

OneCall

Information on the services we provide.

What is OneCall?

OneCall can provide a variety of sensors placed around the home linked to a unit which is monitored 24 hours a day, 365 days a year by our staffed customer support centre, allowing swift action to be taken should an incident occur.

A wide range of sensors are now available that manage risks within the home enabling people to live safely and independently for longer in their own home. The range of sensors provide greater reassurance and protection of users by managing a diverse range of risks.

What are the benefits?

Instant response - Our skilled operators respond to your call and get you the help you need, when you need it. We are one of the few community alarm providers who will respond with trained officers to incidents that don't require medical attention.

Personal Service - We offer a friendly, helpful and dignified bespoke service.

We won't leave you - Our staff will stay on the line with you until help arrives.

Complete reassurance - We offer assistance 24 hours a day, 7 days a week, 365 days a year.



How can OneCall help you?

The OneCall service makes a real difference to people's lives, not only for those using the service to maintain their independence, but also to their families and loved ones.

The service is available for anyone of any age who would like to feel safer, more protected and independent in their own home, including;

- Anyone living with specific long term conditions such as dementia, heart failure and those who have suffered a stroke.
- Anyone at risk of falling at home or at risk from other household dangers such as fire or flood.
- Anyone requiring rehabilitation and/or reablement care services to enable them to return home successfully.
- Anyone with learning difficulties or cognitive impairment.
- Anyone with sensory or physical impairments.
- Carers, both formal and informal.
- Family members and friends of people living independently in their own homes.

For a free demonstration or to get OneCall Service installed please complete the online form at www.stockton.gov.uk/onecall

To find out more about the OneCall service contact us on:

Telephone: 01642 524000

Press 1 for Referrals and Payment Press 2 for Operational Issues

Email: onecall@stockton.gov.uk or onecall@stockton.gcsx.gov.uk