

**TAIL  
ORED  
RESP  
ONSE**

**TAILORED RESPONSE FOR ORGANISATIONS**

# HOMECALL UNDERSTAND

---

## HOMECALL UNDERSTAND INDEPENDENT LIVING

**HomeCall understands the independent living and preventative policy agendas that drive housing, health and social care service providers.**

HomeCall helps by offering tailored responses to meet the demands of health and social care professionals as well as housing providers; so they can deliver affordable, value driven services to support independent living.

HomeCall's trust and reliability and its professional reassurance are built on years of practical experience and professional development. In simple terms HomeCall:

- Supports the independent living and preventative policy agendas
- Offers a broader choice to professionals and clients
- Improves the potential for budget efficiency measures to be achieved
- Helps meet performance targets
- Supports the risk management agenda
- Offers a totally reliable back up, and
- Provides complete reassurance.

---

## HOMECALL WORKS ALL DAY EVERY DAY

**HomeCall works all day every day providing support to a range of housing, health and social care services.**

Some organisations find HomeCall the answer to get people back home in their own community; speeding the recovery process, freeing up scarce resources elsewhere and reducing budget pressures.

Other organisations find HomeCall the right answer to problems around outsourcing service delivery in the evenings, on weekends, during staff holiday periods and in some cases 24 hours a day.

**HomeCall Monitor, HomeCall Response, Homecall Plus, HomeCall Telecare; products that help deliver the independent living and preventative policy agendas.**

---

# DIFFERENT SOLUTIONS

---

**THE KEY TO HOMECALL'S SUCCESS IS HOW THE CHOSEN SERVICE CAN BE TAILORED TO SUIT EACH AND EVERY SITUATION, EACH AND EVERY ORGANISATION'S NEEDS.**

---

## **The range of HomeCall services includes:**

- HomeCall Monitor
- HomeCall Response
- HomeCall Plus, and
- Homecall Telecare.

## **HomeCall also offers:**

- Services to Support Carers
- Services for Extra Care Retirement Homes
- Lone Worker Protection Service, and
- A 24 Hour Call Handling Service.

## **Straightforward practical support**

HomeCall provides immediate, direct and practical support for key staff with caring responsibilities. HomeCall works with organisations to tackle those personal issues that affect staff performance, day in day out.

## **HomeCall can be part of the solution to:**

- Effective management of absence from work
- Improve employee retention
- Increasing employee satisfaction levels
- Improving staff loyalty
- Reducing staff turnover
- Enhancing safety at work
- Reducing employer liability problems, and
- Improved performance and productivity.

## **Recognition**

The HomeCall service is fully accredited by the Telecare Services Association (TSA), the representative body for the Telecare industry within the UK. HomeCall's systems and procedures are independently tested once a year by representatives of the TSA to ensure full compliance.

HomeCall offers tailored responses to help health and social care professionals as well as housing providers deliver independent living solutions at a price that's right.

We currently work with 10 organisations and offer services to over 5,000 individuals.

HomeCall offers trust and reliability, professional reassurance and protection built on years of practical experience, development and knowledge; providing support to social and health care colleagues.

## MORE...

Homecall is a continually developing business, committed to expanding the range of services on offer to meet the ever changing customer needs.

For more on how HomeCall can tailor services to meet your organisation's needs, call HomeCall on **01642 771339** and ask for Neil Wells or visit **[www.homecall.me](http://www.homecall.me)**

**HOME  
CALL...**  
Independent living

A trading name of Coast  
and Country Housing.