

Pendant Alarm Service

Ask us about our Emergency Response Services

In parts of the UK, we have teams of people who can respond to an emergency. Our 'emergency responders', are trained to deal with sensitive and emergency situations and can be by your side, usually within 20 minutes of you pressing your pendant alarm and alerting us that you need help. Call us to find out if we have a team in your area.

How to join the service

To join our Pendant Alarm 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).

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.



"I have great peace of mind with my button from Eldercare. The staff are all so nice and they even rang me on my birthday, which was a lovely surprise. I know that in an emergency, they are always there."

James, 79, Glasgow



Pendant Alarm Service

Live safely and independently at home for less than £1.80 per week

Our pendant alarm service is our most popular service and a great place to start if you are considering investing in this kind of independent living support.

No matter how well we look after ourselves, there may be times when we need assistance in a hurry. At times like these, wouldn't it be great to be able to raise help without worrying that we are 'bothering people'? With our pendant alarm service, you can. At any time of the day or night, every day of the year, we are ready and waiting to step into action and deal with things; getting you the help you need when you need it most.

Peace of mind at the touch of a button

Call 0345 603 4576
Visit www.eldercare.co.uk
email info@eldercare.co.uk

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



Pendant Alarm Service

It's simple

All you need to do is let us know that you need help. You can do this by pressing your personal alarm button that can be worn as a pendant (hence the name of our service), but the button can also be worn on your wrist or clipped to your waistband. (These alarms are also sometimes referred to as 'carelines' or 'lifelines'). The important thing is that, however you wear it, you can press the button easily and alert us if you find yourself in need of help.

It really is that simple – all you need to do is press a button.

Help and fast

We know that if you press your button, you need a lightning-quick response from us and that is what we are great at doing.

Even if you press your button but cannot speak to us for whatever reason, we still know who you are, where you live and who you would like to come to help you in an emergency and we will do all we can to get you that help immediately. You don't even have to dial a telephone number.

Your pendant alarm will even alert us if pressed whilst in your garden (as the pendant and signal receiving unit are operational within 50 metres (164 feet) of each other).



How much does it cost?

There are a number of ways to become a member of our pendant alarm service. Whichever you choose, you can be reassured that our service offers excellent value for money.

Option 1

You can buy the equipment that you need at home to raise the alarm for £157.00 exc. VAT (including a 5 year manufacturer's warranty).

You then pay a monthly fee of £7.07 (exc. VAT) for the monitoring service.

Option 2

You can hire the equipment that you need at home to raise the alarm for £39.99 exc. VAT. (This is a 'one-off' charge).

You then pay a monthly fee of £11.66 (exc. VAT) for the monitoring service.

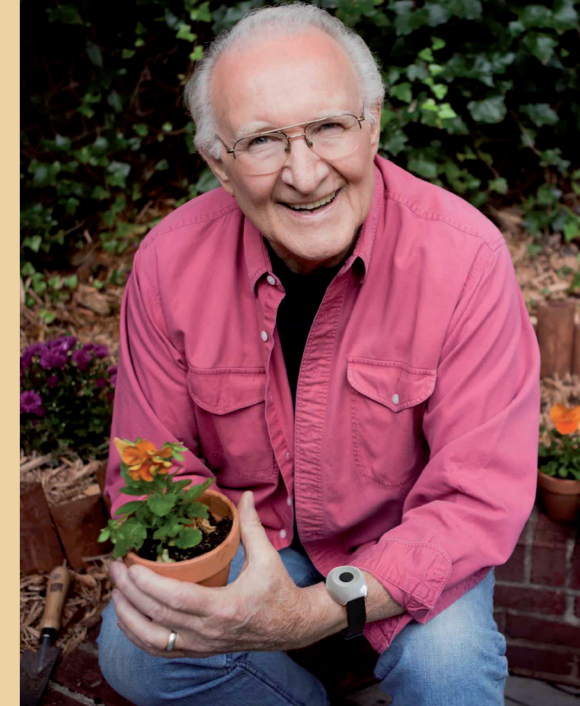
Option 3

You can pay a monthly monitoring fee of £13.82 (exc. VAT) without any initial equipment charge. (The equipment is effectively 'hired' at zero charge).

Bill's Story

Bill, 79, recently fell whilst pruning his roses and lay in the garden for more than three hours until his neighbour heard him calling over the garden fence. Following a short stay in hospital, Bill returned home but was reluctant to go out into the garden and seemed to be losing his confidence.

Bill's family contacted Eldercare and he now has the Eldercare Pendant Alarm Service, wearing his pendant alarm at all times whilst at home. If he falls or needs help, he simply has to press his button. He is back tending the garden that he loves and hopes to be able to do so for many years to come.



Once we have your order, your alarm will be delivered by post, usually arriving by the next working day. The alarm unit (that receives the signal from your button) is easy to install and comes with easy-to-follow instructions. It simply needs to be plugged into a telephone socket and a nearby electrical socket. With simple and straightforward guidance, most people can be up and running in minutes. However, in the event that you have difficulty getting set up we'll be happy to offer you practical assistance wherever you are.

We have a technical support help-line (available 9am-5pm, Monday-Friday, call 0345 053 2306) and our technicians can guide you through the installation. Alternatively, if you would rather have the unit installed by an engineer, we can arrange this for you, with speed and cost of installation depending upon where you live in the UK.

Once you are up and running, we will ask you to make sure that your alarm is in good working order by making regular test-calls.

Getting started

All you need to get started are a telephone land-line and details of people we can contact in the event of an emergency. We recommend that you choose people who are able to reach you within about thirty minutes of your button being pressed. Neighbours, friends and family who live locally are perfect. But, if you cannot think of anyone who you can ask to help that lives close by, you may still be able to become a service member. Just speak to one of our advisers and we can discuss the options.

It is also a good idea to have a key to your house easily accessible in case emergency services need to come to your aid and find that your door is locked. We can provide a key-safe that keeps keys secure whilst outside your house. The keys can only be accessed through opening the safe using a unique code that we are able to give to appropriate individuals if and when, necessary.

