



HELPING TO KEEP YOU AND YOUR LOVED ONES **SAFE**

When you care for a person with a long-term health or mental health condition or who is frail, it's important to have measures in place in case of an emergency.

Carbon Monoxide Awareness

Carbon Monoxide (CO) is a highly poisonous gas that is odourless, invisible and is often referred to as a silent killer. CO is released into the air when a gas appliance has been incorrectly fitted, badly repaired or poorly maintained. The dangers of a carbon monoxide leak in the home can be a scary thought, especially as it can't be detected by smell, taste or sight.

Signs to look out for within your home include the following:

- Gas appliances burning with orange or yellow flames instead of blue flames
- Sooty stains on or near appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows.

By fitting a CO alarm, you can protect your home. Our advisors can help you access a carbon monoxide monitor.

Locking Cooker Valves

A locking cooker valve helps vulnerable customers retain their independence at home and provides reassurance to family, friends, and carers. The safety device is attached to existing gas cooker pipes by a professional, and when locked, stops the gas supply. This prevents the cooker from being accidentally turned on, offering peace of mind to carers or relatives when they leave the house or room. To get your free locking cooker valve, speak to one of our advisors.

Priority Service Register

The Priority Services Register (PSR) is a **free** and voluntary system designed by Ofgem to help vulnerable energy customers. It provides support for people who may be vulnerable due to factors such as age, health, disability, or other vulnerable situations. Our advisors can register you with Cadent so that you receive essential benefits that will make managing your energy supply easier.

You can nominate someone to manage your bills or assist during power cuts on your behalf. Eligible customers can receive a free annual gas safety check to ensure the safety of their gas supply and appliances. You'll also receive advance notice of planned power cuts from your electricity network operator, allowing you to prepare or request assistance if needed. In the event of a power cut, you'll have access to priority support, including meals, drinks, warmth, charging points, and timely updates. Additionally, your water company will provide priority assistance during any supply issues or outages.

To find out how we can help and to see if you are eligible, contact our team today.

GET IN TOUCH:



024 7663 2972 and speak to one of our advisors.



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