



TeleV

Telecare Alarm Services

**Peace of mind
and reassurance...**



**...a line to independence,
whenever you need it!**

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TeleV

TeleV aims to provide any resident of the Vale of Glamorgan with an efficient, responsive and sensitive emergency alarm service 24 hours a day, 365 days a year, as a means of improving personal safety and security and enabling them to remain in their own home.

The TeleV service is available for any member of the community, of any age, who would like to feel safer, more protected or more secure in his or her own home. This may include people with disabilities, those living with serious or chronic illnesses, people leaving hospital following a major or minor surgery and individuals who may wish to use the alarm for added personal security.


It offers peace of mind 24-hours a day, 365 days a year.

24 hour a day monitoring

Our monitoring centre, which is located in central Barry, provides 24-hour a day emergency alarm cover for any resident of the Vale of Glamorgan who wishes to continue living independently in his or her own home.

Monitoring centre operators have extensive experience in assisting people in many emergency situations.

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A key element of the TeleV service is that the monitoring centre operator will tailor their action to your own individual needs and situation. All staff at the centre receive specialist training and understand that no two calls are the same.

Help at hand

The operator will stay on the phone until help arrives and will even contact family members, if required, to let them know what has happened, providing complete peace of mind to you and your family.

A number of slightly different packages are available. Whichever you choose, you will be provided with a small home alarm unit (plugged into an electrical and a phone socket) and a portable radio trigger which can be worn around the neck (as a pendant) or if preferred on the wrist or on a belt

When help is needed, you simply press the button on the radio trigger or the large illuminated red button on the home unit. This triggers the main alarm inside the home unit and will automatically dial into our 24-hour monitoring centre.

You will also be provided with additional sensors, depending on the package that you choose. The benefit of these sensors is that they also trigger the



main alarm in the home unit, and operators will be able to establish the most appropriate action in response.

Where necessary your details may be shared with other departments to ensure that a comprehensive health and social care service is provided to you.

How do I get connected?

To connect up to the TeleV Alarm

Service, you will need the following:

- A spare electrical socket
- A telephone line with a modern socket

We also require you to provide two or three named keyholders, wherever possible, who we can contact when an alarm is raised.

What do I do next?

For more information regarding the service, please contact our dedicated team on 01446 700111.

Need more information or advice?

Contact
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OneVale
UnFro

01446 700111

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