



love Independence, love Connect, love Middlesbrough



***NO LANDLINE, NO PROBLEM!***

**Imagine not having to worry..... knowing you are not alone,  
help is always there**

Connect can make a real difference in people's lives. The service can help people to live safely in their own home while also giving family members extra reassurance. The service is perfect for people who would like to live more independently.

Telephone: 01642 726009

Email: [controlroom@middlesbrough.gov.uk](mailto:controlroom@middlesbrough.gov.uk)

Visit: [www.middlesbrough.gov.uk/connect](http://www.middlesbrough.gov.uk/connect)

## What is the Connect service?

Connect (formally known as Care Link) is an emergency monitoring and response service

- **24 hours a day, 365 days a year giving reassurance and peace of mind to its clients, their families and friends.**

All equipment which is installed in your home allows you to alert our Contact Centre which is located in the Middlesbrough area if you have an emergency that you need help with.

Once the call is activated you can communicate with the customer advisors using the built-in speakerphone, who will assist you in the best possible way.

The service is committed to supporting people across Middlesbrough helping them to remain safe and independent in their own homes.

“The service is based on Middlesbrough Council’s Health & Well-Being values and standards, which include...”

- **Privacy,**
- **Dignity,**
- **Independence,**
- **Choice,**
- **Rights and Fulfilment,**

Connect employs highly trained and qualified staff who provide the service to approximately 3,500 people and prides itself on the quality of its 24-hour emergency response service.

## The Connect Equipment

### Doro & M-care



### ***No Landline, No problem!***

The Doro is a device for everyone. The Doro is a handset that gives you a panic button and phone all in one.

On the back of the device is an assistance key; when pushed a call is made to the contact centre when the assistance call is made the device automatically goes in to hands-free mode.

Personal Alarm Blue Tooth Trigger also available.

**M-Care** – M-care is the use of your own personal mobile telephone. A connect officer will attend your home and programme our contact centre number into your mobile device via speed dial.

### Alarm Unit



### ***Landline required – outgoing calls***

The Connect alarm units are specifically designed to raise an alarm call from anywhere in your home by simply pressing the personal alarm pendant or the large illuminated red button on the unit.

The Connect alarm units enable hands free communication to be established between you and the contact centre operator when an alarm call is raised.

## **Do you receive Guaranteed Pension Credit?**

If you are in receipt of Guaranteed Pension Credits you can receive the Connect service for **FREE**. All we require is a copy of the letter stating you are in receipt of Guaranteed Pension Credit and you will receive the Connect service free of charge.

If you need to find out if you are in receipt of Guaranteed Pension Credit all you need to do is call: **0800 991 234**.

If you would like more information about Connect or would like to book a free demonstration please call **01642 726009**.

**Sometimes you just need to know that someone is there for you or your loved ones when help or advice is needed.**

## **How much is peace of mind worth?**

- Doro £4.99 per week (no landline required)
- M-Care £3.05 per week (no landline required)
- Alarm Unit £3.99 per week (landline required)

You will be provided with

- Free installation
- Connect equipment
- 24 hour emergency response service, should you need it

Additional services we can also provide include

- Additional Pendants @ £1.00 per week (Alarm Unit and Doro)
- Key holding @ £0.58 per week
- Daily assurance call @ £0.85 per call

Connect prides itself on really listening to its customers and learning from what they tell us. We carry out ongoing customer satisfaction surveys. Below are a couple of examples of customer's feedback

## Our Customers have told us

*"Words cannot express my gratitude to the 2 ladies who responded to my dad's emergency call in the early hours of Friday morning. It was quite a traumatic experience, not only for my husband and me but also or more so for my dad. You kept him calm and comfortable and the kindness continued when the paramedics arrived. Many many thanks to you both and to anyone else at the Centre involved in the kindness and care shown to my father and me Thank you all once again."*

*"I just wanted to express my gratitude for all the help and support my husband and I have received from all of you. Everyone of you who have answered my calls for help have arrived quickly and with unfailing good humour and I really don't know what we would do without you it is a wonderful service. So thanks once again for all you do for us".*

*"It's a very good service and I feel at ease knowing you are just a ding dong away".*

*"It gives my daughter peace of mind when she goes out as I can ring for help if needed till she comes back".*

*"He doesn't use it often but when he needs them the response is quick".*

*"Its very easy to use and I feel better to know its there".*

