

At Wilnash Care we are aware that it is the 'unexpected' that causes most concern for Clients and their families and therefore we have launched an in-house **Telecare Service** which provides monitoring and emergency support; to ensure that clients are never left stranded in a crisis. In addition to communicating directly with the emergency services to swiftly respond in the event that a problem does occur, Wilnash Care's Telecare Monitoring Centre also works closely with Wilnash Care's home care team to ensure that a carer is immediately on hand to assist a client, whether at home or in hospital.

Wilnash Care's Telecare Service offers the ultimate in flexibility, ranging from a standalone panic alarm to more sophisticated alarm and monitoring systems to meet each individual's specific needs. The equipment that those living independently will most frequently find to be useful includes:

Medication reminder facility - ensures efficient medication compliance through the use of automatic reminder messages that require user confirmation for added peace of mind.

Intruder alarm functionality - provides a simple to use zoned intruder system that can be armed and disarmed easily by the press of a radio trigger to ensure additional user protection and reassurance against the fear of crime.

Keyless door entry - allows authorised entry to a user's dwelling on activation of an alarm call without the need for an external key safe or to locate a key holder.

Environmental Control Solutions - Enable people with limited dexterity and impaired mobility to easily perform a wide range of everyday activities.

A member of the Wilnash Care team remotely checks the status of all Telecare systems on a daily basis and receives notifications in the event that there is a fault or low battery in any of the equipment. The maintenance, testing and replacement of batteries in system will all be taken care of by Wilnash Care.