

wightcare

your Island lifeline to independence

Peace of mind
at the touch of
a button
24 hours a day



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 @Wightcare

 Isle of Wight
Council

How does it work?

Wightcare is an Island based community alarm and telecare service.

A pendant is worn around your wrist or neck. At the press of a button you are able to get help anywhere in your home.

Our friendly response team, based in Newport, will speak to you via the alarm system installed in your home.

If there is an emergency, the operator will:

- **Get in touch with the people you will have previously agreed should be contacted**
- **Send a trained mobile responder and/or appropriate emergency services**
- **Stay on the line and keep you informed of any action being taken until help arrives**

Should your alarm go off but you are unable to communicate with the response team, an operator will attempt to contact you by phone. If we do not hear from you, our mobile response team will be deployed to support you at your home.

Devices have a range of 60 metres so you are covered should you require support in your back or front garden.

Alarm systems also have a back up battery system of up to 48 hours, so in the event of a powercut the device will still function. Standard pendant batteries last up to 5 years.



Did you know?

Pendants are waterproof so can be worn in the bath or shower!



Who is the service for?

Wightcare provides valuable support for people of all ages and abilities, including those who:

- Wants to stay independent in their own home
- Are worried about a loved one's safety at home
- Are at risk of falls
- Has a long-term health condition, disability or illness like dementia, epilepsy, diabetes, down syndrome or heart disease
- Has just returned home from hospital
- Wants to feel safe out and about

A range of packages and devices are available to suit a variety of needs. Please do not hesitate to get in touch and we will happy to discuss options.



98.3% of service users

said that having Wightcare gave them confidence, made them more independent in their home and made their loved ones feel reassured.



	Reassurance Package	Home Package	Home Plus Package	Out and About Package	Falls Package	Memory Package	Carers Package
Proactive Reassurance Calls	✓						
Personalised Escalation Process	✓						
Pendant (worn on wrist or neck)		✓	✓	✓	✓	✓	
24/7 Monitoring Centre		✓	✓	✓	✓	✓	
Wightcare Response Team			✓	✓	✓	✓	
Islandwide Monitoring				✓		✓	
GPS Tracking				✓		✓	
Fall Detection					✓	✓	✓
Bed/Chair Sensors					✓	✓	✓
Door Sensors						✓	✓
Smoke Detection						✓	✓
Medication Dispenser						✓	
Carers Hand Held Device							✓
Epilepsy Sensor							✓
Enuresis Detector (urine detection)							✓
Monthly Subscription Cost	£24.69	£25.72	£54.54	£54.54	£68.97	£134.80	from £13.38

If you think a package suits you but you would like to add additional sensors, tailor-made packages can be arranged.

Installation Fee (including key safe) : **£77.17** and Admin Fee: **£25.72** apply to all packages except Reassurance.

Wightcare Response Team call outs include a charge of **£110.10** when not included in the package.

Additional users can be added to packages for multi-person households for **£16.46** per month. Responder fees may apply. **All prices excluding VAT.**

Why choose Wightcare?

- Wightcare has been supporting people on the Isle of Wight with our alarm services since 1987.
- **If no one is available to help in an emergency, Wightcare is the only lifeline service with a dedicated Island response team.**
- Our Wightcare Responders are trained to lift you safely and are certified first aiders.
- **Our team of technicians will set up and take care of equipment maintenance for you.**
- Tailor-made packages can be created to cater to specific needs
- **Our response team aim to be at your property within an hour, arriving significantly faster than an ambulance and reducing the risk of becoming a 'long-lie'.**
- Wightcare users are helping to reduce pressure on the NHS and ambulance services.

Did you know?

A 'Long-Lie' is someone who has spent a prolonged period on the floor.

The longer the time on the floor, the higher the risk of dehydration, pressure ulcers, hypothermia and more. A hospital stay is normally required for 2 hours or more.

Mrs. M's Story

In June 2022 Mrs M had a fall in her home, she was unhurt however she was unable to get herself up. She carried a mobile phone on her at all times, so she was able to call for an Ambulance. Unfortunately, she was told this would be a category 4 call and the ambulance may be up to 4 hours.

5 hours later the Ambulance did arrive to assist Mrs M up from the floor. This then meant Mrs M became a long lie and was conveyed to hospital where she spent the next couple of days before she returned home.

On her return home her family gave her a leaflet on Wightcare and what we were able to offer. Mrs M called us to arrange a demonstration of our equipment. This was arranged for 3 days later, and the lifeline was installed the same day.

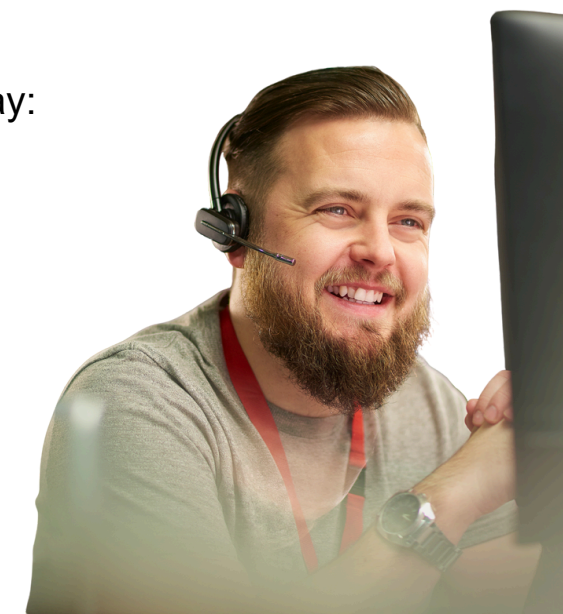
For two months Mrs M didn't have another fall, but she knew Wightcare would be there if she did.

In early September 2022 Mrs M did have another fall, she pressed her button which came through to our call centre and she was greeted on the other end of her lifeline by one of our trained Response Centre Operators who asked if help was required.

Mrs M had fallen in her garden so was unable to hear the Operator on the other end and we were unable to communicate with Mrs M. 36 minutes later our trained mobile responders arrived at her property and found a relieved Mrs M fallen unhurt in her garden. They assisted her up using our specialised lifting equipment and got Mrs M back on her feet to carry on with her gardening.

Later that day Mrs M pressed her pendant again to say:

Thank you very much for the help you provided today after my fall, it was very much appreciated. You are an invaluable service.



What do our clients say?



"Thank you Wightcare for all your help recently when I have been having more falls. You are a superb company and I am so glad I signed up with you."

★★★★★ Wightcare Client

"I just want to say thank you, not just for your help today but ever since I have been on Wightcare - which is since April 2021 - I have received nothing but kindness. Thank you all very much."

★★★★★ Wightcare Client



"We very much appreciate the times you have lifted David from the floor, allowing him to remain living at home for the last 18 months. Thank you."

★★★★★ Family of Wightcare Client

Thank you so much to Wightcare, and particularly the member of the team that helped me after I fell this morning. They were very caring, gentle and considerate of my chronic pain issues."

★★★★★ Wightcare Client



"Thank you for coming out to see dad. He felt safe having the button to press. We do appreciate all your care. Thank you so much."

★★★★★ Family of Wightcare Client