



### How is it installed?

After an assessment by a member of our Occupational Therapy (OT) team, a time and date for your installation will be arranged. The actual installation should take no more than an hour and we will show you and any carers/family members how to use the unit.

### What happens then?

Please remember to:

- Wear the provided pendant/call button
- Test the unit either yourself or by a carer every four weeks

All other maintenance shall be carried out by our OT dept.

### More Information

At the Independent Living Centre we have a full range of community alarms and associated equipment that you can view, as well as dedicated staff who can provide further information and answer any questions you may have.



For more information please contact:

Occupational Therapy  
Independent Living Centre  
Gremista  
Lerwick  
Shetland, ZE1 0XY

Phone: 01595 744 319

Email: [dutyot@shetland.gov.uk](mailto:dutyot@shetland.gov.uk)



## Our Community Alarm Service



Helping you with everyday tasks

## What is a community alarm?

A community alarm or home link is an easy to use device that enables you to raise an alarm via a telephone line if you feel you need emergency assistance.



Once a call for assistance is placed, a dedicated response team will contact you via the home link and contact nominated responders or the emergency services for assistance.

## Who might need a community alarm?

Community alarms are designed for people who:

Live alone or are left alone frequently

- Are unable to deal with an emergency, due to disability, impairment or incapacity
- Need to frequently get in touch with a doctor, district nurse or carer, but are physically unable to do so
- Have very poor mobility or high risk of falls
- Have another assessed need

## How much does it cost?

There is currently a small charge for this service to cover both the equipment and the dedicated emergency response service.

You do not need to complete a financial assessment for this as it is a fixed charge for all.



## What do I need?

- An active telephone line or a good mobile telephone service
- An electricity socket near the telephone
- At least two people to be your emergency contacts. They should live nearby, have access to your property and be physically able to assist you.

You are responsible for the standard telephone connection and line rental, as well as the cost of any calls generated by the community alarm.