
Occupational Therapy Services

Community alarm suppliers - Suffolk

What is a community alarm?

A community alarm may also be known as 'personal alarm', 'aid call', 'care alarm', 'emergency alarm' or 'lifeline'.

A care alarm system allows you to call for help and reassurance 24 hours a day for example if you are unwell, have an accident or a fall in your own home. The alarm system consists of a base unit, usually attached to your telephone and a portable alarm (usually a pendant, but sometimes worn on the wrist).

There are varying systems on the market all of which require a fee to be paid to either rent or buy the system and back-up service. People who receive benefits may be able to pay a reduced fee or sometimes no fee at all.

How does it work?

To activate the system you press the button on the portable alarm; a call is then automatically made to a central control area. The people in the central control area will try to contact you. If they cannot contact you and/or you require further assistance they will contact nominated relatives/friends or in some cases the emergency services.

Council providers

Forrest Heath District Council Area
Contact Care 0800 9174680

Waveney District Council Area
Waveney Home Alarm Service
01502 513222

Ipswich Borough Council Area
Ipswich HEARS Alarm Service
01473 433236

Mid-Suffolk District Council Area
Mid-Suffolk Community Alarm Service
01449 724752

St Edmundbury District Council Area
01732 781965

Suffolk Coastal District Council Area
01603 244305

Voluntary agency providers

Age UK

0800 772266

www.ageuk.org.uk/seniorlink

Disabled Living Foundation

DLF Factsheet: choosing a personal alarm system

http://www.dlf.org.uk/factsheets/pdf/Choosing_a_personal_alarm_system.pdf

You can find further suppliers in your local telephone directory.



We are currently working towards a smoke-free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS Stop Smoking helpline on 0800 169 0 169

Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or

patient.information@addenbrookes.nhs.uk



Document history

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