

We are offering all local residents at high risk a **free** smoke alarm linked to the Surrey Telecare 24 hour monitoring centre so if the smoke alarm is raised the centre will be able to respond immediately.

So if you, or someone you know, could benefit from this extra protection please get in touch now.



**Surrey Fire and Rescue Service
(for personal fire assessment visits
and fire retardant materials)**

www.surrey-fire.gov.uk
Tel: 0800 085 0767.

Specially trained fire officers will undertake a fire assessment in the case of a high risk individual.



**Surrey Telecare
(for Telecare linked smoke alarms)**

www.surreytelecare.com
Tel: 0800 1956035.
Text: 07976 843825.



**Surrey County Council, Adult Social Care helpline
(for general enquiries)**

www.surreycc.gov.uk/adultsocialcare
Tel: 0300 2000105.

If you would like this information in large print, Braille, on tape or in another language please contact us on:

Tel: 03456 009 009

Minicom: 020 8541 9698

Fax: 020 8541 9575

Email: contactcentre@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如您索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو براہ مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔

Keeping you safe from fire

Are you at higher risk?





Many people don't realise they are at increased risk from fire hazards in their home. There are many simple ways of protecting them and ensuring they are able to live safely.

If you, a family member, or someone you care for, is considered more at risk because they are less able to notice or escape to safety when a smoke alarm goes off, then there's extra protection and support that is available across Surrey. And most of these items and services are absolutely free.



People can be considered more at risk if they:

- Are over 60 years of age – or the risk increases further if they are over 75
- Live alone
- Suffer mobility or hearing loss issues
- Suffer mental health issues including dementia or memory loss
- Have alcohol or drug dependency
- Smoke
- Have a learning disability.

In these instances, evidence shows that a domestic battery or mains-operated smoke alarm may not be sufficient to save lives.

In Surrey, many organisations* are working together to provide help, advice and additional equipment, to increase the protection from a fire occurring in residents' homes. These include:

- Advice from specialist Surrey Fire Service Officers;
- Personal home safety assessments;
- Telecare/community alarms linked to smoke

- alarms (which are connected to a 24 hour monitoring centre);
- Hard of hearing equipment linked to smoke alarms including vibrating pads and strobe lights;
- Fire retardant bedding and furniture throws for reducing smoking risk;
- Cooker cut out systems to automatically turn cookers off;
- Bedroom door identification stickers to assist fire officers in the event of a fire;
- Portable sprinkler/misting units to extinguish a fire;
- Fixed sprinkler systems to extinguish a fire.

Many lives are saved each year using this equipment so please act now. It's easy to make a call and give yourself peace of mind.

You may not think this relates to you or someone you know but please consider some stark facts:

- Domestic smoke alarms may not protect someone with dementia. Dementia places people at additional risk as a person may not remember what the sound of a smoke alarm means or what to do in the event of a fire. They may even be more at risk of starting a fire;

- Half of the people who have died in fire deaths in Surrey had dementia;
- If a person is sedated at night, a domestic smoke alarm may not wake them;
- If a person is confined to bed, a domestic smoke alarm may not save them;
- If a cigarette is dropped whilst falling asleep in bed, it may be too late to save someone;
- A sprinkler system causes less water damage than the fire service's hoses and is only activated in the area of the fire.



*Adult Social Care, Surrey Fire and Rescue Service and the district and borough councils through the Surrey Telecare partnership are working together to keep you safe from fire.