



**CleeveLink**  
Your link to independent living

# Home Helping Hand Packages



Services start  
at less than £1 a day



# Give me a Home Helping Hand

Preventative care is the clear choice for anyone who wishes to retain the independence of living at home but with a little extra peace of mind. The services are designed to give you complete choice of what you do and don't need or want. They are quick and easy to install and many are non-intrusive too.

Prices start at just £0.75 a day

# Free

# 1

## Home Helping Hand Advice Service

One of our trained, CRB checked care workers will visit your home so you can tell them exactly what help you would like. This might be as little as daily welfare check calls or a Telecare Pendant, like a necklace that you wear around your neck or wrist.

This service is FREE of charge so please do not hesitate to speak to our Cleeve Link team.

Call 01242 672022



## Telecare Pendant

Simple and easy to use, the pendant is linked to your telephone line which communicates with the Cleeve Link control room at our head office in Cheltenham. The pendant is worn around your neck or wrist. If you have a problem, simply press the button on the pendant and a member of the monitoring team will speak to you via the base unit. They will ascertain the problem and notify friends, family, a carer or the emergency services.

# 2

£4.50 per week plus one off installation fee of £42.00



Extra services can be provided and installed in the home too.

These include:

- Bogus Caller/Panic Button
- CO<sub>2</sub> Detector
- Fall Detector
- Flood Detector
- Medication Dispensers
- Pressure Mats
- Smoke Detector
- Sounder Beacon
- Temperature Extremes Sensor
- Movement Detector
- Keysafe™

# 3

## Cleeve Link Welfare Check Call

The Cleeve Link Welfare Check Call is an automated service that requires nothing more than a button press. The system will phone your home 4 times a day and all you need to do to respond is press a button. The Cleeve Link control room will then know you are safe and well. Non response will lead to a series of phone calls to designated friends and family to inform them that all is not well.

We all forget things from time to time and the clever system can also be used to remind you about just about anything you might need to do such as take medication or lock up safely at night.



£3 per week



## Cleeve Link Response

# 4

You might prefer to have a trained Cleeve Link carer as your primary response contact rather than a member of the family or friend. All of our carers are CRB checked and fully trained in emergency first aid and moving and handling. If you choose a Cleeve Link Response package any contact needed as a result of a Telecare Pendant alarm call or Welfare Check Call will be met with an immediate response from a member of our team within 20 minutes.

£6 per week plus call out fee.  
Call out fee £44.04 for first hour,  
£22.02 for subsequent hours

All of our prices are inclusive of VAT.

If you are VAT exempt please remove 20% from the stated prices.

# Cleeve Link 'Emergency' Services

Sometimes accidents just happen and family, friends or neighbours might not be on hand to help. This is where we can step in to make sure you get the assistance you need without fuss or delay.

## Here is a summary of Cleeve Link's 'Emergency' Services:

- We will respond 24 hours per day, 7 days per week
- Dedicated 24 hour telephone numbers when you need help
- A trained, CRB checked care-worker is sent to assist immediately (2 carers at night for a minimum call duration of 2 hours)
- Works with or without Telecare equipment
- We will respond to all emergencies irrespective of whether it from an existing Cleeve Link client or not
- With our fleet of wheelchair access vehicles we can help with hospital returns during the day and night
- Off road fleet ensures access during bad weather and flooding
- Our maintenance team can assist with emergency household repairs



Contact numbers:

Main Office:

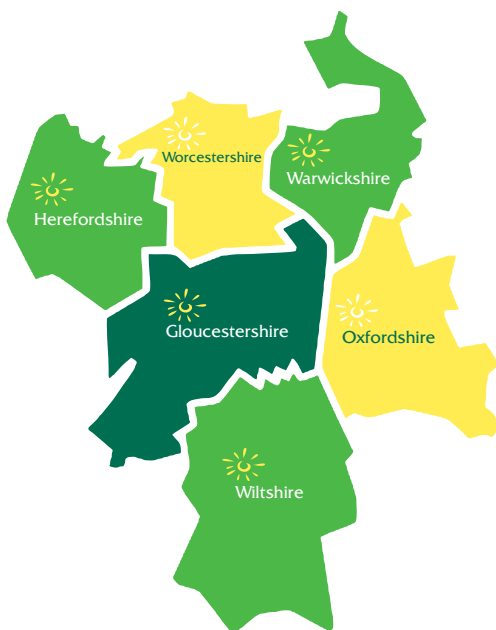
**01242 672 022**

8.00am-6.00pm

Out of hours:

**07766 881 880**

6.00pm-8.00am



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