

**Radius**  
CONNECT 24

## **Personal Alarm**

### **Client Handbook**



**Your call for help,  
always answered**

## What is Radius Connect 24?

Radius Connect 24 is a specialised careline service designed to help you stay safe at home.

We provide help and assistance to anyone of any age who is concerned about personal well-being or home safety, or who may feel anxious about managing on their own.

Our personal alarms are a discreet and reliable way of getting help at the touch of a button. If you have an accident or emergency in your home, or while you are out, you simply press the alarm button and we will be here to help.

Radius Connect 24 gives users the freedom to live independently in their own home but with the knowledge that they have instant access to help if needed.

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## The Radius Connect 24 Response Centre

Our Response Centre is located in Holywood, Co. Down and is staffed by a team of highly-skilled call advisors. When you activate your pendant, you will be connected immediately to a call advisor who will provide you with support and reassurance for as long as you need it.

We are able to contact your nominated responders to advise them that you may be feeling unwell or require some assistance. In an emergency, we can contact your doctor or the emergency services. Your call will never go unanswered.

Please note your information can only be accessed by our trained staff and all personal data is held in accordance with the Data Protection Act.

## Your Personal Data

In order to provide the Radius Connect 24 service, we require your name, address, date of birth, telephone contact number and email address.

We also ask that you provide the contact details of your nominated contacts, to include their name, address, telephone number and relationship to you.

This information will enable us to contact your nominated person(s) if and when required.

### How will my information be used?

Your information will be used safely and securely by the Radius Connect 24 team to provide the 24/7 call response service.

We will also use your information to arrange for the installation of equipment and any subsequent maintenance or reviews required.

Your personal data will not be used for any other purpose.

Your data will be retained for a maximum of 12 months following the cancellation of the Radius Connect 24 service, after which all data will be destroyed in a confidential manner.

If you wish to see your information or know more about how we use information about you, please contact us on:

NI: 028 9039 7103 ROI: 01 670 4114

Email: [enquiries@radiusconnect24.com](mailto:enquiries@radiusconnect24.com)

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# Our Agreement

## **Radius Connect 24 will:**

- Assess and install alarm equipment to suit your needs and advise you how to use it
- Provide a 24 hour monitoring service every day of the year
- Take appropriate action with your agreement when a call is made to the service, to ask your nominated contacts, GP, or emergency services to assist you
- Call you approximately every twelve months or as required to test and check your equipment, update personal details and review your service requirements
- Make arrangements to respond to any report of a fault with the Radius Connect 24 equipment

## **I, as the nominated client, agree to:**

- Test the pendant every month and inform Radius Connect 24 of any changes in my details or contacts
- Allow access to my dwelling to nominated Radius Connect 24 employees to service or uplift Radius Connect 24 equipment
- Pay for provision of the service as per the individual payment plan
- Advise of my intention to have the service terminated by pressing my emergency button or phoning on 028 9042 1010 (NI) or 01 670 4114(ROI) and arranging for the return of the Connect 24 equipment to Radius Connect 24

**All calls to the Radius Connect 24 centre are recorded and all data is held and processed in accordance with the Data Protection Act.**

**A seven day cooling off period exists. Should you be dissatisfied with the service or equipment provided, you may cancel the service without penalty within seven calendar days from the date of installation.**

## Customer satisfaction survey

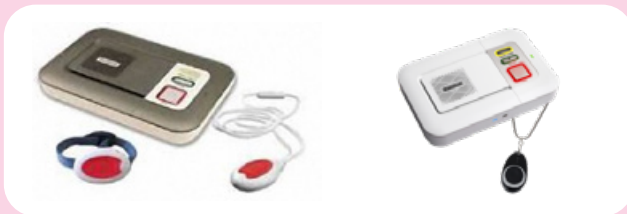
We may ask if you wish to participate in our Customer Satisfaction Survey, which provides you with the opportunity to give feedback on the service and on how we can improve the service. Please note if you do not consent to this survey, we will not ask you to participate.

## What happens if I am not happy with the service?

We pride ourselves on the quality of services we offer. If you feel, for any reason, that we have failed to deliver the service you require please contact us and we will listen to your concerns and respond appropriately.

## Cancelling your service

As your circumstances change, you may no longer require your Radius Connect 24 service. Simply press your pendant or contact us on 028 9042 1010 (NI) or 01 670 4114(ROI) and request the cancellation. We will arrange for a Support Officer to visit your property to collect the equipment. This will be arranged with you within 2 - 5 working days of your cancellation notification.



\*Please note charges will continue until equipment has been returned to Radius Connect 24

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# Frequently Asked Questions

## **Where can I wear my pendant?**

The pendant is splash proof and has a typical range of 50 metres from the base unit. This means the pendant can be worn in the bathroom and in the garden. When your unit is being installed, we will test the pendant range.

## **What happens if I press the pendant accidentally?**

First of all, do not worry. Explain to the call advisor that you have accidentally pressed the button. We encourage you to press your pendant once a month to keep yourself familiar with the Radius Connect 24 service.

## **What happens if there is a power failure?**

The alarm unit is equipped with a battery enabling the Lifeline to continue working during a power failure.

## **Will any equipment in my house affect the button working properly?**

No. The alarm unit and pendant should not be affected by household equipment. If you have a concern, please speak to your installer.

## **What if I lose my pendant?**

You can still call for help by pressing the alarm button on your alarm unit. A replacement pendant can be supplied.

## **How do I change the details of my key holders?**

You can change the details of your key holders at any time.

To change these details, please phone a call advisor on  
NI: 028 9042 1010  
ROI: 01 670 4114

## How does the personal pendant work

**1**

When you press your pendant, a call is sent to our local Response Centre via your telephone line

**2**

One of our highly-skilled call advisors will speak to you through your alarm unit, to check if you are okay or need help

**3**

The call advisor can call one of your contacts, your GP or the emergency services and will stay on the line as long as you need them

## About Radius Connect 24

Radius Connect 24 is part of Radius Housing.

As a leading provider of technology enabled care and support services throughout Ireland, we strive to deliver an exceptional service beyond the expectations of our customers.

We are a values-driven organisation that:

- focuses on the outcomes – your health, safety and well-being is paramount
- strives for excellence – we are accredited to the Technology Services Association's Quality Standards Framework, which provides quality assurance in technology enabled care (visit [tsa-voice.org.uk](http://tsa-voice.org.uk))
- makes every penny count – as a not-for-profit social enterprise

Along with our private-pay service options, we work with a range of health professionals, housing providers and community safety groups enabling these organisations to work smarter through the use of smart technologies.

To order your Radius Connect 24 service, visit [radiusconnect24.com](http://radiusconnect24.com)

To speak with a member of our team, call:

NI: 028 9039 7103

ROI: 01 670 4114

# Notes

# Notes



### **Radius Connect 24**

Cameron House  
3 Redburn Square  
Holywood  
BT18 9HZ

### **Regional Office**

Suite E  
Ashtown Business Centre  
Navan Road  
Dublin  
D15 K6WR

## **Contact us**

To order your Radius Connect 24 Service  
visit our website – [radiusconnect24.com](http://radiusconnect24.com)

To speak with a member of our team call:  
NI: 028 9039 7103      ROI: 01 670 4114



Code of Practice  
Platinum Accredited  
Organisation

Registered Office: Radius Housing, Cameron House,  
3 Redburn Square, Holywood, Co Down, Northern Ireland BT18 9HZ

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