

Using Safe Sockets to ensure alarm calls are raised



The challenge

Telephone lines to our homes are in increasing demand, with multiple telephones, broadband hubs and television receivers all sharing the line. As Lifeline home units provide emergency support, they must be able to raise an alarm on the telephone line even if the line is in use by another device.

How are community alarm and telecare services using the Safe Socket™ to ensure that alarm calls are raised even though the telephone line is in use, ensuring residents are protected?

What we did

The Safe Socket enables the Lifeline home unit to seize the telephone line in the event of an alarm call. The Lifeline plugs directly into the master telephone socket, and all other devices using the same line are connected to the telephone line via a Safe Socket. When an alarm is raised from the Lifeline, it detects the telephone line is in use and signals to the Safe Sockets to automatically cut the line to the connected telephone device. This frees the telephone line for the Lifeline to redial and raise an alarm call.

This means that if a telephone has been left off the hook, or the line is in use by another device, an alarm call will always be raised at the monitoring centre.

Results

The Safe Socket solution provides extra reassurance that help will be on hand in the event of an emergency.

Safe Sockets are compatible with all Lifeline home units, and are easy to install and remove as required.

The Safe Socket provides a cost-effective, quick and non-intrusive alternative to rewiring in properties to ensure that the Lifeline unit is directly connected to the BT landline socket.

“The Safe Socket gives us ultimate reliability; we know we’ve done everything we can to protect the people we support. They give tremendous peace of mind to our team and to the people using our Careline service.

Viv Hales, Supported Housing Manager,
Harlow Council



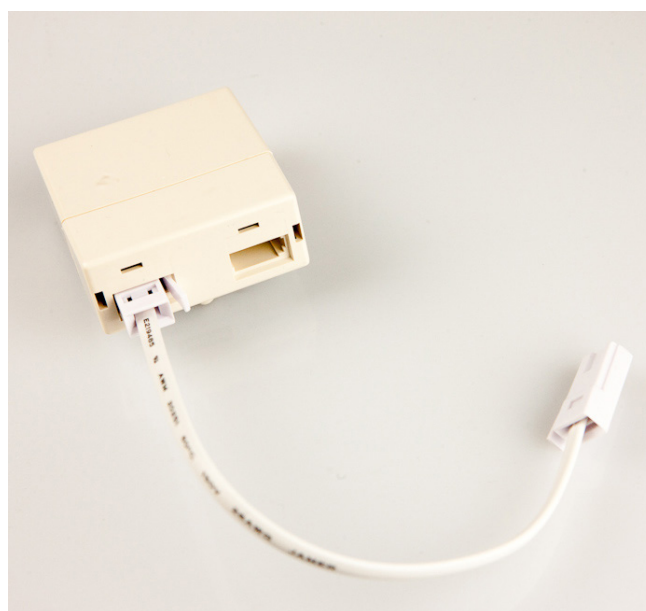
Case study

Harlow Council

Harlow Council's Careline service provides 24 hours support to approximately 1700 people living in sheltered housing and individual homes in the area. The service has been including Safe Sockets in its systems for two years, and around half of the Lifeline systems it installs include Safe Sockets.



All new Careline service users benefit from a home visit to assess their individual needs and circumstances. If the layout of the property is such that it's not possible for the Lifeline home unit to be plugged into the main BT socket directly, then all devices using the telephone are connected to a Safe Socket. The system is then thoroughly tested to ensure that the Lifeline is able to seize the telephone line when an alarm call is raised, even if, for example, a handset has not been seated correctly. Each year the system is checked to ensure reliability and that it continues to meet the needs of the service user.



“It's all too common for a phone in the home to be accidentally left off the hook. The Safe Socket gives us a low-cost and easily installed means of ensuring alarm calls reach the Careline centre, enabling us to respond in what can be life critical situations.

Dean Owen, Senior Supported Housing Officer, Harlow Council

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