



# **TRUSTCALL**

## **0300 777 7777**



**Giving you and your family peace of mind knowing there is always help available at the press of a button.**



**Mum lived alone**



**But when she fell recently,**



**She wasn't alone.**

## **About Trustcall:**

**We have over 20 years experience in providing a monitoring and response service 24 hours a day, 365 days a year.**

**The service is available to anyone living in Trafford, there are no age restrictions.**

## **Short Term or Long Term Service:**

**Following feedback from our Customers, we now also provide our service short term, for when family and/or carers are away. You can choose just the 24hr**

**Telecare Service, with a pendant alarm, and any additional sensors required, or you can top it up with wellbeing visits, daily if needed. Our weekly charges are kept to a minimum.**

**please contact TrustCall Support Services on  
0300 777 7777 or e-mail [Olderpeople.support@traffordhousingtrust.co.uk](mailto:Olderpeople.support@traffordhousingtrust.co.uk)  
or our Telecare Adviser Cath Wright on 0161 968 0443**



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## What is Telecare?

Telecare is as much about independence and safety as it is about equipment and services. Telecare can help if you are worried about yourself or someone you know

- Feeling safe at home ●
- Falling and not being able to call for help ●
- Becoming forgetful ●

## Additional Benefits of Telecare are to:

- Promote independence ●
- Increase safety and security ●
- Enable people to live safely in their own homes ●
- Avoid admission to hospital or long term care ●
- Provide reassurance and peace of mind to you and your family members/carers ●

## Our Service

The aim of our service is to give our customers the freedom to live independently with the peace of mind that comes from knowing that help is at hand whenever you need it. Once you have decided the level of service you require our Community Support Visitors will visit your home, install the Lifeline unit, and explain how it works.

- Pendants or Sensors that generate an alert when there is a problem ●
- A Lifeline Unit that receives the alert and automatically dials for help ●
- A Control Centre that receives the call ●
- An appropriate response to help assist with the problem ●



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## **We offer three levels of service, they are:**

### **• Level 1 •**

24 hour, 365 day monitoring. On receiving a call for assistance, the Control Centre will contact only family, friends or the emergency services to respond.

### **• Level 2 •**

24 hour, 365 day monitoring and a physical response from our Mobile Community Support Workers in an emergency.

### **• Level 3 •**

24 hour, 365 day monitoring and a physical response from our Mobile Community Support Workers in an emergency. We will also carry out up to 3 weekly visits to your property to check on your wellbeing.

Wellbeing checks can also be added to levels 1 and 2 just for a short time, eg when family are away on holiday, where there would be a small charge for each visit.

## **Keysafes**

With all installations, we recommend a keysafe is fitted to enable our staff and the emergency services to be able to reach you quickly in an emergency.

## **State of the art Emergency Monitoring**

There are also a wide range of sensors available, all designed to automatically detect if something is wrong with you or in your home. These include fall detectors, flood detectors, smoke detectors, and sensors on the bed used to detect falls during the night.



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**Our team of caring and experienced Mobile Community Support Workers provide a prompt, professional response.**



**Feedback from some of our Telecare Customers:**

**"Dad had come out of hospital after a few falls, after the last one he was in hospital for 3 months. Before having the sensors I spent 6 months living with dad in case he fell again. My husband wasn't very happy with this – he had to do all the shopping as I wouldn't leave dad.**

**The telecare sensors have given me my life back, it has been a godsend."**

**Mrs G – daughter and carer of dad with dementia and mobility problems**

**"Before I went into hospital, I was on the floor for 7 hours until my son found me there in the morning. Now I know that if I do fall again, someone will know and get help straight away. It puts my mind at rest, and also stops my son worrying"**

**Mrs E 87 yrs old**

**"My husband has dementia. In the past he left the house without me knowing. Luckily a neighbour found him and brought him back home. After this, I was scared to let him out of my sight in case he wandered off again. The property exit sensor will now alert me straight away so I know he is safe."**

**Mrs B – wife and carer**

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