

Why choose Torbay TeleHealthCare?

More and more people are joining our lifeline service every day, because for as little as £3.19 a week, we offer:

Immediate 24/7 support 365 days a year | TSA accredited control centre | Increased independence and security without intrusion.

As the only NHS monitoring response centre in the UK we pride ourselves on the peace of mind and valuable service that we can provide to you and your whole family.



Come and visit us at our St. Edmunds base for a complimentary, no obligation demonstration on the available equipment and an assessment of your individual needs.

Range of equipment to include:

- Care assists
- Pressure mats
- Pendants
- Bed/Chair occupancy sensors
- Fall detectors
- Epilepsy sensors
- Smoke detectors
- CO2 detectors

And much more...

Providing peace of mind 24 hours a day

Customer Testimonials:

"Excellent service—All the staff are friendly and my family has peace of mind"

"To us you are our 1st emergency service"

"I have such a lovely sense of security with my button"

"Has given me back my independence"

"Gives my family the reassurance they need to know that I am safe"

"You're there for me whenever I need you"

Torbay and South Devon 
NHS Foundation Trust

Torbay TeleHealthCare

Tel: 0300 456 4861
www.torbaylifeline.co.uk



Torbay TeleHealthCare
St. Edmunds CSCC
Victoria Park Road
Torquay
Devon
TQ1 3QH



Torbay and South Devon 
NHS Foundation Trust

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— here to —
**SUPPORT
YOU**



Peace of mind for you and your family

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Here is an overview of the types of home TeleCare equipment which can be used to keep you safe while you are in your own home.

The information on the buttons and sensors should only be used as a guide. Our control centre operators or TeleHealthCare development officers will provide a full explanation of how they are used and whether or not they are needed as part of an individual TeleCare package.

Community Alarm & Pendant

Peace of mind from as little as £3.19* per week

SOS

Key Features

- Small, discreet unit
- Plugs into main phone socket
- Built in speaker and microphone
- Can be programmed to be a silent alarm



Here is the key piece of equipment that provides that peace of mind for you and your family. This community alarm and pendant is provided for only £3.19 a week and is monitored by an NHS monitoring and response centre 24/7.

Give us a call and talk to one of our experienced and friendly operators to discuss the best available package, to arrange a demonstration or just to ask any questions you may have.

 **0300 456 4861**

Fire/Smoke Alarms

Available from £1.50* per week

Key Features

- Wireless
- Alert whether you are at home / away
- Alerts response centre if battery is low

Most smoke detectors only sound locally in your property, however the fully monitored devices we use activate your community alarm and reach our dedicated call operator, to ensure assistance for you.



Falls Detector Alarms

Available from £1.99* per week

Key Features

- Wireless • Small and discreet
- Can be worn on a brooch, on your waist or neck
- Automatically sends alert when fall is detected
- Can be linked to a home unit or care assist



Key Safes

Available from £77.94*

Key Features

- You choose your own access code
- You choose the location (qualified engineer can advise)
- Supplied and installed from as little as £77.94*

We also supply and install the only police and insurance approved Key Safes, these are installed by a large number of our Clients to enable quick access to the properties in an emergency situation.



Carbon Monoxide Detector

Available from £1.50* per week

Key Features

- Wireless
- Calls for assistance whether you're home / away

Extra layer of security to know that your family or friends are safe at home from this dangerous and silent killer.



Property Exit Sensor

Available from £2.99* per week

Key Features

- Wireless • Built-in 5 year battery
- Can alert door activations during silent hours
- Monitored by the alarm centre or a live-in carer



The starting point for all dispersed TeleCare systems is the home unit which is connected to the telephone landline and power socket. An experienced TeleHealthCare installer will find the best location for this to be placed in the home.

Personal sensors (sensors you wear or carry around), buttons or alerting devices communicate with the home unit by wireless radio signals.

Home units today have a built in speaker and microphone so that you can speak to the Monitoring Centre direct. You can be some distance away from the home unit (for instance, in your garden) and still reach our centre.