

Reach & Respond

Keeping the door
open to independence



0333 370 1234

reachandrespond.co.uk

hello@reachandrespond.co.uk

Who are we?

Reach & Respond provides a range of services to help you stay happy, healthy and independent in your own home. Independence is something we all cherish and want to keep as long as possible.

When circumstances change, you may need some extra support to stay safe while living independently in your home. With one in three people over 65 having a fall each year, it's important to have a plan in place that will get you the help you need in an emergency. Reach & Respond provides you and your family with the reassurance that no matter what the emergency or when it happens, someone will be there to help. With just the push of a button, our response team are here for you 24 hours a day, 365 days a year.

Our packages are flexible and completely tailored to you. Our team of experts will work with you and your loved ones to create a solution that meets your needs, with the goal of giving you the confidence to enjoy living at home with all the freedom you desire.

Who can benefit from Reach & Respond?

Reach & Respond offers support and peace of mind to individuals and families, of any age, particularly people who:

- Live alone
- Are elderly or vulnerable
- Are caring for someone
- Are at risk of falling or are less mobile
- Are unwell
- Are at risk of seizures
- Have learning difficulties
- Are living with dementia
- Have recently come out of hospital
- Have no regular visitors.

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How does it work?

Reach & Respond's technology-enabled equipment provides you with support at home, keeping you safe in the knowledge help is available 24 hours a day, 365 days a year. A discreet, compact alarm unit is set up in your home, through which we can communicate with you in the event of an emergency. You'll be given a lightweight pendant (to be worn around the neck or wrist) with a button you can press to alert us if you need help – whether you feel unwell, have fallen or need medical assistance.

Once you're connected to our 24/7 control centre, our helpful team of advisors will speak to you and dispatch the appropriate response for your emergency. They will know who you are and where you live, even if you are unable to speak. We also provide a range of telecare sensors which can automatically detect an emergency and alert us. This means we can send the right response even if you are unable to contact us through your pendant.

All you need to join Reach & Respond is:



An electrical wall socket

Our latest technology uses a SIM card to make a call to our call centre so you do not need a landline

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Where does Reach & Respond cover?

Reach & Respond helps over **9,000 people** to stay safe in their homes across the Tees Valley, Hambleton and the North Yorkshire coast.



Service levels

Friends & Family

Our Friends & Family service gives you 24-hour peace of mind and is great value for money. In the event of an emergency, you'll be able to connect to us at the click of your pendant button and we will let your nominated contact know you need assistance.



This service includes:

- A lifeline alarm base unit
- A lightweight pendant - to be worn around the neck or wrist
- 24-hour call monitoring and contact to your nominated friend or family member in the event of an emergency
- Annual equipment testing and service review.

Best for:

Reassurance when you have friends and family living close by who are able to respond to emergency callouts.

£5.60 per week*

*Call out fee of £35 applies if your nominated contact is unable to attend and one of our responders is called out.

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Reach & Respond

Service levels

Monitoring & Response

This service gives you access to our team of responders 24 hours a day, 365 days a year. As well as being on hand to offer help, guidance and support over the phone, our team will also respond to any emergencies at your home.

This service includes:

- A lifeline alarm base unit
- A lightweight pendant worn around the neck or wrist
- 24-hour call monitoring and contact with our responders
- Regular equipment checks and reviews of your information
- No callout fee for emergency callouts.

Best for:

Extra support if those you love live a little too far to help in an emergency, or are looking for the added peace of mind that someone will be there to respond at any time of the day or night.

£8.50 per week



Telecare Sensors

Telecare sensors use technology to tell us the emergency situation that's occurring at your home so our experienced team can send the right response. Telecare gives you the extra reassurance that in the event of an accident or emergency, your sensor will automatically alert Reach & Respond even if you are unable to contact us yourself using your pendant.

Telecare weekly prices*	
Equipment:	Price
Extra pendant	£1.50
Smoke alarm	£2.00
CO detector	£2.00
Fall detector	£2.00
Flood detector	£1.50
Heat detector	£2.00
Door sensor	£2.00
Bed/chair sensor	£3.50
Smart hub	£1.15
Bogus caller	£1.00
Care assist	£5.60
Sound boost	£2.50

Visits and calls

Our friendly team of responders are always happy to reach out to our customers in non-emergency circumstances too. If you feel you'd benefit from a call or visit from us to check how you're doing, we also offer this service.

*Subject to yearly increase.
Prices correct at time of print.

Welfare call £1.50

Welfare visit £5.00



“Reach & Respond has vastly improved my standard of living. I do not worry about the consequences of living on my own anymore and no longer feel a burden on my carers or family. My family and I have more freedom knowing I am in the safe hands of such a reliable support service.”

Get in touch

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