

Care Link Telecare Services

Care Link, our telecare service, gives elderly and vulnerable people, and their families, reassurance and support, 24 hours a day, 365 days a year. The service aims to help elderly people feel:

- More independent and secure.
- Less isolated.

Care Link is helping more and more people to live independently in their own home.

As a Care Link user you'll be linked directly to our control centre. If you ever have a fall, feel ill or think you're at risk, you can simply contact one of our highly trained operators for help and advice.

You can have Care Link installed in your home and can wear a personal alarm so you can contact our control centre quickly and easily.

About Care Link

Care Link works with its partners such as Wakefield Council, the police, the fire service and health authorities to make sure you get the best possible care and support. The service is ideal if you have just come out of hospital and need some reassurance when moving back into your own home.

Care Link has been awarded the national Charter Mark, which recognises excellence in public customer services, three times.

You do not have to be one of our tenants to use Care Link. It's also available to home owners, tenants of other housing associations and private tenants. There is a small charge depending on the level of service required.

Care Link also provides other safety products such as fall, flood, smoke and carbon monoxide detectors and alarms. These will also help you feel safer at home.

There is also a range of products designed for people who work alone, and for victims of domestic abuse and crime, to provide extra peace of mind and reassurance.

How does it work?

If you live on the ground floor in our accommodation, or in Independent Living Schemes, Care Link is wired into your home connecting you directly to the control centre by intercom. You can also choose to wear a pendant with an alarm button to raise the alarm if you ever need to.

Community alarms can be fitted into any other type of home - all you need is a telephone point with a 13 amp socket nearby. The alarm is connected to your phone line and is linked to our control centre. This does not affect how you use your phone. All community alarms come with a pendant you can wear and press if you need help.

What we need to know from you

Care Link alarms are quick and easy to install.

To help us make sure we provide the right type of Care Link service we need to ask you for information such as your date of birth, your GP, medical details, and contact details for relatives and friends who have a key to your home. This will help us to deal with any emergency quickly and efficiently. We regularly update information and treat it as confidential.

You can rent the alarm and pay a rental charge as well as a 'monitoring charge' to Care Link. Or you can buy the alarm and pay just the monitoring charge.

To find out more, phone Care Link on 01977 788000, email carelink@wdh.co.uk or visit www.wdh.co.uk. A member of the Visiting Team will then come out and demonstrate the equipment and discuss your specific needs.

We are committed to providing equal access to information. If you would like to see this information in another language or format please phone us on 0845 8 507 507.

