



elder  
care  
*always there*

# Assistive Technology

Once you are a member of our pendant alarm service, you know that you are in safe hands and you can reach us easily – indeed, at the press of a button – should you find yourself in need of urgent help.

However, you may find that there comes a time when you need that little bit more support. That is when our assistive technology services could be helpful.

When you need that little bit more

# Assistive Technology

## It's simple

There are lots of ways of alerting us that you need help that operate automatically, without you having to do anything, including having to press a button. For example, sometimes things catch us out unexpectedly and sensors that can detect smoke, a flood, natural gas, carbon monoxide or extremes in temperature in your home can automatically alert us, as well as you, that something is amiss. Should emergency services be needed, we can call them to assist without you even having to make a telephone call.

There are also ways of detecting if someone has got out of bed or a chair or even left the house when it might not be safe for them to do so alone. This is particularly useful if someone is suffering from dementia and may wander. If you care for someone in their home, you may want to be alerted first so you can take action. If you cannot help straight away, you still have peace of mind that we will be alerted, should you wish this to happen, and we will seek help immediately.

There are many other useful 'alerts' that are helpful in certain circumstances, for example, detecting a fall, managing medicines or bogus caller/panic buttons.



## Explore our virtual home

We have created a virtual home in which you can investigate ideas that have been designed to help keep you safe and secure in your own home. You can explore our virtual home on our website [www.eldercare.co.uk](http://www.eldercare.co.uk)

"I feel confident in calling  
Eldercare anytime, day or night.  
Nothing is too much trouble"

**Mary, 81, Sheffield**

# Jim and Elsie's story

Jim and Elsie, both 82, live in the home that they have shared for the last 35 years. Elsie suffers from dementia and recently started to wander at night. Jim struggled to sleep due to his concern about his wife's safety.

A property exit sensor was installed on the front door by Eldercare and this is linked to a pager that Jim takes to bed with him. As soon as the front door is opened, the pager will bleep and wake Jim so he can stop Elsie leaving their property. Jim says that he is sleeping much better now, knowing that Elsie is no longer at risk of wandering out of the house.



# Dilys' story

Dilys, 86, is active and independent, but recently developed a condition that causes her to black out and fall unconscious to the floor. She and her family were anxious that she would not be able to summon help should she need it.

Dilys was provided with a falls detector that she could wear on her wrist. This detector automatically sends a message to the Eldercare emergency response centre should she have a fall. Dilys and her family now feel reassured, knowing that if she needs help or assistance at any time, it will always be there.



# Assistive Technology

## Getting started

If you are interested in finding out more about assistive technology and how it may be able to help you, then call a member of our customer service team on 0345 603 4576 for an informal and confidential chat about your personal circumstances.

If you are not already a member of our pendant alarm service, then we advise that you start with this, as other services will usually build from this foundation.

As each and everyone's needs and circumstances are different, we strongly advise having a free telephone assessment so that an assistive technology care package can be tailored to suit your needs. You will be provided with a fully costed proposal and we are confident that you will find us very competitively priced as we offer one of the best value assistive technology services available today.

Our technicians are able to install any specialist equipment that requires fitting by an expert, with speed and cost of installation depending upon where you live in the UK.



## How to join the service

To join our Assistive Technology Service all you need to do is complete and return an application form. Forms can either be posted to you or found on our website ([www.eldercare.co.uk](http://www.eldercare.co.uk)).

**Should you need assistance, our friendly and experienced customer service team are available (9am-5pm Monday-Friday) to guide you through the process of joining our service.**

**Call** 0345 603 4576  
**Visit** [www.eldercare.co.uk](http://www.eldercare.co.uk)  
**email** [info@eldercare.co.uk](mailto:info@eldercare.co.uk)

**Eldercare (UK) Ltd**  
847 Burnley Road  
Loveclough, Rossendale  
Lancashire. BB4 8QL

elder  
care  
always there