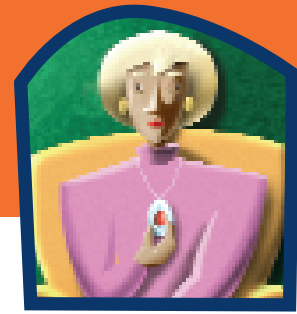


# Vitaline Services



## Personal Emergency Telephone

A Personal Emergency Telephone (PET) is a unit that is attached to your telephone. It can connect you, at the touch of a button or the press of a pendant, to Vitaline's Control Centre. This can give you and your family peace of mind that in an emergency help will be on hand in a matter of minutes.

A PET is a versatile piece of equipment that, with added features can double as an intruder or fire alarm. It can also prove invaluable in situations of domestic violence.

Users can choose from a menu of services. Our 24 hour monitoring and emergency response is standard, but for a small extra charge we can provide a variety of extras.

### How does a PET work?

A Personal Emergency Telephone (PET) is a small neat piece of equipment that can fit easily next to your telephone and works with any domestic telephone line. When you press the button on the unit or the trigger on your pendant, you will automatically be put through to our Control Centre. Our staff, who are on duty 24 hours a day, will make sure that you get any help that you need.

### How will you know it is me?

When your call is answered it opens up a computer screen that contains all the information that you gave us when you joined the scheme.

### What will you ask me?

When you first register for the service, as well as your personal details, we will ask for details of your GP, your medical background, anything else that you feel that we need to know and the names of the people you would want us to contact in an emergency.

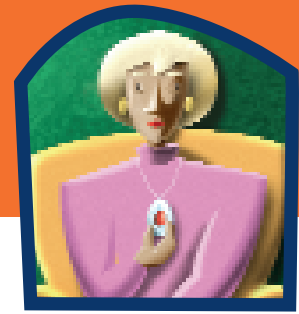
### Can I make normal calls on my telephone?

Yes, your telephone is plugged into the back of the PET so you can use your telephone as usual.

### What if I feel ill and I am already using the telephone?

Simply press the call button or your pendant. An emergency call will override any other telephone call.

# Vitaline Services



## Personal Emergency Telephone

### **What if I fall and I am nowhere near the telephone?**

Don't worry... you can just press the pendant. The call will still come through to us and we will be able to hear you, even through a closed door. This is because the unit has a powerful microphone.

### **What if I press the button by accident?**

There is a 'Cancel' button on your unit, but you don't need to rush to press it. We receive a lot of accidental calls. It's no problem and we don't mind at all.

### **I am going into hospital soon. I'd like to have a PET for a couple of weeks when I come out but I don't want to keep it. Can I do that?**

Yes, you can as we provide a short-term service. This can be useful if you are recovering from an operation, need extra support because your family are away on holiday or other similar situations.

### **I'm not very good with gadgets. Will someone show me how it works?**

Yes, of course. When you sign up for the service, a member of our team will come to your home, fit the unit, show you how to use it and answer any questions that you may have.

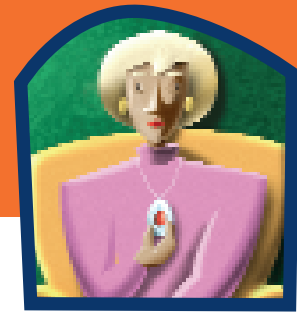
### **Can I only use it only in an absolute emergency?**

Although it is an emergency service we are here to help. You can call us with any problem that you may have and we will always do our best to help you.

### **I believe you have a key holding service. How do I know my key is safe with you?**

Yes, we do have a key holding service. Many people find it comforting to know that in an emergency we can enter their home. We hold all keys securely at our Control Centre and they are identified solely by a code number on the key tag. It is impossible for any unauthorised person to match your key to your address.

# Vitaline Services



## Personal Emergency Telephone

### **If I don't want you to have a key and there is an emergency what will you do?**

In any emergency you are our first priority. If we believe that you may be in trouble and cannot confirm with you that all is well, we will call the emergency services and enter your home. You can of course say that you don't want us to do this.

### **I need more than a basic PET service.**

#### **What more can I have?**

We can provide you with a range of services, from a basic community alarm to the most sophisticated form of Telecare.

#### **So we can:**

- arrange for a mobile warden to regularly call to make sure that you are well,
- remind you to take your medication,
- fit an alarm to detect intruders,
- fit sensors that will tell us if there is a gas leak or a flood in your home,
- monitor you for falling either during the day or night with falls detectors, bed sensors and chair sensors,
- install smoke detectors that come through to the Control Centre, and
- help you to use other community services.

### **How to contact us**

Blackpool Vitaline  
Walter Robinson Court  
Blackpool FY3 8SA  
Phone: 01253 477678  
Email: [vitaline@blackpool.gov.uk](mailto:vitaline@blackpool.gov.uk)

To ensure our services are accessible to all, documents prepared by Blackpool Council are available in large print, Braille, on audio-cassette or on computer disc upon request. We can also provide help for British Sign Language users and provide information in other languages. Please ask for details or telephone 477477.