

You could help save a life

A recent review into the death of an elderly woman in a fire found that privately purchased wi-fi enabled smoke and carbon monoxide alarms had only been linked to one mobile phone, and that phone was switched off. Vital hours were lost to prevent the fire and smoke from spreading.

As a result, we would urge anyone, in any service, whose role could include home safety advice, or personal safety aids such as pendant alarms, and where a person is thinking of privately purchasing wi-fi enabled alarms or smoke and carbon monoxide detectors, to make sure they link them to a **minimum of two** relatives, friends, or neighbour's mobile phones or devices. This will ensure there is always back up.

Alternatively, suggest the County Council's own service, which has links to a telephone centre back up to call the emergency services if their relative is not contactable.

Information on assistive technology can be found on the following websites:

[Assistive technology - Norfolk County Council](#)

[Community alarms - Norfolk County Council](#)

[Assistive Technology - Carers Matter Norfolk](#)

[Request a home fire safety visit in Norfolk - Norfolk County Council](#)

Or to ask for a referral to the Assistive Technology Team at Norfolk County Council:

- Main number - 0344 800 8020
- Text Relay 18001 0344 800 8020

