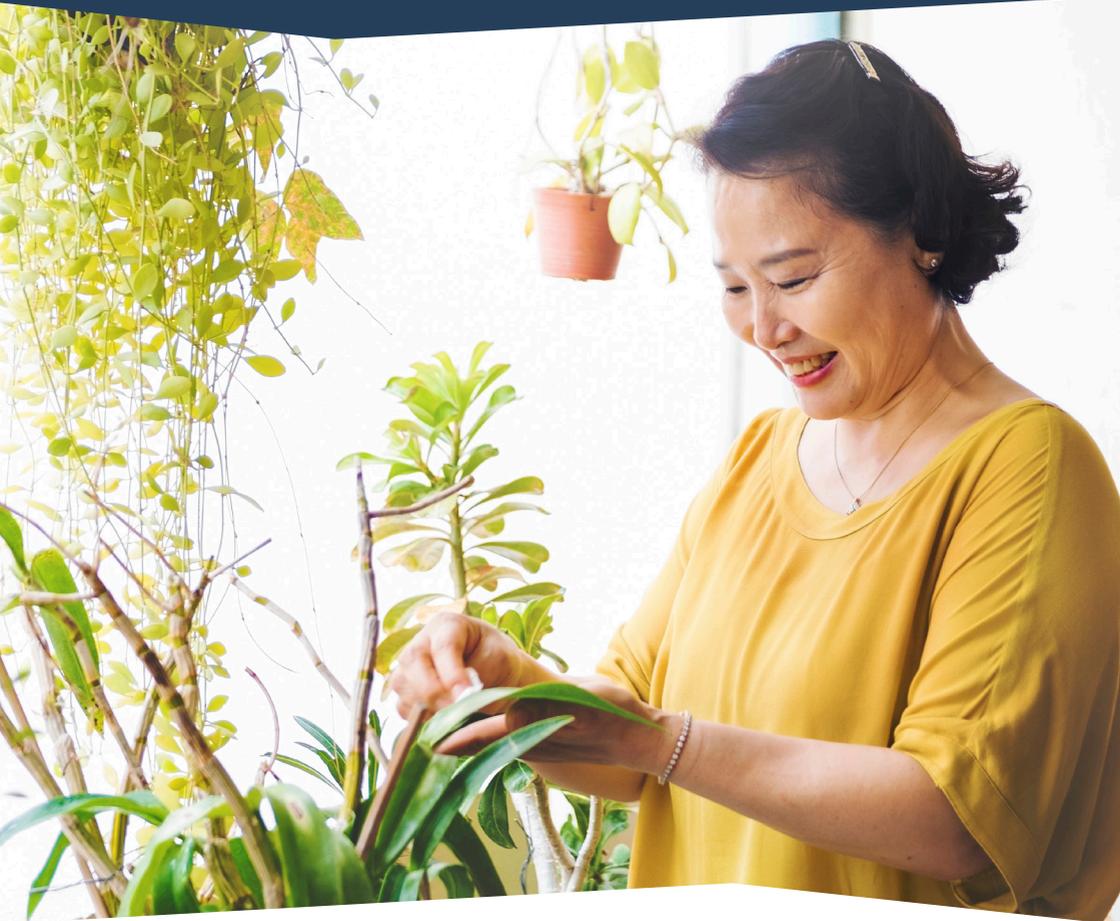


Technology Enabled Care in West Sussex

NRS Healthcare is working in partnership with West Sussex County Council and the NHS to provide technology enabled care services in your area.





Who is NRS Healthcare?

NRS Healthcare is a specialist in providing technology enabled care (TEC) services. We are working in partnership with West Sussex County Council and the NHS to provide the TEC service to you or the person you care for.

We are accredited by TEC Quality, the body responsible for auditing and accrediting companies supplying TEC.

NRS Healthcare is responsible for installing the equipment, maintaining and checking your equipment, monitoring services, and where appropriate responder services.

Now my TEC is installed how do I call for assistance?

If you find yourself in any situation where you require assistance and you have chosen a monitored service, all you need to do is press the button on your pendant alarm, lifeline unit or other device. This will connect you to one of the operators at our monitoring centre, which is open 24 hours a day, 7 days week, every day of the year.

If you're able to speak then please tell them why you need help. Once they've reassured you, the operator will contact one of your nominated contacts whose details you have already supplied, or if appropriate to your contract, our local responder service, or if required, the emergency services to come and help. If you can't speak, or the operator can't hear you they will call your landline. If they still can't contact you, they will assume there is a problem and get help as soon as possible.

No matter what the circumstances, your call will be dealt with in a friendly, caring and effective manner. So whatever situation arises, you can feel reassured the appropriate assistance will soon be on its way.

Do I need to test my equipment?

Yes, please test your pendant. To test your pendant, press the button, when the operator at the monitoring centre answers, inform them you are carrying out a test call. Once you've carried out your test, mark the month off your Test Reminder sheet (see below).

How does the responder service work?

If you press your alarm and need assistance, the operator at our monitoring centre will assess and discuss with you whether you need the emergency services. If not, and you have a named family and friends carer, then the operator will call them.

It might be that there is no one who lives close enough or your friends and family carers would not be able to come to you at short notice. If this is the case then you might have selected to have our responder service (if you are a private pay client). If West Sussex County Council funds your service, this will have been selected for you automatically.



"The equipment makes me feel safer in my own home and although I have supportive friends, it is good to know I have that extra security in case of an emergency."



Our responder service is delivered by friendly staff from a company called BDS. If you need assistance, the operator will contact the responder on call who will aim to be with you within 1 hour. The responder who attends will be first aid trained and will liaise with the monitoring centre, your family and friends, carers (if appropriate) and if necessary, the emergency services. They will stay with you as long as necessary. If you have fallen and are not hurt, the responder team may be able to get you back on your feet.

All responders will carry identification and wear a BDS uniform. If you are unsure about the identity of anyone claiming to be from our team, you can always contact us on **01903 948200** during office hours or by pressing your emergency button and speaking with an operator.

Will you carry out maintenance and repairs on my equipment?

We may contact you to arrange maintenance, in line with the guidelines for your equipment. We may be able to carry out any maintenance remotely or we may need to visit your home.

If you're worried there is a fault with your equipment, such as your battery not working, your equipment not making a test call, or it is making a strange noise, please call us.

I've been told that West Sussex County Council are paying for my equipment for 6 weeks, what happens after that?

We'll be in touch to explain how you can carry on receiving the benefits of our service for a reasonable weekly charge. If you keep the service then you won't pay the standard installation fee of £45 or have your equipment changed.

Why have you picked this equipment?

The equipment supplied to you has been supplied to help meet your specific needs.

In partnership with West Sussex County Council and the NHS we have chosen to supply market-leading digital technology which allows a faster and clearer connection to the monitoring centre, this can be vital in emergency situations.

How do I end my TEC Service?

If you decide you would like to end the subscription for the service and return your equipment please call us and we'll tell you how to cancel your subscription and arrange to collect your equipment.

Do I need to let you know if my details or personal circumstances have changed?

Yes, it's really important we know of any changes to your circumstances, such as changes to your medication or

a different emergency contact or next of kin number. Incorrect information could delay a response to a potential emergency. If you are thinking about making changes to your phone line or provider, please contact our team as this could affect how your equipment works. To tell us about any changes please call us.

Is my personal information safe?

Yes, we hold your information to help us provide the best possible assistance in the event of an emergency. We'll only use the information given to us to provide you with the services we've agreed and it will not be used for any other purpose or passed to any other organisation or agency without getting your permission.

Contact Us

 **01903 948200, (option 1)**

 **tecs@westsussex.nrs-uk.net**



Technology Installed

- 1
- 2
- 3
- 4
- 5
- 6

Frequently asked questions about pendants

- ❓ Is my pendant waterproof?**
 - 💬 Yes, it can be worn in the shower or in the bath for up to 30 minutes.
- ❓ Can I wear my pendant in bed?**
 - 💬 Yes you can, however it's not advisable if an easy-to-press button has been fitted. In this case we recommend keeping it by your bedside.
- ❓ What if an ambulance is called and I can't let them in?**
 - 💬 A key safe is a simple, secure way to provide reliable access to your home any time of the day or night every day of the year. If you have one, it has been attached discreetly to an outside wall of your home. We will give the code you have chosen to the ambulance crew to access a key.
- ❓ What if the operator doesn't hear me because I am too far away?**
 - 💬 The operator will phone you first to see if they can get a response before contacting your key holder or responder.

- ❓ Will my pendant work in the garden?**
 - 💬 Yes, it should work up to 50 metres from your alarm unit, when it's installed the engineer will carry out a range test which will show you the furthest point that it will work.

- ❓ What if I press my alarm by mistake?**
 - 💬 This happens all the time and isn't a problem. Just tell the operator that you pressed the pendant by mistake.

Frequently asked questions about GPS/location devices for use outdoors

- ❓ I have a GPS/location device for use outdoors, who do I call to discuss any concerns I may have?**
 - 💬 If you have any concerns about your equipment or how it works please call us.

Frequently asked questions about lifelines

- ❓ Will my lifeline automatically tell you if there is a problem with it?**
 - 💬 Yes, it should do, but just in case, if you have any concerns please call us on **01903 948200**.
- ❓ Will my lifeline stop working if there is a power cut?**
 - 💬 No, your lifeline has a battery back-up which can last for up to two weeks.
- ❓ How does my lifeline work if it's not plugged into my telephone line?**
 - 💬 Your lifeline works on the mobile network. It automatically looks for the strongest signal and will alert you if the signal strength drops. The technician who comes to install your equipment will make sure that there is a good enough signal strength for your equipment.
- ❓ Will my personal alarm interfere with my broadband?**
 - 💬 The technician will test this when they come to install your equipment. They'll fit it as far away as possible from any other device to minimise any possible interference.

- ❓ Why does my smoke detector keep chirping?**
 - 💬 To indicate that a new battery is required. The battery will continue to work for some time but please call us to arrange to change the batteries as soon as possible.

Who do I contact with feedback about your service?

We care about providing a great service so would really like to hear from you, if you're happy or unhappy about any aspect of the telecare service.

We welcome feedback as it allows us to put things right if they're wrong or to congratulate those members of staff who have helped make a positive experience.

Please let us know how we've done via the contact details below.

NRS Healthcare is regulated by TEC Quality. They ensure all our assessment, installation, call-

handling and mobile response services are delivered to the highest standards at all times. TEC Quality audits all our activities once a year including looking at our response times and staff training records to certify we have been doing everything as we should be.

If you do complain and are not happy with the outcome please contact us to discuss our appeals process.

We may also contact you to ask for feedback. We only use this feedback to help us improve our service in the future.

Contact us

For repairs and maintenance:

 [01903 948200, \(option 1\)](tel:01903948200)

If your needs have changed and you would like to discuss additional or alternative equipment or for any other enquiries:

 [01903 948200, \(option 1\)](tel:01903948200)

 tecs@westsussex.nrs-uk.net



If you require this information in an alternative format or language please contact us on:

 marketingsupport@nrs-uk.co.uk

 [01530 232411](tel:01530232411)