

# Personal Alarm Service

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Support for you, when you need it



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

**Client Handbook**





## 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.

The quality of our service has been independently assessed. Fold TeleCare is the only service provider in Ireland to have been awarded Platinum Accreditation by TSA, the recognised industry authority for the delivery of TeleCare services. (Visit: [www.tsa-voice.org.uk](http://www.tsa-voice.org.uk))

## What is the Fold TeleCare Service?

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We provide a personal alarm that plugs into your telephone line and electrical socket. By pressing your pendant, help is at hand, 24-hours a day, 365 days a year.

## 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. When your pendant activates, you will be connected immediately to one of our Call Advisors 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 not be feeling well or require some assistance. In an emergency we can contact your doctor or the emergency services.

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 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 TeleCare equipment.

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

- Test the pendant every month 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 my emergency button 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 TeleCare service. Simply press your pendant 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 Hollywood, Co. Down.

## **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 button by accident?**

First of all don't worry, just tell the Call Advisor that you have accidentally pressed the button. In fact we encourage you to press your pendant once a month to keep yourself familiar with Fold's TeleCare Service.

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

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

## **Will any of the other 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 these at any time, please phone our Call Advisors, Telephone no: 028 9042 1010.



# How Fold TeleCare Works

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**1** When you press your pendant, a call is sent to our local call advisor team, via your telephone line.

**2** Our highly skilled call advisors will speak to you through your alarm unit, to check if you are okay or need help.



**3** Our call advisor can call one of your contacts, your GP or the emergency services and stay on the line as long as you need them.





Visit our website  
[www.foldtelecare.com](http://www.foldtelecare.com)  
to order your Fold  
Personal Alarm service.

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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