



Peace of mind
at the touch of
a **button...**



RedAssure
Independent living

PART OF WORTHING HOMES



“ I worry about Mum at home alone and she doesn't like the thought of a retirement home yet so by using the RedAssure services I have peace of mind and Mum has her independence. ”

Tel: 01903 703 103

Online: www.redassure.org.uk

“ I am very happy with RedAssure, I feel they are always there for me. ”
Mrs. P. Keet



RedAssure

Total peace of mind

RedAssure is a local company which is part of Worthing Homes. RedAssure has been providing telecare to customers for over ten years. Our services offer the extra support to assist you or the person you care for to live with dignity in their own home for longer. RedAssure offer safe and affordable solutions that are enjoyed by hundreds of people living with security and independence who without these services might face the prospect of living in full time care .

Working together with Health and Social Services personnel, GPs, Nurse Practitioners and outside care organisations, RedAssure has a well established reputation in the telecare industry with a local client base of almost 2000 customers across the South.

Our service can be accessed by anyone of any age who would like to feel safer, more protected and independent in their own home.

We're always there!



“ I couldn't be without the devices. If I didn't have them, I would be stuck here with a carer and I wouldn't be able to live my life. ”

Theresa Howard



Contents

| | |
|--|---|
| Total Assurance | 1 |
| Premium Service | 1 |
| Premium Plus Service | 1 |
| The most popular products | 2 |
| Personal Response Service | 3 |
| Calling Service | 3 |
| Solutions tailored to your needs | 4 |



“ I find the red button gives me peace of mind and security that help will be available should I need it, especially when my husband has to go out, thank you so much. ”

Mrs. Linda Pegg



Total Assurance

The Complete Solution

Telecare is a service which 1.75 million people rely on in the UK providing the end user with someone on hand at times of difficulty 24 hours a day. The service supports vulnerable people who want to live independently in their own home. This leaflet aims to provide further information on our services for you or someone you care about.

Premium Service

The RedAssure button is easy to use. A small piece of electrical equipment plugs into your phone line connecting you to the care centre. Simply pressing the RedAssure button enables direct speech contact to a real person who will stay on the line until help arrives. Our service operates 24 hours day to ensure you get the right type of help quickly, be it one of your family, a neighbour, doctor or an ambulance.

Premium Plus Service

The premium plus service offers you a range of Telecare products which work together with the RedAssure button. They are easy to install and use state of the art electronics to alert our care centre and your nominated contact.



“ I consider the facilities that you offer for the disabled folk are excellent and I am 94 years of age, a subscriber for many years, very satisfied. ”

B. Trowbridge



The most popular products are:

Fall detector – this automatically detects a serious fall as it responds to sudden changes in angle and impact and works via a radio signal direct to the RedAssure alarm.

Flood detector – an early warning sensor of any flood be it a burst pipe or leaving a tap running.

Smoke detector – automatically raises an instant alarm to the care centre.

Property exit sensor – this sensor can be set to meet individuals’ needs, and it will automatically alert the care centre if there is abnormal activity in and out of the property.

Bed sensor – this very helpful device automatically turns on the lights when you get out of bed at night greatly reducing the chance of falling when it is dark or alert a fall from bed to a carer.



“ Gemma knows that if ever there's an issue and I'm not around to deal with it, the red button is our lifeline. It's incredibly comforting. ”
Gemma's Mum



Personal Response Service

With this option we provide 24 hour personal response by a trained staff member to each and every emergency call. We quickly assess the situation to ensure the appropriate assistance is provided. In fact in 2009 we helped prevent a large number of unnecessary journeys to hospital. This service is particularly useful for customers who do not have family or friends who live close by as the RedAssure team will visit day or night to provide immediate support.

Calling Service

We can call as many times as required each day, there is no maximum limit. You may want a daily call just to check you are ok whilst family are on holiday or as a reminder to take medication. Included in the service is a bespoke plan to ensure family, friends or health services are alerted if there is a problem.



“ I have peace of mind and so do my two daughters who live rather a long way away, thank you. ”

Mrs. Jean Webb



Solutions tailored to your needs

Flexible to suit your needs

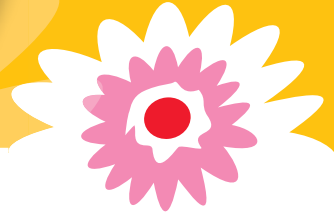
Whether you are a private individual or a housing provider looking to support your residents, RedAssure can help. We can tailor the services we provide to meet your specific requirements.

Satisfaction guaranteed

Given the critical environment we work in all RedAssure alarms are built to extremely high standards and there are a number of measures we work to:

- Each unit has rechargeable batteries ensuring they work if the electricity supply is affected by a power cut. The alarm will even alert the care centre if there is a power cut.
- In the rare event that the alarm needs replacing we offer a 24 hour repair service.
- When we install your RedAssure alarm we will carefully explain how it works and complete a number of test calls with you. It is very simple and you will soon get used to using it.
- We suggest that all customers press their RedAssure button every 2 weeks to ensure they are comfortable using it and talking with our staff at the care centre.





RedAssure
Independent living

PART OF WORTHING HOMES

Leading the way in the industry

RedAssure is proud to be the first telecare team in the UK to pass the Telecare Services Association new vigorous 2009 code of practice. This accolade reflects the dedication of our personnel, but perhaps more significantly, their approach to the profession. Working in the health care services is a vocation which requires compassion, dedication and commitment. These qualities are what we believe make the real difference between telecare and RedAssure telecare.

RedAssure Worthing Homes

Davison House
North Street
Worthing
BN11 1ER

Tel: 01903 703 103

Email: info@redassure.org.uk

Web: www.redassure.org.uk

Please contact RedAssure if you would like this in Braille, large print, audio version or in another language on 01903 703103 or email us at info@redassure.org.uk



INVESTOR IN PEOPLE