

Nottingham On Call

Helping you to live
independently in your own home



NCHLFT34

Supported housing

Nottingham On Call

Many people are concerned losing their independence when they get older, become ill or are disabled. Most people prefer to remain in the familiar surroundings of their own home.

Nottingham On Call provides the peace of mind for you to do just that – offering a fast, easy and reliable way of getting immediate help when you need it the most.



What is Nottingham On Call?

We are part of Nottingham City Homes, which manages council housing for Nottingham City Council.

The 24-hour alarm response centre is based in Nottingham. We employ well-trained, experienced local people. Many call centres are national and the people answering the call would not have the local knowledge that we have.

Nottingham On Call works closely with our Mobile Support Team and Sheltered Housing Service. The service also handles alarm calls for other providers, such as local housing associations and a neighbouring council.

How can the service help you?

The service makes a real difference to people's lives – not only for those using the service to maintain their independence, but also their families and loved ones.

What are the benefits for you?

The service is for people who would like to feel safer, more protected and independent in their own home. It currently includes:

- Older and vulnerable people or people with disabilities
- People who have been discharged from hospital and need extra support and help at home e.g. making dinner and drinks or helping with housework
- Cases of victim support. People at risk include:
 - Repeat victimisation or distraction burglary
 - People living in high crime areas
 - Adults of any age living alone.

Who can have one?

We have several thousand units installed in Nottingham City Homes' sheltered housing flats and bungalows. Also in other properties mainly used for older or vulnerable people.

You don't have to be a Nottingham City Homes tenant to benefit from this service, you just have to live within the Nottingham city boundaries. We can install alarm units wherever there is a power supply within 10 feet of a working landline phone connection.

How much do they cost?

We supply alarms at a cost between £2 and £4 a week*. This pays for the 24-hour monitoring service and any emergency responses from our Mobile Support Team.

Unlike some other providers, there is no installation fee and no call-out fees to pay. Everything is covered by the monitoring charge.

***Prices correct at February 2011 and subject to change.**

Keyholders

It is very important that we have the names, phone numbers and addresses of two keyholders. This would save the emergency services having to force entry if they had to come out to you.

Key holders are usually family members or someone who lives locally. If this is not possible, in some instances a keysafe may be required.

How do I get more information?

You can contact us by phone, fax or you can write to us. See page 10 for details. If you would like to meet us, we can arrange for you to visit Nottingham On Call (by appointment only).



The Telecare service provides:

An instant response

Our highly skilled operators respond to your call and take the appropriate action to provide help when you need it.

A personal service

Operators are friendly, knowledgeable, local people who will stay on the line with you until help arrives.



Complete reassurance

You are linked to our control centre 24-hours a day, every day – providing you with peace of mind against intruders, floods, fires and falls.

Easy installation

The wireless system has no unsightly wiring.





How does the service work?

We provide you with a telephone link 24-hours a day between your home and the control centre. All that is required is a telephone line and an electrical power point*. Should a sensor be activated, a call is sent to Nottingham On Call where trained operators take the most appropriate action – which might include contacting a family member, neighbour, doctor or the emergency services.



You press the button.



Or the sensor raises the alarm.



Lifeline unit is activated and via the telephone line alerts the control centre.



Telecare answer your call and speaks to you through the Lifeline unit.

* Within 10 feet of each other





A flexible range of Telecare sensors are available including:



Personal trigger – a call for help can be raised from anywhere in the home or garden.

Bogus caller button – fitted near a door, this discreet button can be used to call for assistance at the 24-hour control centre when a stranger requests entry into your home.





Smoke detector – potentially a life saving device, the radio smoke detector provides additional protection by raising an instant alarm call to the control centre.

Fall detector – automatically detects a serious fall and raises an alert at the 24-hour control centre.





Carbon monoxide detector – this neat, unobtrusive radio sensor provides an early warning by alerting the control centre of potential CO₂ emissions in your home.



Pillow alert strobe – The pillow alert strobe, which is placed under your pillow, will vibrate when a smoke detector or other sensor has been triggered. This is beneficial to people with a hearing impairment.

What can these and other sensors do?

The sensors may help prevent people from falling by automatically switching on a light when someone gets out of bed or a chair. They may remind someone to take their medication or can provide an early warning of CO₂ emissions.



Further information

If you'd like to know more information, please fill in your details in the section below, cut out this page and post it to:

Nottingham On Call
Nottingham City Homes
Willow View
The Woodlands
Radford
Nottingham
NG7 3QE

Telephone: 0115 915 1634

Fax: 0115 915 1639

Please send me further information on the Telecare Service.
(Please tick)

Please contact me to arrange a FREE demonstration.
(Please tick)

Title (Mr/Mrs/Ms/Miss) _____

First name _____

Last name _____

Address _____

Postcode _____

Telephone _____

E-mail _____



If you are unable to read this publication, please contact your area housing office or call us on 0845 330 3131. We can arrange for an interpreter to explain it to you, or send you a spoken word version. We can also provide you with a magnifier to make this leaflet easier to read.

Chinese (Cantonese)
 如果你不能夠閱讀這刊物，請聯絡你的地區房屋辦公室，或致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你所選擇的語言。我們也可以用大字體提供。

Kurdish (Sorani)
 ئەگەر ئېلێت ئاگر ئێت ئەم بەڵۆگەر او هە بەخۆ ئێنتەو دە تکلێه پەمو پێدی بە نوسینگەي نێشتە جێگر دێی نەرێجەي خۆت، بکە وانیشت تەلمەوتنی ژ سەرە 0845 330 3131 بەکە. ئێمە دەتوانین زامانەر گێرێکت بو وانیشت بکەین بو پرووت کردنەر هە دەمەر، بان چانیکی بە دەنگت بو بنێرن لەمەر نەریقی کانسێت بانێش لەمەر سە دێی ئەگەر هێچ لەمەر گەرێوێک لێه بووت، ئەمەر ئێمە دەتوانین ئەم بەڵۆگەر او هە بەیگورێه زامانی پەسەنگەر او ی خۆت. هەر و هە ئێمە دەتوانین بە پێتی گومارێش دانیشتی بکەین.

Czech
 Pokud si nejste schopni tuto publikaci přečíst, prosím kontaktujte bytový úřad pro Vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme zařadit tlumočnicka, který Vám to vysvětlí, nebo Vám můžeme zaslát namlouvenou verzi na kazetě nebo CD. Pokud ani jeden ze způsobů není vhodný, můžeme tuto publikaci přeložit do Vámi vybraného jazyka. Můžeme jí také poskytnout ve velkém písmu.

Polish
 Jeżeli nie potrafisz przeczytać tej publikacji, prosimy skontaktować się z Pana/Pani lokalnym housing office lub zadzwonić pod numer 0845 330 3131. Możemy zorganizować tłumacza, który objaśni Panu/Pani treść tej publikacji lub wysłać Panu/Pani mówioną wersję na kasecie audio lub na płycie CD. Jeżeli żadna z powyższych opcji Panu/Pani nie odpowiada, możemy przetłumaczyć ją publikację na wybrany przez Pana/Panią język. Możemy również przekazać Panu/Pani wersję drukowaną dużą czcionką.

French
 Si vous ne parvenez pas à lire ce bulletin d'information, contactez s'il vous plait votre service du logement local ou appelez-nous au 0845 330 3131. Nous mettrons à votre disposition un interprète qui se chargera de vous l'expliquer, ou vous l'envoyer en version parlée sur cassette audio ou CD. Et si aucune de ces options ne vous convient, alors nous pourons traduire le bulletin d'information dans la langue de votre choix. Nous pouvons aussi vous le fournir en grands caractères.

Portuguese
 Caso não consiga ler esta publicação, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Se nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha. Também disponível versão escrita em letras grandes/ impressão maior.

Gujarati
 તમે આ પ્રકાશન વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારના આવાસન અધિકારીને સંપર્ક કરવા કે 0845 330 3131 પર અમને કોલ કરવા વિનંતી. અમે તમને તે સમાનવવા દુબાષિયાની સેવાઓ શરૂ કરીશું. અથવા ટેપ કે સીડી પર બોલેલા સ્વરની આધારે તમને મોકલી શકીએ. આ બંને માંથી કોઈપણ તમને યોગ્ય ન હોય, તો અમે તમારી પસંદગીની ભાષામાં આ પ્રકાશનનું બાહાલેટ કરી શકીએ. અમે તેને મોટી ટિપ્પરમાં પણ પૂરું પાડી શકીએ.

Punjabi
 ਜੇਕਰ ਤੁਸੀਂ ਇਹ ਪੜ੍ਹਿਣ ਲਈ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕਿ੍ਹਾ ਕਰਕੇ ਅਪਣੇ ਠਿਕਾਣੇ ਦੇ ਹਾਉਸਿੰਗ ਆਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਉੱਥੇ ਫ਼ੋਨ 0845 330 3131 ਤੇ ਫੋਨ ਕਰੋ। ਅਸੀਂ ਤਰਜਮਾਨਾਂ ਦੇ ਲਈ ਇਕ ਇੰਟਰਪ੍ਰੀਟਰ (ਦੁਬਾਸੀਏ) ਦੇ ਇੰਤਜਾਮ ਕਰ ਸਕਦੇ ਹਾਂ ਜਾਂ ਇਕ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਭੇਜ ਸਕਦੇ ਹਾਂ। ਜੇ ਦਿੱਤਾ ਚਿੱਠੀ ਕੋਈ ਚੀ ਉੱਚਿਰ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਕ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ। ਅਸੀਂ ਇਹ ਵੱਡੀ ਫ਼ਾਈਲ ਚਿੱਠੀ ਦੀ ਮੁਦਰਿਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Hindi
 यदि इस पत्रिका को पढ़ने में आपको कठिनाई महसूस होती है तो कृपया अपने इलाके के हाउसिंग एफ़िस से इस संख्या पर संपर्क करें, 0845 330 3131। इसे सहायता के लिये हम दुभाषीय सेवा प्रदान कर सकते हैं, या टेप अथवा सीडी पर यह जानकारी भेज सकते हैं। जिनमें से यदि कोई भी उचित नहीं है, तो इसे हम आपके स्थान की भाषा में ट्रांसलैट कर सकते हैं। इसे बड़े फ़ॉन्ट में भी प्रदान किया जा सकता है।

Urdu
 اگر آپ کو اس دستاویز کو پڑھنے میں مشکل پیش آتی ہے تو براہ مہربانی اپنے ایریا آفس سے رابطہ کریں۔ اس سے ہمیں آپ کو 0845 330 3131 پر فون کرنے کی سہولتیں فراہم کر سکتے ہیں یا ترجمان کی خدمات فراہم کر سکتے ہیں۔ اگر آپ کے پاس اس کے لیے سٹریم فراہم کر سکتے ہیں یا ترجمان کی سہولتیں فراہم کر سکتے ہیں۔ اگر آپ کے پاس اس کے لیے سٹریم فراہم کر سکتے ہیں یا ترجمان کی سہولتیں فراہم کر سکتے ہیں۔ اگر آپ کے پاس اس کے لیے سٹریم فراہم کر سکتے ہیں یا ترجمان کی سہولتیں فراہم کر سکتے ہیں۔



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