

Warden call intercom system

How the system works

When you need assistance, pull one of the red cords in your house and we will come and help you. Fully trained staff are available 24 hours a day, every day of the year, whatever your problem.

Your call will come through to our control centre. We aim to answer calls is within 20 seconds. An advisor will speak to you through your intercom. They will tell you their name and ask you what help you need.

The Mobile Warden will come and help you if you need them to. Don't worry if you are too far away to hear the Advisor or if you are unable to speak, the Mobile Warden will come and see you anyway.

You can call us if you are worried, frightened or unsure about where to go for help, it does not have to be an emergency.

All calls are recorded for quality and training purposes and for the protection of staff and service users.

We can't hear you when privacy mode is switched on

The intercom system is fitted with a 'Privacy Mode' button. When this privacy mode button is switched on, our operators are unable to hear what you are saying. This can cause problems when you need help and may delay us when responding to you.

Please ensure that your intercom sub unit is not in the 'Privacy Mode'.

Please be assured that our operators cannot dial into your property without you being aware, the intercom automatically starts beeping when the system is in use.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. They can arrange to speak to you in your own language if you need them to.

The information we will need from you

You will need to give us some information about yourself. This makes it easier for us to give you the best help possible in an emergency.

We rely on you to keep these records up to date so if there is anything you think we should know, please pull your cord or ring us on 01302 323444 and tell us.

Please let us know of any changes to your details, such as:

- New telephone or key safe numbers
- Contact details of carers or your next of kin
- Let us know if you or a family member go away on holiday or go into hospital
- Changes to doctors' details
- A change in your health, including any allergies

This information will appear on screen when you pull your cord..

How to test the system

It is important to test your intercom system regularly. Every month you should pull one of the pull cords in any room; when the call is answered just explain that this is a test call. Repeat this for a different cord the following day until they have all been tested.

Intercom faults should be reported to the CAMC at any time on 01302 323444 or pull one of your cords if you still can and report it through the intercom.

If an intercom scheme is faulty and the engineer is unable to repair the fault the same day, you will be contacted to provide an update. If you have a landline you will be offered a dispersed alarm for your ongoing protection while the fault is fixed.

For more information contact:

Telephone: 01302 323444

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They can arrange to speak to you in your own language if you need them to.