

CONNECTED
L I V I N G

Inspiring
Independence
every day

**Newsletter
January**

2023



Changes to your analogue telephone lines - The Digital Switch-over

Over the next couple of years the current analogue telephone system (the old telephone exchange) will be switched off by BT across England by 2025.

We want to let you know that these changes are now starting to happen, and you will be contacted by your telephone provider when they are in your area. When they get in touch, your phone provider will be able to provide more details about how the change will affect you.

PLEASE DON'T WORRY if you have our alarm that is plugged into your analogue line, this will still work. We're working on a programme to upgrade your alarm and we'll contact you in due course. Should you receive notification from your telephone provider before we've been in touch, please call us on **0333 400 8299** and let us know.

We'll install the latest digital technology which will enable you to continue to use your alarm in the event of an emergency. You can use it in exactly the same way as you do now, maintaining high quality calls and reliability to our monitoring partner.

These alarms use specialised mobile SIMs to provide extra reassurance and security.

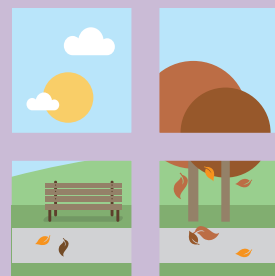
Falls prevention guide

Each year there are nearly a quarter of a million fall-related emergency hospital admissions in England among people aged 65 and over.

We've put together a guide to let you know about the small changes you can make throughout your home to protect against falls.

Visit our website to find out more:
www.aster.co.uk/connected-living

**You can also Scan the QR Code
or call 0333 400 8299**



Committed to keeping you Independent

Planning for potential power outages

Over the last few months, some warnings have been made that power outages might happen at certain times over the first few months in 2023. However, nothing has been confirmed so far and the government has previously stated its confidence in securing winter power supplies.

When might this happen?

The National Grid may plan regional power cuts between 4-7pm on certain days during January and February 2023. It is possible that people in the affected region will get very little notice, perhaps as late as the morning where the power outage may occur that afternoon.

How will this affect your monitored home alarm equipment?

PLEASE DON'T WORRY, your monitored home alarm will still work. Your home alarm has a battery back up and, if, the power supply is turned off, the alarm unit will automatically start using its battery.

How will I know?

Your alarm will tell you, either by a voice or by an alarm warning, within a few minutes of the power being turned off. **DO NOT WORRY** this is normal.

How can I turn the warning off?

You can do this by quickly pressing the green button on your alarm unit. Do not hold the button down, it must be a quick press, and this should silence your alarm.

GPS digital devices and mobile phones

If you have a GPS digital device and/or mobile phone, make sure that they are charged up in case you need to use them in an emergency.

Please only make emergency calls during this period

Testing your alarm

If think that your home alarm isn't working, press your pendant and do a test call to the monitoring centre. If it doesn't work, please call: **01364 651555** and let them know.

Only do this if you think it's not working.

Important

- Tell your family/friends and your emergency contacts so that they are aware, and they can support you
- If you have medical equipment and/or stairlifts please be aware that these will not work during any power outage, and you may need to make alternative arrangements
- Wrap up warm, have a working torch on hand, prepare a snack and fill a flask beforehand if possible.



If you would like to find out more about the services that we provide please contact our team: