

Help when you need it the most

- At Connected Living, we support you with our monitored alarm service to help keep you safe and independent in your own home and when out and about. Currently, when customers seek help via their pendant alarm – we will call your emergency contact (if you have one) to check that you are ok. If we are unable to reach them, and your call was an emergency, we'll call an ambulance.
- We are very excited to let you know that we have recently **partnered with NHS Somerset** enhancing our service to you.
- This partnership means that you have an alternative option for urgent care called Somerset Urgent Community Response (UCR).
- This is an NHS service to support you when your key holder is not available. This is a free service.
- If you call with an emergency, we will still contact an ambulance if appropriate.

What is Somerset Urgent Community Response?

- NHS Somerset Urgent Community Response can help you maintain your independence at home by sending one of its qualified health professionals out to you within two hours of them receiving a referral when you need urgent care.
- This means you won't have to wait for an ambulance or wait for care at hospital.
- Somerset Urgent Community Response has a team of health professionals with a wide range of skills including nurses, physio and occupational therapists and clinicians who can help with medication.
- The team will also have lifting equipment so they can help you if have fallen and you are not hurt, to get back on your feet.
- Importantly, this service doesn't just treat the symptoms, but works with you to understand why you have become unwell such as if you have increasing poor mobility, confusion or have increased difficulty moving about.

What Happens Next?

- There will be no changes when you call us via your pendant or your emergency sensor, however if we can't reach your key holder, we will ask you some extra questions to see if Somerset Urgent Community Response team can help you.
- This service is available in Somerset from 8.00am to 8.00pm, seven days a week and is not a substitute for the arrangements you already have in place.
- If you take up one of our Connected Living packages, we will also send some information to your emergency contacts to let them know about this enhanced service.
 - If you have any questions or,
 - If you would like a **FREE no obligation demonstration**

please do not hesitate to call a member of the Connected Living Customer Services team on **0333 400 8299** during office hours.



Connected Living – 0333 400 8299
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