



Your local community alarm service

LinkLine
COMMUNITY ALARM SERVICE

LinkLine+
COMMUNITY ALARM SERVICE

Connects you to people when you need them

Hounslow Homes
Managing quality homes for  London Borough of Hounslow






London Borough
of Hounslow

Anyone in the borough of Hounslow can have the LinkLine Service

- ✓ 24 hour connection to the people in the LinkLine Service
- ✓ Personal, friendly and dignified service
- ✓ Instant response from trained staff who take the appropriate action to get the help you need, when you need it
- ✓ We won't leave you – our staff will monitor the situation until help arrives

Installation

You will need

-  a landline phone socket
-  a 13 amp electrical socket within 2 meters of the phone socket
-  a minimum of 2 responders who we can contact in an emergency

If you do not have 2 nominated responders, you may still be able to have an alarm installed with a keysafe or by subscribing to the Emergency Responder Service – see page 6 for details.

How the services work



You press the button



Your alarm unit calls us



The LinkLine staff respond using a two way communication facility to see how they can help



We will answer you, including contacting your responders or Emergency Services, if needed

What information will I need to have ready when the installer visits?

During the installation you will be asked to give the following information:

- Responder details, including name, address and contact telephone numbers including mobiles
- Your doctor's name, address and telephone numbers
- Your telephone provider eg BT, BT infinity, Talk Talk; Sky etc;
- Any relevant medical details



Detectors

To enable a personal response when your detector is beeping



Pill dispenser
Reminds you to take your medication

Bogus caller button

Fitted near your door or around your home, to raise a silent alert when needed. All calls are recorded



Property exit sensors
These detect when a door has opened or been left open

For detailed information about any of these additional sensors or telecare, contact Theresa Gallagher at theresa.gallagher@hounslowhomes.org.uk or call 020 8583 4376



Fall detector

For times when you fall but cannot press a pendant



Bed epilepsy sensor

Detect movement seizures to alert people



Chair and bed sensors

An alert to indicate a possible fall when someone is getting out of bed or a chair and not returning within a pre-set time



Other local services that may help you to have LinkLine installed

Hounslow Council Handyperson Scheme

The Handyperson Scheme works in partnership with LinkLine Services and can provide practical help with a range of tasks, including installation of key safes and telephone extension leads. If you are aged over 70, or have a disability or severe health problem which prevents you from carrying out the work, or are a single parent family with a disabled child, you may qualify for help.

Phone 020 8583 3878 for further details, or e-mail homeimprovements@hounslow.gov.uk

Age Concern Handyperson Service

The Handyperson Service supports residents of the Borough of Hounslow who are over 60 years of age or have a disability. They will assist with any practical job that helps an older or disabled person to live within their own home for longer or improves their safety or security. This includes fitting keysafes which are available to buy from the Handyperson.

To find out more or book a visit phone 020 8560 6969
Age Concern Hounslow, Alexandra House, Albany Road
Brentford TW8 ONE

Emergency Responder Service

The Home Care Emergency Responder Service (ERS) provides emergency cover from 5pm - 9am, Monday to Friday and continuously during weekends and Bank Holidays to subscribers of LinkLine or LinkLine+ who sign up to this additional service. It aims to support residents wishing to remain independent within their own homes and can offer respite to family and friends by acting as a key holder for emergency call out visits.

Enquiries for the service can be made through the Adult Access Team on 020 8583 3100

Translation

If you need this LinkLine, LinkLine+ Your local Community Alarm Service leaflet in another language or format please contact 020 8583 2299 or minicom 020 8583 3122.

Albanian Nese keni nevojte te keni fletushken per sherbimin per alarm per komunitet Linkline (Linkline Community Alarm Service) ne gjuhen shqipe ose ne ndonje format tjeter kontaktoni Sherbimin per Perkthime ne 020 8583 2299 ose minikom 020 8583 3122.

Arabic اذا رغبت بالحصول على منشور خدمة انذار الجالية لنكلاين باللغة العربية او بشكل اخر الرجاء الاتصال بخدمة الترجمة على 020 8583 2299 او على المينيكوم 020 8583 3122 .

Farsi اگر کاپی نشریه خدمات لنک لاین کمیونتی آلارم (زنگ آگاهی خطر برای اشخاص مسن) را به زبان فارسی و یا شکل دیگری میخواهید لطفاً به شماره تلفون 020 8583 2299 و یا شماره مینی کام 020 8583 3122 تماس بگیرید.

Gujarati જો તમને 'લિંકલાઇન કમ્યુનિટી અલાર્મ સર્વિસ' બારામાં વિગત આપતી પત્રિકા ગુજરાતીમાં અથવા બીજા સ્વરૂપમાં જોઈતી હોય તો, મહેરબાની કરી ટ્રાન્સલેશન સર્વિસને આ નંબર પર સંપર્ક સાધો: 020 8583 2299 અથવા મિનિકોમ: 020 8583 3122

Hindi यदि आपको लिंकलाइन कम्प्युनिटी अलार्म सर्विस के बारे में लीफ्लैट हिन्दी में या किसी और रूप में चाहिए तो कृपया ट्रांसलेशन सर्विस को 020 8583 2299 पर फोन करें या 020 8583 3122 पर मिनीकॉम करें।

Punjabi ਜੇਕਰ ਤੁਹਾਨੂੰ ਲਿੰਕ-ਲਾਈਨ ਕਮਿਊਨਿਟੀ ਅਲਾਰਮ ਸਰਵਿਸ ਸੰਬੰਧੀ ਇਸ ਪਰਚੇ ਦੀ ਇਕ ਕਾਪੀ ਪੰਜਾਬੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਸ਼ਕਲ ਵਿਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਯੂਨਿਟ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਫੋਨ ਕਰੋ: 020 8583 2297 ਜਾਂ ਇਸ ਨੰਬਰ 'ਤੇ ਮਿਨੀਕਾਮ ਕਰੋ: 020 8583 3122

Urdu اگر آپ کو لنک لائن کمیونٹی آلارم سروس کے بارے میں اردو زبان یا کسی اور ساخت/ بناوٹ/ ترتیب میں ایف اے ڈکارہ برائو کمرٹھ اسٹیشن سروس کو فون نمبر 0208 583 2299 یا مینی کوم نمبر 0208 583 3122 پر رابطہ کریں

Somali Haddii aad doonaysid liifletkan ee ku saabsan Adeega Alaamka Bulshada Linkline (Linkline Community Alarm Services) oo ku qaran af Soomaali ama u qoran hab kale, fadlan kala soo xidhiidh Adeega Tarjumaada 020 8583 2299 ama minicom 020 8583 3122.

LinkLine

Is available to anyone in the borough of Hounslow for £3.12 per week (figures correct Jan 2011). This will give you a 24 hour service 365 days a year.

Hounslow Homes will send you an invoice once a month to your selected address.

Alternatively you can pay by Direct Debit.

**For information or to arrange installation call 020 8583 4400
minicom 020 8583 4377, Language line 020 8583 2299**

LinkLine+

There is no additional charge for LinkLine+ but you do need the LinkLine alarm to make the call. The LinkLine+ Service (with sensors) is an assessed service, using Adult Social Care (Fair Access to Care) criteria and enquiries should be made via the

Adult Social Care Team 020 8583 3100

Fax 020 8583 3787

Email: adultsocialcare@hounslow.gov.uk

For about the same price as a basic mobile phone you could have the help you need, when you need it.

Product specification and appearance may change without notice.

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Hounslow Homes Ltd.

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