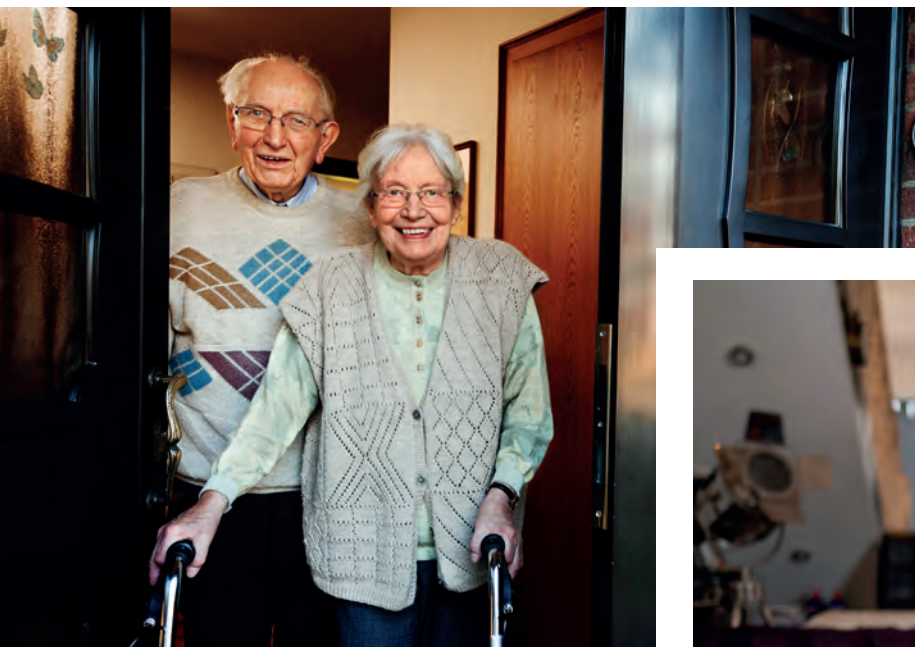


technology  
enabled living



Sanctuary  
Supported  
Living

**TSA**<sup>TM</sup> Member  
Organisation

# Safety, reassurance and independence

Our range of technology enabled living products (also known as telecare or assistive technology) is designed to help you maintain your safety and independence, whether you're at home or out and about.

From pendant alarms, lifestyle monitoring sensors and GPS locating devices, to proactive wellbeing support services and lone-worker devices, we can help you to live confidently and feel safe.

Anyone can benefit from our support and technology. You can pay for it privately, or you can use a personal budget allocated by your local authority.

Our technology also provides peace of mind for your family and friends.

No matter how big or small your concern, you and your loved ones can feel reassured that help is always on hand. We're here for you.



# How technology supports you in your home



Our technology support offers total peace of mind about your wellbeing and safety and helps you to remain independent in your own home while still maintaining your privacy.

We take great pride in the services we offer and doing everything we can to support our customers. Our professional and friendly call handlers are on-hand 24 hours a day, 365 days a year and we answer 98.5% of alarm calls within 60 seconds. If you need help, we'll treat you with dignity and respect. In an emergency, we'll quickly arrange the help you need and stay on the line until help arrives (where equipment allows).

## Bedroom Sensors



Pendants



Pull cord



Bed occupancy sensor



Pillow alert



Epilepsy sensor



Incontinence sensor

## Bathroom Sensors



Pendants



Movement detector (PIR)



Flood detector

## Kitchen Sensors



Pendants



Temperature extremes sensor



Natural gas detector

## Stairs Sensors



Pendants



Smoke detector

## Lounge Sensors



Pendants



Sounder beacon



Chair occupancy detector



Carbon monoxide detector

## Door & Hallway Sensors



Pendants



Fall detector



Bogus caller button



Movement detector (PIR)



Property exit sensor



## Telecare packages

Starting from as little at **£4.50\* a week**, you can choose from a range of packages designed and proved to support your independence. We offer a free home demonstration and personal assessment within one week, and every package can be tailored to suit your individual needs.

*\*Quotes are provided after your personal assessment and recommendations.*

### Falls and Falls+ support packages



Our fall detectors are especially helpful for someone who is prone to falling, at risk of seizures or frequent fainting. As part of our packages, a panic button provides customers with reassurance that our highly-skilled operators are on hand, no matter if it's day or night.

### Personal pendant alarms



Our personal alarm packages allow customers to call for emergency help at the touch of a button. The alarm system is easy-to-use and works in the home and garden for peace of mind for you and your loved ones.

### Memory support packages



Dementia or memory loss can make day-to-day life more challenging, but our memory support packages can provide reassurance to make life easier, safer, and more comfortable. They are designed to ensure the wellbeing of those who may forget when they have left the taps on or if they've been cooking and they're at risk of fire.

All our equipment is loaned out to you. If you change your mind about our services or you need something different, the equipment will need to be returned to us (excludes key safe).

## Winter chills packages



Our winter chills package has been developed for added reassurance during the colder months and provides early warning of any hazards which could result in a customer suffering hypothermia, or at risk of fire.

## Out and about package



The independence support package provides additional safety and security measures and peace of mind for those who want to live independently and in their own homes for longer.

## Safe & secure at home package



This package is designed to detect situations in the home that may be uncomfortable or dangerous and provides additional security and peace of mind for customers and their home.

# How it works

## 1. First point of contact



Our friendly and experienced advisors will discuss your situation with you, and explain which of our products may be suitable for your needs. Where appropriate, we will signpost you to specialist support services.

## 2. Demonstrations



We offer free of charge demonstrations of our products, where you can test out the products, and involve your family, carer, friends or trusted health professional if you wish. If you'd like to go ahead and get set up, we can do this for you straight away.

## 3. Assessment



You can talk to us about your needs and the outcomes you want in the comfort of your own home. There's no pressure to commit on the day and no upfront cost. We will support you to remain safe and independent within your own home or in the community.

## 4. Installation



We want you to feel safe, so our staff wear a Sanctuary Supported Living uniform and carry photo ID. Our equipment is trusted by industry suppliers and will self-test for low batteries and faults. After our visit, you can tell us what you think by completing our short survey.

## 5. Using the service



Our professional and friendly call handlers are on-hand 24 hours a day, and we answer 98.5% of alarm calls within 60 seconds.

If you need help, we'll treat you with dignity and respect. In an emergency, we'll quickly arrange the help you need and stay on the line until help arrives.

## 6. Regular reviews



After you've joined us, we'll keep in touch to ensure all is well – we'll call you after around six weeks, and again after six months. After 12 months, we'll arrange to visit you, so that we can see how you are and check the equipment is working correctly.

## Additional charges

One-off installation and administration charge <i>One-off installation and administration charge is free if installed at a demonstration appointment</i>	<b>£45</b>
One-off key safe installation charge	<b>£70</b>
Additional pendants for people living in the same household	<b>£50</b>

Paying is simple. You can either pay by monthly Direct Debit or securely over the phone using a card.



### Did you know?

All of our equipment is digital which is ideal for homes where no phone line or Internet connection is available.



### Contact us today

Speak to us about what's limiting your safety, independence or confidence while moving around your home or getting out and about. Our friendly and experienced team can talk to you about your options, which you can trial on a no obligation basis.

**0330 1233 365**

**TEL@sanctuary.co.uk**

**[www.sanctuary-supported-living.co.uk/TEL](http://www.sanctuary-supported-living.co.uk/TEL)**



You have no worries.  
It doesn't matter  
where you are in the  
house; if you need  
help, you've got  
help. Help is at the  
end of a button.



Quality · Safety · Innovation



**0330 1233 365**

**TEL@sanctuary.co.uk**

**[www.sanctuary-supported-living.co.uk/TEL](http://www.sanctuary-supported-living.co.uk/TEL)**

Sanctuary Supported Living is a trading name of Sanctuary Housing Association and Sanctuary Home Care Limited, both exempt charities