



# CareClip

Client Handbook

*Support for you, wherever  
you need it, on the go*

**Peace of Mind**  
**24/7**



## About Fold TeleCare

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Fold TeleCare is part of Fold Housing Association, a not-for-profit organisation, and is the leading provider of TeleCare services in Ireland. We support over 23,000 people through our award winning personal alarms service.

## What is Fold's CareClip Service?

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We're delighted to introduce our new CareClip Service which will give users easy access to help through Fold's TeleCare Response Centre, not only when you are at home but also when you are out and about.

## Our TeleCare Response Centre

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Our Response Centre is located in Holywood, Co.Down and is staffed by highly skilled Call Advisors. To activate a panic alert you simply press the silver button on the front of the CareClip device. You will feel a vibration as an instant alert call is made to our Response Centre.

A Fold TeleCare Call Advisor will speak to you and will offer immediate reassurance and support. They can arrange for a friend, neighbour or relative to check on you, or if required the advisor can contact the emergency services on your behalf.

Your call will never go unanswered.

Your information can only be accessed by our trained staff, and is held in accordance with the Data Protection Act.

# Our Agreement

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## Fold will:

- Assess and install your CareClip 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 CareClip equipment.

## I, as the nominated client agree to:

- Test the CareClip every week and inform Fold of any changes in my details or contacts.
- Allow access to my dwelling to nominated Fold employees to service or uplift TeleCare equipment.
- Pay for provision of the service as per the individual payment plan.
- Advise of my intention to have the service terminated by pressing the silver button on the front of the CareClip Device or phoning 028 9042 1010.

**All calls to the TeleCare 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 Surveys

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You may be contacted and asked to take part in our Customer Satisfaction Survey. This is your opportunity to give us feedback on the service you receive and how we can improve and develop the service. These surveys are treated as private and confidential.

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

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At Fold 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, we will listen to your concerns and respond appropriately.

## Cancelling your Service

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As your circumstances change, you may no longer require your CareClip Device.

Simply press your silver button on your CareClip or contact us on 028 9042 1010 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.



# Frequently Asked Questions

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## Where are we located?

Fold TeleCare's Call Centre is located in Holywood, Co. Down.

## What happens if I press the button by accident?

First of all don't worry, just tell the Call Advisor that you have accidentally pressed the button. In fact we would encourage you to press your panic button once a week to keep yourself familiar with the service.

## How long does the CareClip battery last?

A fully charged battery will last 12-14 hours when used outdoors. (It takes approximately 4 hours to fully charge the CareClip battery).

If the battery charge is goes below 25% you will receive a call from the Fold Call Advisor reminding you of the need to charge the battery.

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

You can change these at any time, please phone our Call Advisors, Telephone no: 028 9042 1010.



## The CareClip App

The CareClip App allows you and/or your nominated responders to view your CareClip information on a smart phone.

The Fold Support Officer can also set this up for you and your responder at the home visit.



# How CareClip Works



**Your CareClip is provided with a home charging unit and a wristband with a panic button.**

When at home your CareClip must be placed on the charging unit at all times and the wristband should be worn. To charge the CareClip correctly place it on the charger, you will hear a bleep and the light will turn red to indicate it is on charge.

**When leaving your home your CareClip is designed to be worn on an item of clothing. It can easily be attached using the clip-on mechanism. Alternatively it can be worn on a lanyard around the neck.**

To activate a panic alert you simply press the silver panic button on the front of the CareClip device. You will feel a vibration and an alert call will be made to Fold's TeleCare Response Centre.



**A Fold Call Advisor will speak to you and be able to offer immediate reassurance and support.**

We can arrange for a friend, neighbour or relative to check on you, or if required the advisor can contact the emergency services on your behalf.

**Boundaries are areas which can be set up on the CareClip which if breached will send an alert in the usual way to Fold's TeleCare Response Centre. A Fold Call Advisor will speak to you and arrange any help required.**

If you wish to set up boundaries for your safety and protection, the Fold Support Officer will do this at the home visit to explain how the CareClip works.





Visit our website  
[www.foldtelecare.com](http://www.foldtelecare.com)  
for more information  
on your CareClip Device.

To speak to a member  
of our team call  
028 9039 7103

✉ @FoldTelecare



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Code of Practice  
Platinum Accredited  
Organisation



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