



Your Guide: To emergency alarm monitoring

Everything from how the service works to
who would benefit from the service.

www.appello.co.uk

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What is a Personal Emergency Alarm?

Our alarms support our customers to maintain an independent and dignified life in their own home.

The service gives you and people like you the reassurance that support is there when needed. It also provides relatives and carers with the reassurance that help is at hand.

What equipment will I need to have in my home?

To install a personal alarm into your home requires very little equipment. You will be provided with an alarm base unit and a pendent. The base unit is the speaker, and connects to the telephone socket. This is normally discreetly located in the living room or a central location in the home. The alarm pendent contains a button for activating the service, this can be worn

Did you know?

About one-third of people over 65 will fall in a year, rising to approximately half of all those aged over 80¹.



How does it work?

The alarm is monitored by our team of operators in our digital care centre, which operates 24-hours a day, 365 days a year.

If you get into any trouble in and around your home, you can activate the service by pressing the button on your alarm pendant. This will send an alert to our operators, who will act immediately.

Through the base unit you will hear the operator's reassuring voice. They will look to confirm you are OK, or where required contact a designated key holder (relative, neighbour or friend) or the emergency services if necessary.

Dependent upon your circumstances, help will arrive to provide you the assistance you need.



Like to know more?

visit www.appello.co.uk to see the Appello Bears explain how our service works.

Did you know?

98% of our customers say they feel safer knowing they have access to an alarm in an emergency.



Who is the service for?

Our services are designed to be used by all age groups. Currently it is estimated that over 1 million people in the UK are using alarm monitoring equipment.

Deciding whether or not the time is right to get an alarm can be a difficult process and will depend on your own circumstances, we recommend that you discuss this with those close to you.

Should I consider the service?

If any of the below describe you or your circumstances then we think you should be considering a monitored alarm service.

- You have previously fallen or been close to falling in your home.
- You are becoming increasingly frail and are at risk of falling
- You live alone
- You are regularly admitted to hospital
- You have cognitive difficulties such as failing memory

How will this affect those close to me?

A personal alarm does not only benefit you, as the user but those around you such as family, friends and carers. The service can provide these people with peace of mind about your welfare when they are unable to be with you.

It is often the case that friends and family can be left with a feeling of guilt or worry when they are unable to be with you because they fear for your safety. A personal alarm can provide them with reassurance that if you need help you will have it at the press of a button.

What should you look for in a service provider?

When searching for a personal alarm provider you will discover numerous companies however it is important to ensure you choose an organisation that meets your needs.

There are four things that you should ensure your provider has:

Accreditation

The Telecare Service Association (TSA) is the industry regulatory body, it is important that your provider is an accredited member as they will have to apply with industry standards. You should also ensure that your provider complies with BS5979 the British Standard code of practice for monitoring centres that receive calls from emergency systems such as telecare alarms.

Experience

It is essential that your provider is experienced. In a time of emergency, that experience will be critical in ensuring that the situation is managed correctly, efficiently and calmly.

Good Reputation

The opinions of your peers and others who use the service are vital. These people may have used the service in an emergency situation and recall how the provider was able to deal with the situation.

Dedication

Ensure your provider monitors your alarm 24 hours a day, 365 days of the year. You can't predict when you may need the service.

Did you know?
We offer a free no commitment months trial. This way you can see if our service is right for you.

