



Horsham
District
Council



Community Link Assistive Technology Guide

Supporting your independence since 1986



Digital Lifeline Alarms

GPS Mobile & Locator Devices

Fall Detectors

Onward Referrals & Signposting

Fire Safety



We help over 1,700 people of all ages in the Horsham and Mid Sussex Districts to feel safe and independent in their own homes.

SEVEN Lifeline Unit and Pendant

A personal alarm and pendant to use in your home that enables emergency assistance, 24 hours a day, 365 days a year.



Simply hold down the button on the pendant to be digitally connected to our monitoring centre which is staffed by professionally trained operators.

All Lifeline alarm units include a FREE smoke detector which is also linked to our monitoring centre. This will be installed by the West Sussex Fire and Rescue service.





Key Features

300m+ Pendant Range

300m range as standard ensures that an alarm can be raised from anywhere in the home and garden.

70hr Battery Backup

As part of the extensive safety features, SEVEN comes with a 70hr battery backup, this ensures service users are safe in the event of a mains power outage.

IP68 Waterproof Pendant

As standard, SEVEN comes with a IP68 hot water-resistant pendant that can be worn at all times, including in the bath or shower.

Extensive Peripheral Compatibility

SEVEN is able to connect with a wide range of accessories as part of a comprehensive home safety telecare system.

Connectivity

SEVEN is fitted with a secondary 'back-up' SIM card to alleviate any potential connectivity issues.

How much does it cost?

The SEVEN Lifeline unit is available to rent for £20 per month*. Payment can be made by monthly direct debit or quarterly invoice.

- No hidden charges
- No installation or connectivity fee
- No upfront equipment costs
- Emergency out of hours repair service
- No means test required.

The monthly charge includes all maintenance.

* Plus VAT if applicable.



GPS Devices

The Footprint

Footprint is a GPS tracker with SOS button and two-way communication. It pinpoints the location of the wearer and provides two-way hands-free conversation through the built-in speaker. The Footprint enables independence whilst providing reassurance and safety.



Key Features

- GPS and GPRS tracking for instant location in case of emergency
- Uses Google Maps location and easily accessed on any computer or smartphone which will receive device alerts.
- Has fall alerts, speed sensors and geo-fencing. Geo-fencing creates a virtual geographic boundary, enabling a response when the device enters or leaves a particular area.
- Can either be monitored by family and friends or our professionally trained monitoring centre.
- Comes in a range of colours



How much does it cost?

Monitoring service **£22.50** per month*

Monitored by family and friends **£15.82** per month*

Ownfone

A handheld and wearable mobile telecare solution, allowing you freedom and independence both inside and outside the home. Simply press the “Assistance” button to be connected to our 24-hour monitoring centre. Family and friends can be whitelisted to be able to call in to the device.



How much does it cost?

£17.80 per month*

* Plus VAT if applicable.



Chiptech GO

A wearable device with 3G cellular and GPS. When activated it sends an alert along with your GPS location to the monitoring centre. GO encourages you to have more independence in your day-to-day activities, both at home and out and about. You can be confident knowing that help is at your fingertips.

Key Features

- Optional fall detection
- 1-2 month battery life after full charge
- Can be paired with the SEVEN lifeline unit to offer protection both in and outside the home.



How much does it cost?

Go Device Only **£22.50***

Home & Away package (paired with SEVEN Lifeline unit and linked smoke detector) **£34** per month*

Mindme

The Mindme Alarm is a small personal alarm worn on the wrist. The alarm tells the time, the date, how many steps you have taken each day, and the battery state. The wrist alarm also has an SOS button.

The device incorporates GPS and uses the mobile phone network to send location information to the Monitoring Centre. The wrist alarm will update its location around every 4 minutes.

Key Features

- Battery lasts for approximately 18 hours. It should be charged every night, overnight.
- Simple to use magnetic charging.
- Pressing the SOS button and using GPRS, the alarm connects quickly to the monitoring centre.
- 2-way communication



How much does it cost?

£27.50 per month*

* Plus VAT if applicable.





Access to Telecare

Who can have access to Telecare?

Anyone.

People who may be feeling vulnerable, for example:

- Those living with long-term health needs
- People who live alone
- Those who are returning home from hospital
- Those who are prone to falls
- Those living with a disability or restricted mobility
- Unpaid carers who would like extra support
- Victims of crime

Those who would like an extra safety measure, for example:

- Joggers
- Those who like to walk in remote and woodland locations
- Lone workers
- For children walking to and from school
- When travelling at night
- Following a house fire

Our service users have told us, that telecare has given them:

- Peace of mind
- Reduced feelings of isolation
- Independence
- A feeling of greater security



“

You give me the security to maintain my independence. Thank you.

”



Who are Community Link?

Community Link is a support service from Horsham District Council that enables residents to live independently, by providing affordable access to a range of assistive technology (Technology Enabled Care).

The team can provide a variety of TEC to meet specific needs of its service users, including peace of mind for family and friends that help can be arranged at the press of a button.

Using a person-centred approach, our advisors will discuss what technology and / or partner agency referrals would be best suited to support safety and independence.

The Community Link service is regulated and audited by the TEC Services Association using a robust “Quality Standards Framework” and exceed the essential criteria.*

We take great pride in the relationships we build with our service users and strive to maintain a high level of service delivery and continued support.

In addition to the devices featured, listed below are some of the other popular devices we offer:

- Fall detector
- Keysafe
- Bed / chair occupancy sensor
- Timed medication dispenser
- Epilepsy sensor

100%

of our customers said they were satisfied with our service and a further 100% said that our service gives them peace of mind.**

** 2022/23 annual survey

* The full audit report can be found at www.horsham.gov.uk/communitylink

What our service users say

“ The alarm gives me confidence to still live alone, thank you. ”

“ I cannot praise your staff highly enough – quick to respond – always bright and helpful. ”

“ Wonderful people who deal with every eventuality that arises in a very calm and professional manner. ”

“ Everything was explained clearly and I feel much safer with the alarm in place. My sincere thanks. ”



Contact us

Please call us for more information, to chat about your options and to book a visit where we can talk through the solutions to help you.

You can call us on

01403 215230

or email community.link@horsham.gov.uk

Alternatively, to make a referral you can visit www.horsham.gov.uk/communitylink