



## St Luke's Housing Society Limited – Useful Information

# The Emergency Response System

### What is the Emergency Response System?

It is the 'orange cord' system which is installed in each room of your home and in communal areas of McMaster House. We are also happy to supply a pendant or bracelet which you can wear for extra reassurance. Just ask the House Manager.

The Emergency Response System means that an emergency can be responded to 24 hours a day, 365 days a year. When the House Manager or General Manager are on site, emergency calls are routed directly to them on the handset they carry. When they are not here, your call goes through to the Control Centre.

### When should I use the Emergency Response System?

- If you have had a fall or an injury and need assistance.
- If you have a health or other concern and you need advice about what you should do, or reassurance.
- If you are very unwell and unable to seek help via 111, 999 or through family or friends.
- If you have called an ambulance pull the cord and let the Control Centre know. That way, they can let them in quickly when they arrive and pass the information on to the staff when they return to work.
- If you have an emergency repair, such as a leak from a burst pipe.
- If there is a genuine health or safety risk at the scheme that you cannot resolve safely yourself.
- If you cannot get into your property you should activate the alarm from a neighbour's property or communal area, or press the door entry 'Manager' button.
- If there is something that you consider to be an emergency that is not listed here, please don't be afraid to use the system. However, please remember that all calls tie up a responder, so the system should not be used for non-urgent or trivial matters.

### What happens when I make an emergency call?

When there is on-site cover the emergency phone will ring and state the location of the call (NB pendants will identify your flat, not your location elsewhere in the House). Staff can speak with you through the voice unit. They will normally be on their way to your flat already whilst doing this.

Out of hours the Control Centre will immediately see your information on their computer screen: name, address, date of birth, doctor, emergency contacts and access information. That is why it is really important to keep the House Manager updated about any changes to this information.

The Control Centre operator will talk with you to assess what action they need to take. This may be: sending a Mobile Warden to assist you; providing advice and reassurance; calling an ambulance on your behalf; contacting one of your named contacts to provide assistance; contacting staff or a contractor to arrange an emergency repair; or some other response as appropriate. Where attendance by the Mobile Warden is needed, in 99% of cases this will be within the hour.

Details of the call and the response will be passed on to the House Manager/General Manager when they next go 'on site', and they will take any necessary action to follow up.

### **Will I ever receive a call from the Control Centre?**

The operators can make calls to you through the alarm system or by telephone when needed. However this would normally only be done if a relative or neighbour or friend is worried for your safety or well-being.

### **What happens if I make a call by mistake?**

This is not a problem, the alarm is designed to activate easily. When the call connects just tell the person answering that it is a false alarm/mistake and that everything is all right. Please remember that if you do not answer the operator they will have to treat the call as an emergency and call an ambulance or the fire service.

### **Is the Emergency Response System linked to smoke and fire alarms?**

The system is not alerted by 'pre-alarms'. These arise e.g. when toast is burnt or there is a build-up of cooking smoke in your home. These will sound in your flat and on the fire alarm control unit by the front door to the building, but does not go through to the Control Centre.

However, if there is a significant build-up of smoke or heat, the alarm in your flat will sound, and an automatic call is placed to the on-site staff/Control Centre. If such a call is received they will alert the fire service unless they are told it is not necessary. You should pull the cord to inform the Control Centre what has happened, and if the fire service is needed. If there is a fire and you have left your flat you should make your way to a safe area and pull the cord there in order to provide information for the emergency services about the incident and your safety.

### **What is the role of the Mobile Wardens that visit at weekends?**

- They check that all tenants who use the 'note' system have indicated that they are OK. If not they will check them and provide any urgent/emergency assistance (morning visits only).
- They visit tenants when requested, e.g. if there is a concern for their wellbeing or they have recently been ill and have asked for a visit.
- They check the building for any health, safety or security risks and take appropriate action if they identify any issues.
- They are *not* expected to carry out routine tasks that are not urgent or an emergency.
- If you feel unwell or are worried about something and would like them to call on you at the weekend, please leave a note on the whiteboard.