

Benefits of Ashford Telecare

We won't leave you...

...even if you are unable to speak your details appear on screen at the Monitoring Centre. They will make sure you receive the help you need - fast

Personal service...

...friendly and dignified service

Immediate response and reassurance...

...while help is on its way

Easy installation...

...wire-free so no intrusive installation

24-hour safety...

...allowing you to feel safer in your home

Low cost!

What is Ashford Telecare?

Also known as Lifeline, Ashford Telecare is a community alarm service which operates 24 hours-a-day, every day of the year. It is operated by caring staff who provide help, support, security and peace of mind.

The efficient but unobtrusive support offered by Telecare helps people enjoy safe and secure lives.

Who is it for?

Telecare is available to people of all ages including:

- People with disabilities or illness
- Victims of domestic violence
- People living on their own
- Anyone who feels vulnerable or at risk

Find Out More

For more details and demonstrations of our Bogus Caller package and other Ashford Telecare products please contact:

Ashford Monitoring Centre
Civic Centre, Tannery Lane
Ashford, Kent
TN23 1PL
Tel: 01233 642095
Fax: 01233 664115

Website: www.ashford.gov.uk/telecare

Email: helen.oneill@ashford.gov.uk
carolyn.matthews@ashford.gov.uk



Ashford Telecare Bogus Caller Package



Ashford Telecare gives you

- Peace of mind for you and those who care about you
- Quick and easy installation
- A FREE no obligation demonstration can be arranged in the comfort of your own home

Ashford Monitoring Centre, Civic Centre, Tannery Lane
Ashford, Kent TN23 1PL

Helen O'Neill - helen.oneill@ashford.gov.uk
Carolyn Matthews - carolyn.matthews@ashford.gov.uk

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Bogus Caller Package

Every single household could benefit from a little extra reassurance, especially when the fear of bogus callers is on the increase. That's why Ashford Telecare has devised an exclusive community safety package and service to support people affected by crime or living in fear of crime.

Did you know?

- Ashford Telecare provides a 24-hour security system at the push of a button.
- Our highly skilled operators will respond to your call within one minute and take whatever action is required to get you the help you need, when you need it.

How can the Community Safety Package help me?

"The service is excellent, I feel safe and secure at home and if I need help, all I need to do is press the red button."

Rose, Bogus Caller Victim



"The Telecare almost certainly saved my life. It is a really good thing and is there in the background when I need it."

Megan, who has been affected by domestic violence for 12 years

Ashford Telecare provides low-cost 24-hour home monitoring incorporating a bogus caller button, with the ability to add other sensors, such as smoke and flood-detection, as and when desired. This means the unit is equally suitable for you and your family's personal Security.



Lifeline 400

Bogus Caller Button

Amie Pendant

What does the package consist of?

- The Lifeline 400 (with Amie pendant) - the home hub will raise a call to the dedicated monitoring centre from anywhere in the home or garden, via the activation of a pendant or bogus caller button.
- A wireless, unobtrusive bogus caller button is situated by the front door. Provides extra security in case of unwanted visitors.



Bogus Callers – Top Tips

Bogus callers can be very convincing and persuasive in their attempts to get into your home and steal things. There are around 12,000 incidents of bogus caller burglary each year.

Remember...

- If you are uncertain who is at the door look through a window or door viewer
- Always use a door chain or bar when opening the door
- Make sure your back door is locked if someone knocks at your front door
- Ask callers claiming to be from organisations like councils or gas boards to show identification.
- If you need to check ID close the door
- If you're still not sure, ask the caller to leave and tell them to write and make an appointment.

The golden rule is...

...if you don't know the person at your door, don't let them in.

For extra safety and peace of mind contact Ashford Telecare.