



Peace of mind 24 hours a day

Independence with confidence

Safety and security

Reduces isolation

What is Care Link Telecare Services?

The Wakefield and District Housing (WDH) Care Link Telecare services help people keep their independence within the community.

It gives peace of mind to families, friends and carers, knowing that help is at hand no matter what the emergency, 24 hours a day every day.

Care Link alarms are not just for elderly and less able bodied people. Those who have suffered from domestic violence or who are lone workers can also have an alarm installed, helping them to feel safer.



How does the service work?

Customers of the service have an alarm system fitted into their home which is connected to the Care Link Customer Contact Centre through a telephone line.

A range of additional sensors such as pendants, fall detectors, bed sensors, smoke detectors, carbon monoxide detectors and flood detectors can be connected to the alarm to allow complete lifestyle monitoring.



When the alarm is triggered a call is made to the Care Link Customer Contact Centre and a specially trained operator will answer the call and take appropriate action which could include alerting the emergency services, contacting a relative, carer or friend or offering advice and reassurance.

Who can have a Care Link alarm?



The service is available to anyone who would like to maintain their independence whilst feeling safe and secure in their own home.

The service provides numerous benefits for:

- Older, vulnerable people.
- Individuals who have been discharged from hospital and require additional support and assistance at home.
- People living alone.
- People who work alone.
- Anyone suffering a physical disability or mental illness.
- People living in high crime areas.
- People at risk of domestic abuse, racial harassment, repeat victimisation or distraction burglary.

To find out more about Care Link Telecare Services or to arrange a free demonstration, phone **01977 788000** or visit www.wdh.co.uk.



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE