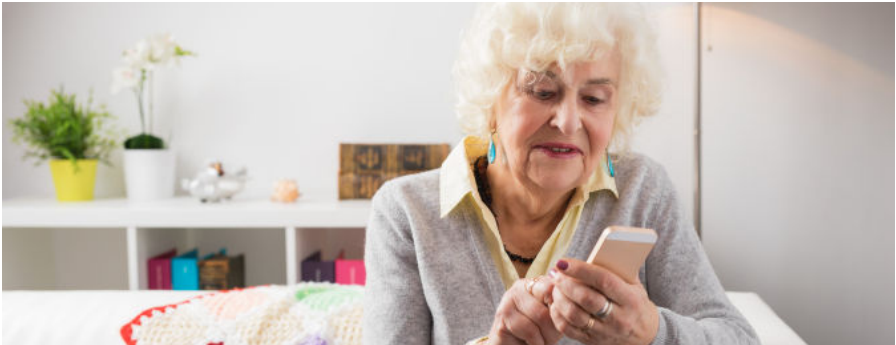


# TELEPHONE CHECK-UP AND WELLBEING SERVICE FOR DAILY SUPPORT

Help you and your loved ones feel safer by using our telephone calling service to check you are OK or remind you to take your medication. Our calls make sure you are safe and our 24 hour contact centre will deal with any emergencies that may arise.



**From 79p per call**

**Contact us to discuss the plan right for you**

## **Who is the telephone check-up service for?**

Our telephone check-up service ensures that you or your loved one is supported to live safely and securely at home through regular telephone calls. It can be a reassurance to those who have anxiety or live alone. Our service can help in establishing a routine after a change in medication or discharge from the hospital.



**A daily automated check-in phone call to confirm you are well.**



**If you are not well, or can't get to your phone, help will be sent.**



**Reassurance for you and your family, which takes just 10 seconds a day.**

## How does it work?

Our automated calls will call the user on their landline or mobile phone at a time suitable to them and asks them if they are okay today (or a reminder to take medication etc). The user responds with a push of a button. If the user needs assistance or doesn't pick up their phone, the call will be displayed on our operator's dashboard and they will carry out a follow-up call.

**You decide what time you want your wellbeing call, to your landline or mobile.**



**You will hear the reassuring recording on the call asking if you are well.**



**If you are okay, press 1 and continue with your day. If you're not well, just press 0.**



**If you press 0 or can't answer the call, someone will get in touch to check if you are well.**



## BENEFITS OF AUTOMATED CALLS

Supports independence; calls on landline or mobile. No more waiting in for calls

Connected to our 24/7 contact centre if you need support, we will be alerted and follow-up

Regular wellbeing calls can fight against loneliness & isolation

Multi-lingual – Service speaks 180 of the most widely spoken languages globally