

# 24 Hour Emergency Care System

# TeleCARE



## Key Features

- Easy to use, one button operation
- Easy installation with existing telephone
- Alerts family, friends and emergency services
- Professionally trained TeleCARE staff available 24 hours a day
- Can work from anywhere in your home



## Immediate care and assistance at the touch of a button

*Nobody wants to lose their independence whether through growing old, becoming seriously ill or disabled. Given the choice, being able to live at home in familiar surroundings is preferred, but for many this leads to serious concerns. TeleCARE provides real solutions to these worries, and provides the right assistance at the right time, any time of the day or night.*



*Total system solutions for a safer environment*

# TeleCARE

## 24 Hour Emergency Alert System



### How does it work?

In an emergency simply press either the button on your pendant or the red button on the TeleCARE base unit. The unit will beep to confirm you have activated the system.

The base unit will now automatically dial through to the TeleCARE response centre, where one of our operators will answer the call. When answered we will know who is calling us and already have your details available. Our operator will ask you to explain your problem.

You will be able to hear and be heard from most areas in your home through the base unit's sensitive microphone and powerful loud speaker. Remember you do not have to get to the telephone. Our TeleCARE operator will make sure you receive the right assistance quickly. Your neighbour to visit, a family member to pop in, the Doctor to call or the emergency services alerted. If you are unable to speak or cannot be heard by our operator we will still take action by contacting some one who you have informed us have keys to your home.

### How do I know it will be suitable for me?

People from all age groups and in many different circumstances use TeleCARE. Independent people living alone, disabled, or just concerned and want peace of mind.

The TeleCARE system connects to any standard telephone line and 240Vac mains socket. Your existing telephone handset will normally sit on top of the base unit once installed.

The emergency buttons can be worn on the wrist, as a pendant or clipped to a belt or worn like a brooch.

### Who will respond?

When a TeleCARE system is installed in your home you will be asked to provide contact details of the people who you would like

to respond. These will normally be family members, neighbours, and friends, typically people who you trust and who will be able to come to your assistance quickly.

You will also be asked to provide any other information that will help our TeleCARE operator get the right assistance fast. This would include the details of your doctor, next of kin, any specific medication or disabilities that may need consideration. All this information is treated with the strictest confidence and will only be used by our TeleCARE operator to assist you.

### What happens after the initial response?

Once we have determined what your needs are we will immediately carry out the right course of action. At the same time we will continue to monitor your situation until we know that you are in safe hands.

### What else can the TeleCARE systems provide?

**Telephone line monitoring** TeleCARE continually monitors the telephone line, should this become faulty the TeleCARE base unit will beep to alert you.

**Mains failure monitoring** The TeleCARE base unit continually monitors the 240Vac mains supply, should this fail the unit will alert you. The TeleCARE system will continue to operate without a mains supply for up to 36 hours utilising its own internal re-chargeable battery.

### Complete 'Peace of Mind' with Black Box Security

TeleCARE is part of our 'Home Care Safety Solutions' and includes the options of Smoke Detectors and Carbon Monoxide Detectors providing a full range of remote TeleCARE services.

*For more information on the benefits and features of this system contact [sue.wright@blackboxsecurity.co.uk](mailto:sue.wright@blackboxsecurity.co.uk) or by telephone on 01772 421129 for more details.*

**TOTAL CAPABILITY SECURITY SOLUTIONS FROM A SINGLE SOURCE**

NOTE: Images shown are for illustration purposes only



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