



Customer Wellbeing

- Assistive technology services for people in need
- Individually tailored packages
- 24 hour support
- Out of hours emergency response



About us

Nottingham Community Housing Association (NCHA) is one of the largest locally-based housing groups in the East Midlands. We provide care and support across the East Midlands. In 2021/22 we provided

884,886 hours of care and support.

Our work covers mental health, learning disabilities, domestic violence, Asian elders, vulnerable young people, homelessness, teenage parents and older people.

We provide support to help people live in their own homes for longer.



Introduction

We offer a wide range of technology to support independence. Our services help maintain or improve a person's ability to do things in everyday life. They can assist with a variety of additional needs including difficulties with memory or mobility.

All of our **assistive technology packages** include a lifeline unit and pendant as standard. This is a personal alarm that can be worn round the neck or wrist, which allows the wearer to call for help wherever and whenever they need it.

We also offer a wide range of telecare equipment, such as smoke detectors, CO detectors, bed sensors and chair sensors, which we can use to create a bespoke package to meet your needs.

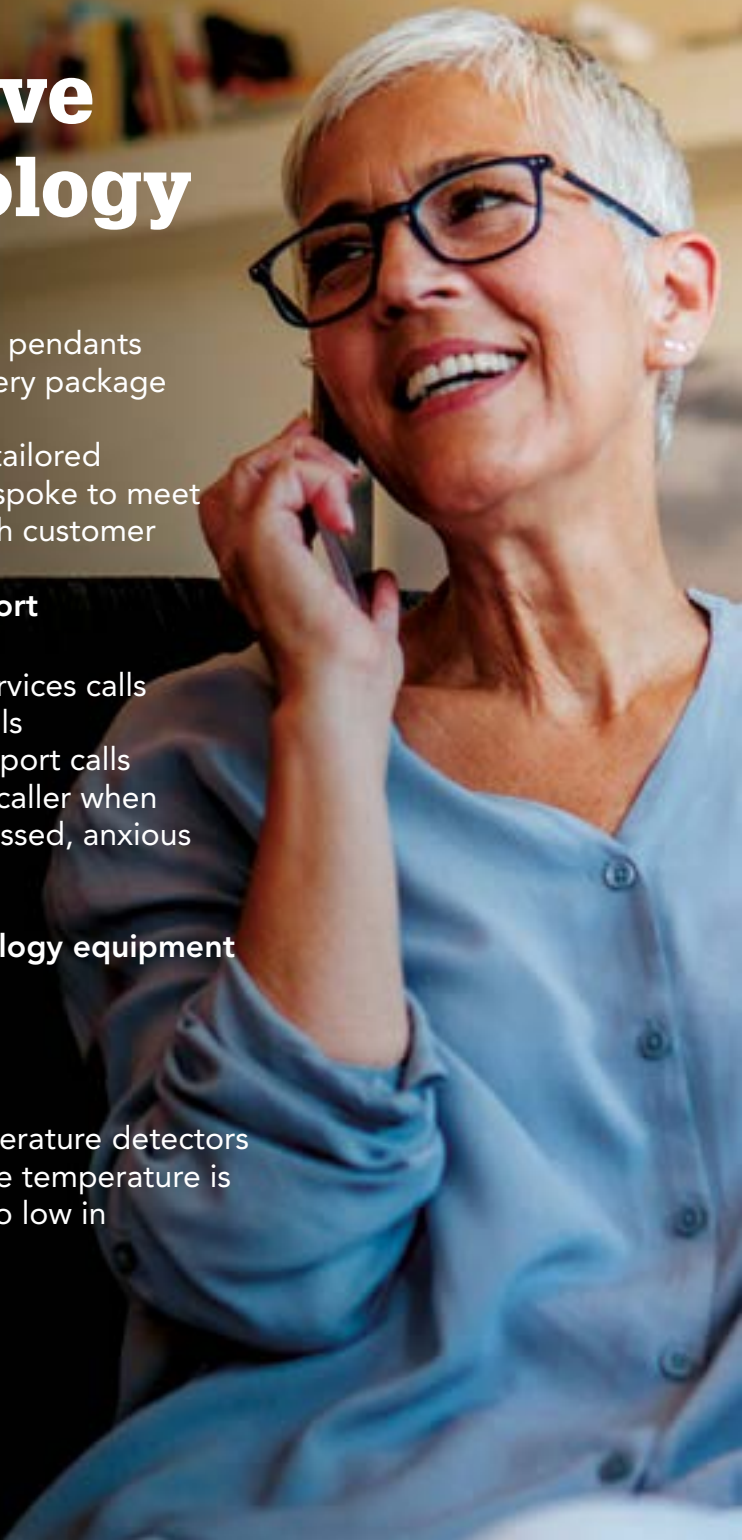
Telephone support packages are also available, again bespoke to your needs, including emotional support and reminders.

We're here to help life be lived to the full.



Assistive Technology

- Lifeline units and pendants included with every package
- Our individually tailored packages are bespoke to meet the needs of each customer
- **Telephone support options include:**
 - › Emergency services calls
 - › Next of kin calls
 - › Emotional support calls (supporting a caller when they are distressed, anxious or in crisis).
- **Assistive technology equipment options include:**
 - › Smoke alarms
 - › Fall pendants
 - › CO detectors
 - › Extreme temperature detectors (monitors if the temperature is too high or too low in the property).



Packages

Option 1 – Lifeline

£3.90 per week* plus installation cost

- A lifeline unit, pendant, wrist / neck strap, 24 hour monitoring and bespoke support plan
- Reassurance - emergency service calls and next of kin / emergency contact calls

Option 2 – Lifeline plus

£5.50 per week* plus installation cost

- As Option 1 plus 'emotional support' calls or **ONE** additional sensor:
 - › Smoke detector, bogus caller, extreme temperature detector, CO detector, bogus caller alarm or universal sensor

Option 3 – Lifeline falls

£6.50 per week* plus installation cost

- Reassurance - emergency service calls and next of kin / emergency contact calls
- Falls pendant and **ONE** of the following:
 - › Smoke detector
 - › Extreme temperature detector
 - › Flood sensor and door sensor
 - › CO detector
 - › Bed sensor
 - › Chair sensor
- 24 hour monitoring and a bespoke support plan

*Additional peripheral equipment can be added to the above packages (i.e. epilepsy and enuresis sensors). Please ask for options and pricing. Installation is £20.99.

Telephone support

We offer a bespoke plan for each customer.

Check and reminder calls can be arranged for any time of the day or night.

No additional telecare equipment is required. We use your existing landline or mobile.



Calls may include:

- Safe and well checks – helps to reduce isolation
- Medication reminders
- Building security
- Reminder to go to bed in the evening
- Reminder to feed a pet

Packages

Option 1 – Support

£3.50 per week

- Daily reassurance calls at a time of your choosing, bookable on a weekly basis

Option 2 – Support plus

£4.75 per week

- Emotional support calls
- 3 x wellbeing calls (additional wellbeing calls charged at 50p per call)
- Emergency service calls and next of kin / emergency contact calls
- Medication reminders and reassurance calls



A police approved key safe,
including installation, is

£99.00



Our services are Telecare Services Association (TSA) accredited and are compliant to the quality standards framework for the standard modules and service delivery modules.

Standard modules include: User & Carer Experience, User Safety, Effectiveness of Care, Information Governance, Partnership Working & Integrated Care, Workforce, Business Continuity, Ethics, Performance & Contract Management and Continuous Improvement & Innovation.

Service delivery modules include: Telecare Monitoring and Assessment of and Installation of Technology Enabled Care.

The service is BSI accredited ISO 9001 2015.

Contact us:



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