

Information about pendant alarms



What are pendant alarms?

Pendant alarms or 'call buttons' are used by people of all ages to summon help within their home if needed. This can also include help for security purposes.

The pendants are worn either around your neck, on your wrist or even on your belt or clothes. This will depend on the type of alarm you use. Most products will also have a base unit which is linked to your telephone.

When the button on the pendant is pushed, trained staff at the monitoring centre will respond. They may contact a nominated relative, friend or neighbour who you have selected as your 'responder' or they may contact the emergency services.

The 'responder' should have a key to your property to gain access quickly if required. The provider of the alarm may want your 'responder' to live within a certain distance from your home.

Where can I get a pendant alarm?

There are several suppliers of pendant alarms which you can choose to either buy or rent.

Oxfordshire County Council (Telecare)

The council have a range of alarms and sensors available through Eldercare. To apply online visit www.eldercare.co.uk/personal-alarms/, there is also the option to complete a postal application. You can contact Oxfordshire County Council directly using the details below.

Tel: **0199 322 2395**

Email: occ.telecare@eldercare.co.uk

To purchase a pendant alarm directly from a supplier, you can contact the following providers for their individual costs:

Helpline Limited

Tel: **0345 824 7999**

Website: www.helpline.co.uk

Telecare 24

You can either complete an online form at: www.telecare24.co.uk or you can contact Telecare 24 directly.

Tel: **0800 180 8540**

Email: support@telecare24.co.uk

LifeLine 24 Alarms

Tel: **0800 999 0400**

Website: www.lifeline24.co.uk/

Age UK

Tel: **0800 011 3846**

Website:

www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/

Careline UK

Tel: **0800 101 3333**

Website: www.careline.co.uk/order-careline

How to contact us

If you have any questions or concerns, please contact Occupational Therapy at the Nuffield Orthopaedic Centre:

Tel: **01865 737 551**

Further Information

If you need an interpreter or would like this information leaflet in another format, such as Easy Read, large print, Braille, audio, electronically or another language, please speak to the department where you are being seen. You will find their contact details on your appointment letter.

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