

Why and how the service could help you

- Simple and easy to install and use
- Peace of mind
- Local help is available day and night, every day of the year
- Someone will know if you have a problem and will be able to contact you or your loved ones quickly
- Emergency response to you at your home in 30 minutes, if you need it
- Weekly 'keep-in-touch' service available to make sure you've someone to talk to
- Financial check to make sure you are getting the benefits that you are entitled to
- Signposting and referral to other services or organisations when needed



Safe and Connected at home

There are three services:

Safe Alert

- Easy to use equipment provided
- Emergency centre staff available day and night
- Friends, relatives or nominated key holders contacted if you need them

Safe Response

- Includes all the benefits of Safe Alert
- Response officer available to visit you at home
- Lifting equipment available to assist if you fall

Safe In-touch

- Includes all the benefits of Safe Alert and Safe Response
- Easy to use equipment provided allowing you a daily 'I'm okay' check call
- Pre-arranged 'keep in touch' call from a member of the Safe and Connected team
- Additional sensors can be provided to support you in your home

For more information call **020 8803 1524**
or email safeandconnected@enfield.gov.uk
www.enfield.gov.uk/safeandconnected

The peace of mind I need...



Safe and Connected in Enfield

www.enfield.gov.uk/safeandconnected

What is Safe and Connected?

We know many people worry about safety in their own home. The Safe and Connected service is available to give you peace of mind, particularly if you have a disability, a health problem, have dementia or are getting older. The service might help if you have an emergency, such as a fall.

With the Safe and Connected service, help is at hand if you need it within less than 30 minutes. Safe and Connected helps you keep in control of your life, and is available day and night every day of the year.

If you would like to talk to someone regularly, Safe and Connected also offers you the chance to have an arranged weekly keep-in-touch call at your convenience with a member of our friendly team.



How does it work?

- A member of the Safe and Connected team will visit you at home to discuss the options available.
- We will explain about the equipment available and how any equipment provided would be installed. It is simple and easy to use.
- All that's needed is a telephone line to link to the service. No computer is necessary. Other alternatives are possible and can be discussed.
- The equipment consists of a base unit through which you and a member of the team can talk.
- There are a range of devices – from pendants or wristbands worn by you to automatic sensors (for example, movement sensors) – to show us you need help. The type of device used depends on your needs and preferences.
- Alarms or sensors are either triggered manually or automatically.
- Depending on the service you want, we may also ask for a house key, which we will store securely, so we can get access to your property in an emergency.
- You can use the two way base unit to have a regular 'keep in touch' call with a team member at a time of your convenience on a weekly basis if you choose our Safe In Touch service.

What happens in an emergency?

If there is something wrong, you can press a button or a sensor will alert the dedicated control centre team who will respond, day or night. They will check with you if everything is all right. If there is a problem and depending on the situation either, Safe and Connected service will either:

- call one of your nominated contacts, such as a family member, to visit you at home, or
- send an emergency mobile response officer to your home within 30 minutes (we will have your house key)

How much does it cost?

We have three different service offers to suit everyone's needs and pockets:

- **Safe Alert**
- **Safe Response**
- **Safe In Touch**

Further details about these services can be found on the back of the leaflet. Depending on which service you choose, it can cost you less than 50p a day to have the 24/7 reassurance the Safe and Connected service can provide.

If you are interested in the service, our team will be able to help you choose which service and devices best meets your needs. At the time of our visit, we can also arrange a FREE financial check with our Council income specialists to make sure you are receiving all the benefits you are entitled to improve your weekly income – this may help you pay for the service.

A full list of charges can be found on our website or when applying for the service.