



# Customer User Notes

Please keep this booklet for reference

**Call**24  
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24 hour help when you need it

For non-emergencies, Please contact us  
on our freephone number:  
0800 085 0407

For payment enquiries, please contact us  
Monday to Friday, 9am to 4pm on  
01803 869520

## What does Call24 provide?

We provide round-the-clock peace of mind for you, your family and your friends, 365 days of the year. We are always on hand to respond to your alarm call and take appropriate action.

Once you press the button on your pendant, or the large button on the **Call24** alarm unit itself, it immediately connects to our 24-hour Telecare Response Centre.

We initially regard all alarm calls as emergencies. We will check your needs and respond accordingly - you may ask us to contact a friend or relative; the Police or the Ambulance service, or it may be that you have set the alarm off by mistake. You should never worry about triggering a false alarm, as it gives us the opportunity to ensure that the system is working properly, and we are pleased that you are not in an emergency situation.

- **All calls to Call24, including alarm activations are recorded for training and security purposes.**
- **If you would like to receive this information in a different format, for example, large print, Braille, audio, or in a different language, freephone 0800 085 0407.**

Call24 is the trading name of Call24Hour Ltd.

Reg. Office: Tor House, St Peters Quay, Totnes, Devon TQ9 5SH

Reg. No: 4252184. VAT Reg. No: 568 8733 78

# Important points

## Do not unplug your alarm unit

The **Call24** alarm unit has a built in emergency battery supply, to enable it to work in the event of a power cut. If you unplug your alarm or accidentally switch it off at the mains, it will dial us automatically after 1 hour, plus then every 4 hours after that, until the battery power runs out. You will know that the power is off because the alarm unit button will flash and/or beep rapidly.

## Telephone line

The **Call24** alarm unit will only work if your telephone line is connected. If the line is faulty or you disconnect the unit from the telephone socket, the Call24 alarm unit sounds a regular warning beep until it is reconnected. If you have a broadband internet connection then the two way connector (or sometimes called the broadband filter) should be plugged into the wall socket first, and then the Call24 alarm is plugged into the "phone" socket of the two way connector. We recommend that your telephone should accept incoming calls.

## Free conversion to hardwired socket

If you are a BT customer and you still have an old style hardwired phone point at home (this means you can't unplug your phone from the wall) and you are older, disabled or have a serious medical condition, BT can convert the old socket to a new style one, free of charge. You can then choose from a wide range of products and services with useful features such as larger buttons. If you qualify and want to arrange this please call BT on 0800 800 150.

## Free priority fault repair

The telephone is a vital lifeline for people who are unable to leave the house because of an illness or disability. If you are a BT customer and you are older, disabled or have a serious medical condition, you can apply for BT's free Priority Fault Repair scheme which will protect your phone line. Once you are registered on the BT free Priority Fault Repair Scheme, BT will deal with reported telephone line faults as soon as possible, day or night, 365 days a year. To ask for an application form, call BT on 0800 800 150 or email: [disability@bt.com](mailto:disability@bt.com).

## Error Calls

Everyone accidentally activates the alarm buttons at some time; they are designed to be sensitive. If you do set your Call24 alarm off by mistake, do not worry; when we answer, tell the Operator it was unintentional.

**Note:** once the alarm is activated please hang on and speak to the Operator. If you don't, we must treat the call as an emergency.

## Test Calls

We ask you to test the **Call24** alarm on a monthly basis starting the day after installation.

The test call must be done by pressing the button on your pendant or wrist strap, so that we can check the strength of the battery in your pendant. The **Call24** alarm unit measures the battery strength of the pendant and alerts us if it needs replacing. We will then arrange for it to be replaced. The monthly test call is therefore very important to ensure the equipment is working properly.

When we answer, tell us that you are testing your **Call24** alarm.

If the **Call24** alarm does not connect, contact us by telephone (regardless of the day or time), on 0800 085 0407.

If you forget to test we will endeavour to remind you.

## Change to details

If there is a change to any details of the information we hold about you, it is vital that you let us know immediately. This may include a change of telephone number, an alteration to your list of emergency contacts, a change to your medical condition; or a change of doctor.

## Moving house

If you move and wish to keep your **Call24** alarm, you must notify us prior to your relocation - giving as much notice as possible. An installation fee maybe payable for your new home.

## Confidentiality

The information we hold on you is strictly confidential. We will only divulge information when we consider your health, safety or welfare is at risk.

## Going away

Please inform us if you are going to be away from home for any period of time.

Leave the alarm plugged in and switched on. Should it then go off, we can take the appropriate action to ensure the security of your home by telephoning a key holder or the Police.

### Maintenance of the unit

A fully functioning **Call24** alarm unit should provide years of reliable operation. To assist us in maintaining the unit's usefulness to you, we would request that you keep the unit clean and away from liquids or high temperatures and to advise us as soon as you suspect a fault.

Once we are aware of a fault, we will arrange for it to be rectified.

We aim to repair or replace equipment displaying a critical fault, as soon as possible, normally within 48 hours and no more than 96 hours. A critical fault is the unlikely failure of your **Call24** alarm preventing contact to our Telecare Response Centre.

We aim to repair or replace equipment displaying non-critical faults, within 10 working days and no more than 15 working days. Non-critical faults are those which reduce or limit the functionality of your **Call24** alarm.

### Cancellations

If you wish to cancel the service, please inform us by phone on 0800 085 0407 – giving as much notice as possible. Please note that you may be subject to a minimum contract period of 12 months. For more information on this please refer to your contract documents.

We can then arrange the return or collection of the equipment. Upon its return, we will send a closing statement of your account.

## What you can expect from Call24

### Responding to your call

We will respond promptly to your call – we aim to answer all calls within 30 seconds. Occasionally, our response may take a little longer – if this happens don't panic, it is likely that the staff are dealing with another emergency. They will answer you as soon as they can.

**Note:** a single press of any alarm button is all that is required to put a call through to our Telecare Response Centre. If emergency assistance is required, we will ensure that help is contacted. If the Emergency Services are called and no key holder is available to admit them, they may need to force entry. You may wish to have a key safe installed to avoid forced entry - if you do have one fitted, please ensure that you inform us of the key safe access code and location. If further advice is required on acquiring a key safe, please contact us on 0800 085 0407.

### Low batteries

A low battery will normally become apparent during your monthly test call. This will be reported and rectified.

# Additional information

## Payment for your Call24 alarm

The weekly cost of your **Call24** alarm unit includes, rental, monitoring and repair. Unless you have installed your **Call24** alarm yourself there is a 'one off' installation fee that is payable at the time of purchasing the service however there is nothing else to pay in respect of those charges with the exception of any repairs incurred as a result of willful damage, lost pendants or if you move home. You should include the **Call24** alarm and any **Call24** sensors on your household insurance as accidentally ruined alarm units may be subject to a claim and lost pendants will be charged for.

Alarm calls will be made over your telephone line at the normal rate charged by your telephone company.

We have several options for payment. Please contact us on 01803 869520 for more details.

We will give you, in advance, written notification of any future alteration to charges.

## Key holder's responsibilities

If you have asked someone to be a key holder for you, this is a reminder of what they may be expected to do for you:

- They may be called at any time of the day or night, by one of our operators, to assist you in an emergency.
- They will have a key to the property, or know where a key is sited, or know the code number to the key safe.

- If for any reason, such as a holiday, or illness, or they are not able to help for a period of time, your key holder should call us and we will make a note of your temporary arrangements. This will save us time when we are trying to arrange assistance.
- If your key holder should have a change of address or telephone number, they should let us know immediately.

## Effective range

The pendant will normally activate your **Call24** alarm from a distance of up to 25 metres. This distance covers the majority of houses and gardens, however please test your **Call24** alarm to ensure adequate coverage.

## Additional sensors

With additional sensors connected, your **Call24** alarm can also be used to detect smoke, carbon monoxide, bogus callers and rapid changes in temperature. If you require details on the costs of additional services, do not hesitate to contact us on 0800 085 0407.

## Call24 staff

All of the staff who work for **Call24** are checked against the Criminal Records Bureau at enhanced level.

# Protection of adults at risk

## Who is an adult at risk?

Someone who is over 18 and may be:

- In need of help because of a disability or illness
- Unable to take care of themselves
- Unable to stop someone else from harming or exploiting them

## What is abuse?

Abuse is something that is done to another person, without their full understanding or consent, which harms them in some way.

## Anyone can be an abuser

Abuse can happen anywhere, for example, in the vulnerable adult's own home, in a residential or nursing home, in a hospital, prison or day centre.

Abuse can include one or more of the following:

- Neglect is failure to provide suitable care or attention to the point where someone's health is affected.
- Physical abuse includes hitting, pinching, deliberately giving too much medication or physically restraining someone in an inappropriate way.
- Financial abuse includes taking another person's money or possessions; pressure in connection with wills, property or financial transactions.

- Sexual abuse includes any sexual act to which the vulnerable adult has not consented and may not understand.
- Psychological abuse can happen where someone is isolated, verbally abused or threatened.
- Discriminating abuse includes any type of abuse aimed at a vulnerable adult because of their gender, age, ethnicity, disability, sexual orientation or religion.
- Institutional abuse – occurring in a social or health care establishment that may range from poor practice to ill treatment and gross misconduct.

### What can you do?

If you see, hear or suspect a vulnerable adult is being abused in anyway, you must tell someone about it.

### If you live in Plymouth

Please call **01752 668000**

Or contact the Devon and Cornwall Constabulary on **08452 777444 or 999**

### If you live elsewhere in Devon

Please call Care Direct at My Devon on **0845 1551 007**

Or contact the Devon and Cornwall Constabulary on **08452 777444 or 999**

If you live outside Devon please contact your local Police or dial **999**.

### You can also write to the:

Adult Protection Co-ordinator

Adult & Community Services

County Hall, Topsham Road, Exeter EX2 4QR

## Comments and Complaints

We think you will be very happy using the **Call24** service and hope that you will recommend it to your family and friends. If, however, you have cause to complain about our service, please ring, or write to the Business Support Manager at **Call24**.

### Installations

All staff installing telecare alarm equipment work in accordance with the **Call24** Health and Safety Policy. If you are concerned with how the installation was carried out, please write to the Business Support Manager at **Call24** or call us on freephone 0800 085 0407.

### Contact details

#### Call24

Telecare Response Centre

Runnymede Court

125 Leypark Walk

Estover

Plymouth PL6 8UF

**Freephone** 0800 085 0407 for general enquiries

**Finance** 01803 869520 for billing enquiries

**Fax** 01752 771863

**Email** [info@call24hour.com](mailto:info@call24hour.com)

**Website** [www.call24hour.com](http://www.call24hour.com)

# Ensure your alarm is always connected

From the back of your **Call24** alarm you will see 3 leads: a power lead, the phone lead and the antenna (a short lead, which receives the signal from your pendant or wrist strap).

Ensure the **Call24** alarm is plugged into the electricity mains socket and switched on at all times.

Ensure the **Call24** alarm is plugged into the telephone socket at all times.

## If your Call24 alarm does not work:

- Ensure the telephone lead is plugged in and not snagged or damaged.
- Ensure the mains adapter is plugged in and the cable is not snagged or pinched.
- Ensure the switch on the electricity socket is switched on.
- Ensure that the phone line is working.
- If it still doesn't work, call us immediately on 0800 085 0407.

