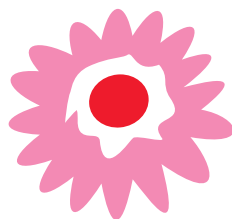




**RedAssure.**  
**Because**  
**You Care.**



**RedAssure**  
*Independent living*

PART OF WORTHING HOMES



*“ Since referring RedAssure's services to my client I feel confident that if he got into any trouble, help is within reach. ”*

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

**Tel: 01903 703 103**

**Online: [www.redassure.org.uk](http://www.redassure.org.uk)**

*“ It is reassuring to know that when I leave my client they are being cared for all through the night and until I am back in the next day.”* ”



## **We're Local And We Like It That Way**

We sit in the very heart of the community – supporting individuals by offering more than just telecare. Our customers are part of our team – guiding and contributing to our ambition to continually improve what we do and the way we do it. Although we harness the very latest technology to support our customers, it's not the equipment that makes the difference. It's the people.

## **An Industry Leading Team**

We are 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 staff, but perhaps more significantly, their approach to the profession. We are proud to announce that Buying Solutions, the national procurement partner for all UK public services has awarded RedAssure a framework agreement for Telecare products. As part of this Buying Solutions agreement, RedAssure is now approved to supply Telecare products to organisations throughout the public sector, the framework agreement provides a simplified procurement process and removes the need for separate tendering. Buying Solutions saves its customers time, money, and effort by providing access to trusted, compliant, and sustainable procurement solutions, which deliver measurable savings, value for money and peace of mind.

## **A Working Partnership Providing Support For Someone You Care For**

As a part of our commitment to continuous improvement we work with local care providers and social services to improve and develop our packages and services, according to local needs. To date, our service has prevented a large number of unnecessary callouts to the emergency services and subsequent unsettling journeys to hospital for vulnerable people.



*“ Since recommending a RedAssure button to my patient I can now leave with peace of mind knowing help is on hand even though he is alone. ”*



**As a health professional are you aware that there is FREE RedAssure funding for many referrals including hospital discharge and intermediate care or hospital admission avoidance.**

Referrers who contact us with details of a client’s needs will be given advice on potential funding streams. We will complete an assessment and recommend suitable services and equipment.

We work with:

- GPs concerned about vulnerable patients
- Community partnership teams identifying isolated clients
- Care agencies to provide support to their clients when they are not there
- Community nurses who are caring for people just leaving hospital or who need intermediate care as an avoidance to hospital admission

We are continually assessing new telecare products and services, as well as reviewing our current performance against key performance indicators (currently all on or above target). This means that when we make an assessment of a customer’s needs, we can recommend the most up to date and proven technologies and be completely confident that they are effective. The RedAssure care team also carry out annual customer surveys and host forum sessions where users can feedback their views and ideas.



*“ As a health professional I find it is so rewarding to see the peace of mind RedAssure’s service brings to the families of vulnerable people I care for. ”*



## **Delivering independence to vulnerable people and peace of mind for those who care for them.**

Our RedAssure services are supported by a range of telecare sensors, alarms and products – all designed to support people in their own homes. But we know, however smart the technology, it’s the people that make the difference. RedAssure was initiated as a service for local people, delivered by a dedicated, experienced team that understand their day to day challenges – working together to provide just the right type of support for each individual customer.

### **RedAssure premium (Red Button)**

This 24 hour service operates every day of the year and through a base unit, enables patients to talk directly with one of our local RedAssure team – at the touch of a personal trigger button. Our care team can reassure and advise each customer, accessing the caller’s details as they automatically appear on screen. Carers or nominated contacts will immediately be alerted and if necessary, emergency services mobilised.

### **Benefits**

This discreet support system connects people to vital services when they need them – making sure that the right kind of help is at hand quickly and effectively. Family and friends are reassured that their loved ones can retain their independence and dignity, whilst knowing they will be alerted immediately when needed.



“ RedAssure's call response service provides support for my patients 24 hours a day, 7 days a week which means if there's an emergency during the times I am not there they get immediate help at the touch of their red button. ”



### **RedAssure premium plus**

This package draws upon the whole suite of services available, to create a bespoke solution for an individual's specific needs. It may, for instance combine a series of detectors – fall, smoke, flood and gas, to work alongside bed and property exit sensors, as well as direct access to a carer or our care team through the RedAssure button, providing a complete support package to protect a vulnerable person at home.

### **RedAssure Personal Response**

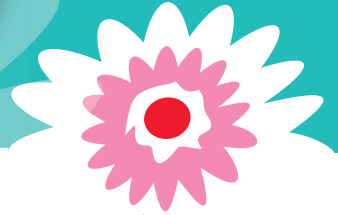
This vital service is provided by specially trained staff who personally respond to every emergency call. It is particularly useful for patients who do not have family or friends nearby. Combined with a key safe this is a useful cover service for Sheltered or Retirement Home Managers.

### **RedAssure Calling**

This is a truly personal service, with a RedAssure team member supporting patients and their carers by making daily calls – with reminders to feed pets or take medication for example. This is especially helpful in instances where short term cover is required when Scheme Managers or carers are away. We'll call up to 5 times a day, 7 days a week if needed.







**RedAssure**  
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PART OF WORTHING HOMES

## **Introduce independence to someone vulnerable you care for.**

Call us now to discuss how RedAssure can help your patient, it could make a big difference to how you feel when you leave them alone.

### **RedAssure**

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**Email: [info@redassure.org.uk](mailto:info@redassure.org.uk)**

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Please contact RedAssure if you would like this in Braille, large print, audio version or in another language on 01903 703 103 or email us at [info@redassure.org.uk](mailto:info@redassure.org.uk)

