

# WORKING TOGETHER

## New services from Centra Pulse

Kent County Council (KCC) provide you with a telecare equipment package that includes a personal alarm. This service is monitored by Centra Pulse and if you activate your alarm, it is our team who answer your calls.

We are pleased to tell you that from Monday 30th November 2015, Centra Pulse will also be providing the installation service for KCC equipment for new telecare customers and will attend any appointment regarding faulty equipment or new sensors for existing customers.

We are really looking forward to working more closely with KCC and the residents of Kent. Centra Pulse is based at Kings Hill in West Malling and employs around 200 local staff. With over 30 years' experience and around 125,000 customers, we are one of the largest providers of telecare in the UK. Helping people, like you, to have the freedom to live independently is at the heart of what we do.



### An organisation you can trust

Each year we go through a stringent audit by the Telecare Services Association's Code of Practice and we have achieved accreditation in every aspect of our services since we began. We regularly reach over 99.5% satisfaction from our customers and we are extremely proud of our team who are chosen for their caring and friendly manner.

### Personal information

We hold personal information about you to help us provide the best possible assistance in the event of an emergency. We will only use it to provide you with your personal alarm service. It is important that the information we hold is correct, as it may delay us in getting the right response to you in an emergency. Please let us know of any changes to your details by calling the number overleaf.

### If you have a problem with your personal alarm

Please see overleaf for Troubleshooting. If however you are concerned with anything about the equipment or service including lost pendants please call the number overleaf.

### Remember to test your pendant

Simply press your pendant once a month and once you are connected, tell the operator you are testing. We will thank you and close down the call.

*On behalf of*



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# TROUBLESHOOTING

## The red light on my unit is flashing, what does this mean?

It flashes when you are using the phone line or if there is a problem. If it flashes when you're not on the phone, please check your phone line is working properly. If there is a problem contact your phone provider immediately as it means your personal alarm will not work.

## The green light on my unit is flashing, what does this mean?

You have activated the 'away mode' or are in 'programming mode'. To rectify this, press the green button for five seconds and test the unit.

## My unit is beeping, how do I stop the noise?

Please press and hold the green cancel button on your unit for five seconds. Then test your unit to make sure it is working. If it does not work call our team straight away so we can rectify it for you.

## The unit is announcing 'please check your mains supply', what does this mean?

There is no power via the mains going to your unit. Check the unit is plugged in and there is not a power cut in your area. If the problem persists contact us straight away.

## The unit is announcing 'please check your telephone line', what does this mean?

There may be a problem with your telephone line. Please make sure the telephone lead is plugged in. Test your phone to see if the problem is with your phone provider. If your phone is working and the lead is plugged in please contact us straight away.

## Will my personal alarm interfere with my broadband?

It shouldn't. If it does, you will need to fit a broadband filter on your telephone line. You can buy these in department stores.

## The unit still isn't working

If you think the unit or pendant is faulty, please call our team on the number below.

If we need to visit we will always arrange a convenient time with you, and will never arrive unannounced. Our visiting staff wear Centra uniforms and carry a photo ID card.

## Complaints and feedback

We care about providing a great service. Please tell us if something has gone wrong or you are not happy with the services Centra Pulse provide, it gives us the opportunity to put it right. Call our team on the number below.

*On behalf of*



**Centra**  
Pulse™

**Available 24/7 - if you have any concerns  
please call 0300 456 3785 or email  
pulse@centragroup.org.uk**