

karbon
homes

Home Assist

Personal Alarm and Response Service
Enabling independent living

Helping you feel safe and sound in your home
at the touch of a button.

karbonhomes.co.uk/homeassist

Of all the accidents that happen in the home, falls are the most common. They can cause serious injury at any time of life, but the likelihood increases with age and those of us over 65 are most at risk.

Home Assist from Karbon Homes offers you your very own personal alarm and response service. Worn as a discreet pendant, it's your guarantee that help, whenever you need it – 24/7, 365 days of the year – is just the push of a button away.

With free installation and setup, with a member of our team on hand to show you how it works, you will be equipped with all the additional support you could need. From fall detectors and door alarms, to bed sensors and chair sensors, feeling safe and sound in your own home has never been easier.

Of course, Home Assist isn't just there for those that need a little extra help to live comfortably, safely and independently. We're here to give confidence and peace of mind to loved ones and carers too.

98% of users* said they felt safer in their home, thanks to having a personal alarm and response service

*Based on research conducted in Karbon Homes' Extra Care schemes around Telecare.

Who is the service for?

Home Assist is a bespoke service that offers the right level of support and peace of mind to any of us who need a little help to live comfortably, safely and independently in our own home.

A lot of our customers use the service to get help and support should they fall or feel unwell whilst at home or after spending time in hospital. Some customers simply want the reassurance that help is available quickly and easily when living alone.

Customers with dementia or other health conditions may also find the service useful. We have extra support available to tailor to your specific needs, which we can discuss with you.

87% of customers* agreed that a personal alarm and response service helped them live more independently in their home

*Based on research conducted in Karbon Homes' Extra Care schemes around Telecare.

How does it work?

We install a call unit with a speaker in your home and give you a pendant alarm that you can wear.

For peace of mind, we also have a **Mobile Responder Service** who will attend your home in varying emergency situations when you have activated your alarm. Responders can also provide lifting support, if it's safe to do so, if you have a fall and need assistance getting off the floor.

Is it difficult to setup in my home?

It's simple and easy to setup.

The personal alarm system can work through your phone line or with a SIM card. We will come and install the unit and show you how it works.

Once up and running, at the touch of a button you are connected to a trained, friendly team. They can arrange help from friends, relatives, our mobile responders, or if needed, the emergency services.

“Accidents happen so quickly and I feel a lot happier knowing that I'm not on my own.”

How much does it cost?

The Home Assist Personal Alarm, Unit & Response service starts at £7 per week. This includes:

- 24/7, 365 days a year response
- Help when you need it at the touch of a button
- Pendant alarm for ease of use
- Links to family/friends/carer (as emergency contacts)
- Our mobile response service (if it's applicable to the incident)
- Connection to Emergency Services via the call centre
- Free installation
- Free repair or replacement to the unit
- Free key safe*
- Annual check in

*Key safe arranged for Karbon customers if needed

Alarm Unit and Personal Alarm Pendant

This easy to install alarm unit can connect to a Wi-Fi network giving you the flexibility to place it throughout your home.

The pendant is a portable alarm trigger device which can be worn around the neck, wrist or on a belt. It allows emergency alarm calls to be made from anywhere in or around your home.

We offer a range of additional telecare services, which can be added to your package at any time you may need them. Charges for these items apply.

Falls Monitor

The monitor can be worn on the wrist and the fall detector automatically detects trips and stumbles. It includes a button so you can manually activate an emergency alarm call.

Door alarm

This easily fitted alarm can be used to raise a door open alarm if it has been opened for longer than expected, alerting our emergency response centre who will respond and arrange any help needed.

Bed and chair sensors

These free standing sensors can be placed under a bed or chair. They raise an alarm and alert our emergency response centre if anything unexpected happens, such as leaving a bed during the night and not returning as usual.

How do I pay?

If you're a Karbon Homes customer it's easy to set up payment for this service, the charges are added weekly to your rent account.

If you're not a Karbon customer you can still access the service. Please get in touch for more information.

Do I need to sign a contract?

We'll ask you to sign an agreement to say you want to use the service. This outlines the charge you are paying too. We ask for 28 days notice to cancel the service.

How can I find out more about the service?

For more information contact us on **0808 164 0111** and ask to speak to the Home Assist Alarm Team.

We'll be able to give you any information you need to make the right decision for you.

We can also help with referrals from family and healthcare professionals.

You can also contact us by visiting our website at:

karbonhomes.co.uk/homeassist

“Having the alarm system in place has given me reassurance that someone is there if I ever need them.”