

Your guide to **Carecall**

Help at the touch of a **button**



Call **Carecall** on  **0161 218 1655**

 **stockport
homes**

Proud to be part of SHG

 **www.carecall24.co.uk**
 /carecallmonitoring  @carecallmonitor

Packages



Bronze

£2.30 per week

- Telemonitoring Service Only
- Keysafe (if required) **£70.97** including fitting

£49.99
installation fee



Silver

£5.84 per week

- Telemonitoring Service
- Mobile Warden Response Service within Stockport area will be provided between 7.00am and 10.00pm, 7 days per week, 365 days per year.*
- Lifting service
- Keysafe Included

£49.99
installation fee



Gold

£7.43 per week

- Telemonitoring Service
- Mobile Warden Response Service within Stockport area will be provided between 7.00am and 10.00pm, 7 days per week, 365 days per year.*
- Lifting service
- Keysafe Included
- Choice of up to two Telecare sensors:
 - Smoke Detector
 - Bed Sensor
 - Falls Detector
 - Additional Pendant (partner etc)

£49.99
installation fee



Platinum

£9.14 per week

- Telemonitoring Service
- Mobile Warden Response Service within Stockport area will be provided between 7.00am and 10.00pm, 7 days per week, 365 days per year.*
- Lifting service
- Keysafe Included
- Choice of up to three Telecare sensors:
 - Smoke Detector
 - Bed Sensor
 - Falls Detector
 - Additional Pendant (partner etc)
- Holiday Cover (Daily welfare telephone call during periods of next of kin family holiday maximum 4 weeks per annum)

£49.99
installation fee

*Outside of these hours if required our trained Call Handler will contact either your named contact or emergency services.

All prices correct at time of printing.

What is **Carecall**?

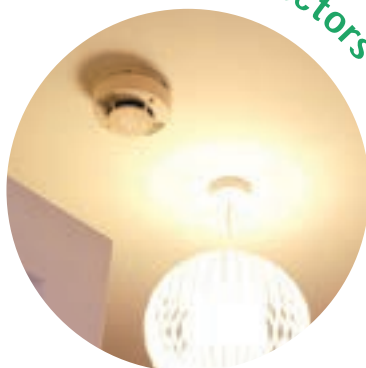
Carecall is a 24 hour telemonitoring service for older or vulnerable people. It can be used for customers who may have a medical condition, such as epilepsy or diabetes and supports independence, security and peace of mind. Emergencies are responded to within minutes by arranging help from a nominated friend, your doctor, emergency services or from fully trained, friendly mobile wardens. The Carecall service is fully accredited by the telecare services authority.



Friendly staff

Technology has progressed considerably and we are pleased to announce that we are now able to offer a variety of sensors tailored to individual need so that an enhanced level of service can be provided:

Smoke detectors – that alert our Telemonitoring Centre when smoke is detected. This sensor is either 'reactive' because it is triggered when something happens like a home fire or 'preventative' if someone is becoming forgetful when cooking.



Smoke detectors

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Flood detectors

Fall detector – a sensor which indicates when someone has fallen.

Flood detectors – a sensor fitted in either the kitchen or bathroom to detect overflow of water.



Property exit sensors – infra red door sensors fitted to door exits that alert the Telemonitoring Centre when the client is leaving the property.

All the above sensors will automatically alert staff who will respond appropriately. Any combination of sensors can be fitted in order to tailor individual needs.

Key safes – we provide and fit Supra key safes free of charge with the silver, gold and platinum packages which:

- provide reliable access for carers, home helps, nurses, paramedics and the emergency services;
- works hand in hand with **Carecall** services to allow access when the alarm is activated;
- prevents forced entry which may cause further expense for a new door; and
- functions during power cuts.

Key safes



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What equipment is required?

Carecall's unit is simply connected to a standard telephone socket and power point in your home. The unit has an inbuilt microphone and a powerful loud speaker enables you to be heard at a distance.



Easy to use

Is it easy to use?

Once the equipment is installed within your home, you will be taken through the instructions until you fully understand how it works. You will be given a pendant to wear around your neck or wrist.

By pressing the alarm button on the unit or the pendant, your personal code is instantly recognised by the Telemonitoring Centre's computer and a two way speech link is set up with the Centre.

Carecall staff are on hand 24 hours a day, 365 days a year to provide help and advice should you need it.



24 hour support

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Customer feedback

"At the touch of a button, the service is second to none, reassuring, caring and outstanding."

"A wonderful service for the elderly and disabled. Very much appreciated."

"I am very pleased with the service. I feel safe in my own home. My family know I am well cared for. Keep up the good work."

How do I apply for the **Carecall** service?

Contact our Telemonitoring Centre by:

 **0161 218 1655**

 **carecall@stockporthomes.org**

Or write to: **Carecall**, Unit 9 Southside, Bredbury Industrial Estate, Stockport SK6 2SP

This leaflet gives you information about our **Carecall** service. If you would like a copy in large print, Braille, on audiotape or CD, please contact the Social Inclusion Team on  **0161 474 2860** or email  **inclusion@stockporthomes.org**



Carecall

