

## What will it cost?

We'll discuss your individual needs with you, and then provide details of your personal package costs. We work hard to keep our pricing competitive with other providers and offer our assurance that there will be no hidden charges.

## Summary of benefits

- Peace of mind from knowing help is at hand 24/7.
- We partner with health and care professionals who recommend our service and work closely with our monitoring team to support your ongoing care, whatever turn life takes.
- A telecare service that is flexible and will adapt to your needs.
- A local call centre, with operators who will stay on the line with you, to offer support and reassurance, until someone arrives at the property. Not all service providers offer this level of care, but we feel it is important that our clients never feel that they are alone.
- Monitoring and maintenance included at no extra cost.
- Emergency installation available, if required.
- A local, safe and reliable service that you can trust.
- A transparent approach to pricing, with no hidden charges.



## How to find out more

If you are interested in our Telecare service for yourself or a loved one, please contact us. We can offer advice on our service and sensors available, and arrange a free consultation to develop a tailor-made Telecare package to suit your individual needs. Once you have opted for our Telecare service, we will arrange for one of our trained and friendly engineers to install the equipment in your property at a time that is convenient to you.

*"I live alone, and it gives me peace of mind that I can call you day or night"*

Telecare client, Medway

## Who to contact

 **Customer services: 01634 332091**


Quoting ref: **GEN313**

Please note: Calls to customer services may be recorded or monitored for security and staff development purposes.

 Email: [telehealthcare@medway.gov.uk](mailto:telehealthcare@medway.gov.uk)  
Web: [www.medwaycontrolcentre.co.uk](http://www.medwaycontrolcentre.co.uk)

 **Medway Control Centre, Medway Council,  
Gun Wharf, Dock Road, Chatham, Kent ME4 4TR**



 Minicom: **01634 333111**

This information can be made available in other formats from **01634 333333**

If you have any questions about this leaflet and you want to speak to someone in your own language please ring **01634 335577**

বাংলা	331780	ਪੰਜਾਬੀ	331784	اردو	331785
中文	331781	Polski	332373	فارسی	331840
ગુજરાતી	331782	كوردی	331841	Русский	332374
हिंदी	331783	একুশক্ষর	331786	Lietuviškai	332372

# Support for living independently at home



Whatever turn life takes, keeping our independence often helps us to remain happy and healthier. Which is why we are delighted to offer our Telecare service that can assist you to remain safe and independent at home for as long as possible.

We are a local Telecare service provider, hosted by Medway Council, and we set ourselves high standards of care for our clients – recognised by our accreditations with the Telecare Services Association (TSA).

We install our Telecare equipment so that you can start enjoying the benefits and peace of mind offered by our team of qualified call operators straight away, 24 hours a day, seven days a week... all at the press of a button.

## How it works

Your Telecare alarm unit simply works with your telephone, and you can decide what Telecare sensors you would like.


The basic package includes a push button pendant (worn around your neck or wrist) that you can press if you are unwell, have a fall or simply need some reassurance. This will trigger the Telecare alarm unit and it will automatically connect you with one of our local operators. Don't worry if you are unable to respond to an operator, or if you are in the garden\* and they can't hear you, your call for help will still be recognised and our experienced team will instantly arrange for help to come to you.

In addition to the basic package, you can choose from a wide range of additional sensors which will also automatically trigger the Telecare alarm unit to contact an operator. You can add these sensors when the unit is installed, or at any point in the future to meet any changes in your needs.

\* Up to a maximum range of 50m

## Here are some of our most popular sensors that you might like to consider:


- In the event of a fire, a quick response can save lives. Our **smoke detector** sensor will automatically trigger the Telecare alarm unit to contact an operator. The operator will immediately know the location of the sensor and will then speak to you and/or arrange for emergency services to come out to you.



- If falling at home, and having no one to help you up, is a concern then we can offer sensors that will recognise when you have had a fall. Once triggered, these **fall sensors** will automatically trigger the Telecare alarm unit to contact an operator, who will speak to you and then arrange for someone to come out and help you. Our operators will stay on the line with you until someone arrives to help, so you will never be left without comfort and reassurance.



- If you take vital medication, and sometimes forget when it is due, then our **medication dispenser** could help. It can be programmed to automatically dispense your medication when it is due. If you fail to take your medication, the dispenser will automatically trigger the Telecare alarm unit to contact an operator, who will then speak to you.



## Behind the button

You press the button

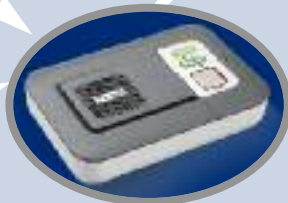


The operator will ask you how you are, and what help you need. Depending on your response, they may:

Contact your friends and family to come out to you



or your sensor raises an alert



Your Telecare unit automatically alerts Medway Control Centre

Our operators will stay on the line with you until someone has arrived at the property – you will never be on your own.



Contact emergency services to come out to you

*Don't worry if you do not have a nearby contact, or do not want to disturb a relative, we can install a **Keysafe** for you that will enable quick access in an emergency.*

The range of sensors available is vast, and we have a team of experts that can help develop bespoke packages of care for whatever your needs might be – simply contact us using the details on the back page if you would like to discuss any complex care needs.