



Haringey Council

Adult, Culture and Community Services

Safe and Sound Community Alarm and its team of emergency response officers

You could say we are the fourth emergency service

Haringey Council provides an immediate 24-hour, 365-day emergency response to any member of the community who uses the **Safe and Sound Community Alarm Service** – also known as “Lifeline”. We are the only provider of the “Lifeline” service who visits when necessary and monitors to ensure you are safe and sound at all times.

Who can be safe and sound?

All residents who are:



- ♦ Elderly
- ♦ Disabled
- ♦ Chronically ill
- ♦ At risk from falls
- ♦ Caring for someone
- ♦ Living alone or vulnerable in any way
- ♦ Experiencing domestic violence or any kind of harassment.

A “Lifeline” is for any member of the community who thinks they would benefit from this service.

Families who have relatives living alone or far away find that using the Safe and Sound Community Alarm Service gives peace of mind. They are reassured that help is available for their loved one in a time of crisis.

When your call is received in the control centre, a member of the response team will speak to you and respond according to your need. Just speak and we will act!

What do people think of the alarm?

Mrs B: “I feel so secure just having this pendant around my neck.”

We can contact your GP, next of kin, organise any help you need or call out the emergency services. In some cases, we will just provide friendly words of reassurance and comfort.

If the officer does not get a reply when the alarm is activated, your keyholder will be sent to investigate or – if your key is held by us – our response officer will leave, as a matter of urgency, to visit you.

What is safe and sound?



It is Haringey's Community Alarm system that provides you with help at the touch of a button. The emergency alarm system has two main parts:

- ♦ A small machine, the size of a small telephone
- ♦ A pendant you can wear around your neck or as a "watch" you wear on your wrist.

Both are linked to the control centre.

When you press the button on your pendant or on the machine, a signal is sent via your telephone to the control centre.

Immediately an emergency response officer (ERO) will identify who you are and speak to you.

You do not have to pick up your telephone or even be near to it. The alarm system also allows you to hear and speak to our staff through the machine.

When are you safe and sound?

Haringey's Emergency Response Team provides an immediate 24-hour, 365-day emergency response to any member of the community who uses the Safe and Sound Alarm Service.

Don't worry if you activate your alarm accidentally. The control centre is always open and the team is ready to take your call and act in your best interest.



Staff at the control centre are trained to take appropriate action according to each call. In fact, this is an excellent opportunity to test your alarm as we encourage you to activate your alarm on a monthly basis.

If we are unable to hear you clearly, an officer will call you on your telephone.

Where are you safe and sound?

Our aim is to improve the quality of life for all the borough's residents to enable people to continue to live independently in their own homes. To help us do this, we have contacts with other agencies, for example, carers, meals on wheels and the police.

Once the system is installed, all you have to do is press the button to be assured that help is on the way.

A safe and sound alarm can help give you the confidence you need to live in your home. You can wear your alarm as a pendant or as a wristband. It is important that you wear it all the time should you need help.



Why be safe and sound?

Haringey's Community Alarm Service is second to none.



The alarm service gives you and your loved ones peace of mind, knowing that your safety and well-being is paramount.

We will respond in a reliable and sympathetic way. Our service is linked with other council services to provide you with the best overall care.

There are over 4,000 users of the safe and sound alarm, ninety per cent of whom are older people living in their own homes in the community.

If you want to be safe and sound ...

... all you need is a telephone socket with an electrical socket nearby. The Council will provide you with the alarm system – it is easy to install and easy to operate.

There is normally a small weekly fee for this service, however, those in receipt of certain benefits do not have to pay.

Referrals are made by various community groups such as social services, GPs, policy, or you can refer yourself. Once a referral is made we contact you to meet you for an assessment and collecting details of your GP, next of kin and medical records.

Where to contact us

Telephone: 020 8489 2365
Fax: 020 8489 2393
Minicom: 020 8881 0852

What do people think of the alarm?

Mr J: "The ambulance and the response officer arrived so quickly."

Or write to us at: Community Alarm Service
Woodside House
294 High Road
Wood Green
London N22 8YX

For your security and protection, all calls are recorded.