an emergency.
- If unable to make contact with one of your nominated contacts we will call the emergency services.

One off installation fee:£25.00

Additional monthly cost:£10.00

Additional pendant (monthly cost)£4.00

OPTION 2 Monitoring & Responding

- Alarm fitted and pendant/wrist strap supplied.
- Connected to our 24 hour Control Team.
- Access to our mobile Responding Team if family and friends are unavailable to respond to an emergency.

One off installation fee:£25.00

Additional monthly cost:£20.00

Additional pendant (monthly cost)£4.00

KEY SAFE

Highly recommended for both options

- Secure key safe box fitted outside your home, which holds a key to your property.
- Only accessible in Emergencies by our responding team and emergency services.

Combined Discount Offer:.....£32.50

(If purchased at time of alarm installation)

or

One off cost:£42.50

(If purchased after the alarm has been installed)

On cancellation of any HEARS contract, the key safe box will be returned to HEARS.

VAT is chargeable at prevailing rates. If a customer qualifies for VAT exemption they will sign to acknowledge this on the HEARS application form.