



Emergency Response

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 an emergency situation.

However, when family and friends move away, sometimes it is difficult to know who you can call on to come and help quickly when you find yourself in need of urgent help and support. That is where we may be able to help you.

Care when you need it most

Emergency Response

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.

When our nearest responder has come to your assistance, they will quickly determine the best support you need given your circumstances. That may be straight-forward – help to get you back up on your feet, make you a cup of tea and stay with you until you feel a little better, or your need may be greater. If you are in need of a doctor or the emergency services, then our responder will make sure that you are safe and comfortable, make the necessary arrangements and stay with you until further help arrives. (With our enhanced emergency domiciliary care service, we can even provide emergency personal care should this be needed). We can let your family and friends know what is happening, providing peace of mind whilst ensuring that you get the help you need when you need it most.

"My husband had a fall. Thankfully, he wasn't hurt, but I couldn't get him back up on my own. The lovely people from Eldercare were there in minutes. They checked that he was OK, then got him back on his feet... they even made us a cup of tea. We are so glad that they were there, without them I would have had no choice but to call an ambulance"

Anne, 84, Manchester



Getting started

If you are interested in finding out more about our emergency response services and investigating whether we have a team supporting your area, call a member of our customer services 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 recommend that this is where to start as this is a pre-requisite for having the emergency response service (otherwise you cannot alert us that you are in need of help) as well as other assistive technology services that build from this foundation.

It is essential to have a key to your house easily accessible in case the emergency responder and/or 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.

Prices are available upon request and dependent upon the type of emergency response service that is most appropriate given your circumstances. However, with services available for less than £10 per week (exc. VAT), whichever you choose, you can be reassured that we offer excellent value for money.

Call 0345 603 4576
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