



Factsheet 2: Personal Monitored Alarms

The Seniors Alert Scheme enables older people of limited means to continue to live securely in their own homes by providing them with a free personal monitored alarm. The scheme is run by Pobal, a not-for-profit organisation that manages programmes on behalf of the Irish Government and is administered locally by community and voluntary groups.

Who is eligible for grant support?

- Aged 65 or over
- Have limited means or resources
- Living alone or with another person who meets the eligibility criteria
- Living in the area covered by the registered group administering the grant support
- Able to benefit from the equipment being supplied and
- Willing to maintain contact with the registered group

What type of equipment can I get?

Older people get a free personal alarm or pendant.



The alarm can be worn as a pendant or around the wrist like a watch.

How does it work?

Step 1: Press your personal alarm button

Step 2: Your alarm button connects to a two-way speech unit located in your home

Step 3: Trained monitoring centre staff will talk to you through the two-way speech unit.



Even if you are some distance away, they can often hear you, as the base unit has a built-in microphone to amplify speech.

Community Support & Advocacy 2020



If you have fallen or need help for any reason, they will contact the relevant people for you. The line is monitored 24 hours a day and 365 days a year.

If you press the button by accident, you don't need to worry as the operators are happy to speak with you and to ensure that everything is alright

Who will they contact if I need assistance?

When applying for your personal monitored alarm, you will be asked to provide the names and contact details of up to three neighbours, friends or family members who are your designated key holders. It is not essential that you provide three contacts but it is important that the key holder should live close by. The operator will try each of these names in turn and arrange for one of them to call to you. If you require medical attention the operator will call the emergency services.

How do I get the equipment?

Contact a local community or voluntary group operating the scheme in your area and they will apply on your behalf. In Galway city contact:

- **Westside Age Inclusion Tel: 091 589861**
- **Galway Contact Tel: 091 867892**

What are the costs?

Under the Pobal scheme, all equipment is provided and installed for free. The alarm monitoring service is free for the first year, after which you will be asked to pay the annual monitoring fee of €60.

What if I don't have a landline?

You can still arrange to get a personal monitored alarm. The GSM alarm costs €120 per year - €60 for the monitoring and €60 for the sim card which needs to be updated each year.