

## 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  
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# Lone Worker System

Safety for lone workers,  
peace-of-mind for  
employers



## 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

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## Lone Worker Package

All employers have a duty of care to safeguard their employees and to work in a safe and secure environment in accordance with Health and Safety at Work Regulations. All tasks should be risk assessed and appropriate systems put in place to reduce any risks to the person assigned to carry out the task.

### What is a lone worker?

- Anyone who works by themselves
- Staff with no close supervision
- Individuals working separately from colleagues
- Persons working outside normal working hours
- Employees working away from their fixed base
- Persons visiting clients in their homes
- Individuals working in remote locations

### Typical Lone Worker Jobs

- Street Workers including wardens, parking attendants and highways engineers
- Enforcement workers - planning, building control, environmental health, trading standards, licensing
- Social workers, care professionals and youth workers
- Housing - caretakers and estate workers
- Corporate - fraud investigators, salesmen and market researchers

### What do our customers really think?

**Ashford Borough Council's 50-strong team of door-to-door electoral registration canvassers all use the Lone Worker system through their mobiles.**

Democratic Services Manager Trevor Robertson said: "It reassures me that they are safe in vulnerable situations. They know they have back-up and the alarm will be automatically raised if there is a problem. Every employer who has people out on the road should use it. It's brilliant."



**Beryl Fowler, Electoral registration door-to-door canvasser**

## Why Telecare?

There are a number of issues and situations that lone workers can get into where the ability to summon immediate back-up is vital. They include:

- Violent situations
- Incapacitating injuries
- Accidents
- Unforeseen incidents
- Sudden illness

### How it Works

Ashford Telecare offers a solution to suit the needs of employers, employees and self-employed lone workers at an affordable price.

It provides a 24-hour manned response available 365 days of the year. The service allows Ashford Monitoring Centre to handle any calls and take the appropriate action depending on the nature of the emergency and in accordance with policy and procedures agreed by the customer or client.

All calls received and made from Ashford Telecare are voice recorded, for training and evidential purposes.

## Package 1 - Dispersed Alarm

This system is suitable for lone workers at low risk in a fixed environment. The system works through having an alarm fixed to an existing telephone line where the worker at the press of a button will open a speech path to the Monitoring Centre. Telecare operators can then summon help or provide reassurance. The unit is fixed to the location.

## Package 2 - Networked Alarm

This system is suitable for groups of colleagues working in separate rooms in the same building. The system works through a dispersed alarm unit supporting up to 32 individual lone workers who are able to summon support by pressing a pendant. An overlay network can be installed to support even more users. If an emergency arises the Monitoring Centre will receive a call identifying the worker who has requested assistance. Users of this system include staff at schools, workers in residential homes, hospital wards and health centres.

## Package 3 - Mobile Phone

This system is suitable for mobile workers and vulnerable people in society. Using your own mobile you are issued with a PIN number. The worker can call into the centre to log a location and duration of visit. The system will automatically call the worker after an agreed time and if no response will alert and begin an agreed escalation procedure. Users include care workers, wardens and environmental workers. All prices available upon application.