

Help with leaflets

If you would like any of our leaflets in large print, Braille or Audio CD, please contact us on 01935 404623.

Yarlington Housing Group is a member of Language Line.

Language Line Services is a global interpreting and translation company, it enables organisations to communicate effectively with people of all nationalities.



Contact us

Contact Supported Housing on:
01935 404548
or email us:
supported.housing@yhg.co.uk



Installing Confidence

What is the Community Alarm?

The alarm consists of a dispersed alarm and pendant. It runs from the clients individual telephone line and electricity supply.

Pendants can be worn around the neck or on a wrist strap.

When activated, the alarm connects you to a control centre that will be able to assist in an emergency. The monitoring centre for Yarlington Housing Group is Sedgemoor Care Centre situated in Bridgwater.

The control centre database holds your personal information, e.g next of kin, medical condition, GP and any other information you consider might be necessary in an emergency situation.

All calls made to the control centre will be charged via the tenant's telephone provider at the cost of a local call.



Costing Information

The cost for the alarm and pendant service is reviewed regularly; the current cost is £3 per week.

Dispersed Alarms - The Future

Yarlington Housing Group is committed to providing an excellent service for its users, and regularly reviews developments in the equipment available on the market.

Assistive Technology

Yarlington Housing Group is able to provide some assistive technology such as remote smoke detectors and fall pendants which can be added to the alarm system on an assessed need.



What will happen in an emergency?

When an emergency call reaches the control centre, staff have the experience to deal with the call in the most efficient manor. Operators will assess the situation and organise the most appropriate help in the quickest possible time e.g a relative, friend, ambulance, doctor, police etc.

Service Standards

To ensure the equipment is working correctly the control centre request a call to be placed to them monthly via the pendant. All alarm equipment will remain the property of Yarlington Housing Group; maintenance and servicing will be our responsibility. Any loss or damage to the equipment will be rechargeable.

