

## Who do I contact with feedback about your service?

We care about providing a great service so would really like to hear from you, if you're happy or unhappy about any aspect of the telecare service.

We welcome feedback as it allows us to put things right if they're wrong or to congratulate those members of staff who have helped make a positive experience.

Please let us know how we've done on the contact details below.

NRS Healthcare is regulated by the TEC Services Association (TSA). They ensure all our assessment, installation, call-handling and mobile response services are delivered to the highest standards at all times. The TSA audit all our activities once a year including looking at our response times and staff training records to certify we have been doing everything as we should be.

If you do complain and are not happy with the outcome please contact us to discuss our appeals process.

We may also contact you to ask for feedback. We only use this feedback to help us improve our service in the future.

## Contact us

For repairs and maintenance:

📞 [0345 123 8248](tel:0345 123 8248)

If your needs have changed and you would like to discuss additional or alternative equipment or for any other enquiries:

📞 [0300 100 0247](tel:0300 100 0247) Option 1

✉ [telecare@bucks.nrs-uk.net](mailto:telecare@bucks.nrs-uk.net)

📍 [NRS Healthcare,](#)  
[Unit 1 Millennium Point,](#)  
[Broadfields,](#)  
[Aylesbury,](#)  
[HP19 8YH](#)



Quality - Safety - Innovation



If you require this information in an alternative format please contact us on ✉ [marketingsupport@nrs-uk.co.uk](mailto:marketingsupport@nrs-uk.co.uk) or 📞 [01530 232 411](tel:01530 232 411)



## Technology Enabled Care in Buckinghamshire

NRS Healthcare is working in partnership with Buckinghamshire Council to provide technology enabled care services in your area.



## Who is NRS Healthcare?

NRS Healthcare is a specialist in providing technology enabled care (TEC) services. We are working in partnership with Buckinghamshire Council to provide the TEC service to you.

We are accredited by the TSA who are the representative body for TEC. NRS Healthcare is responsible for completing your telecare assessment, installing the equipment that has been recommended and maintaining and checking your equipment, monitoring and responder services.

## Now my TEC is installed how do I call for assistance?

If you find yourself in any situation where you require assistance and you have chosen a monitored service, all you need to do is press the button on your pendant alarm, lifeline unit or other device. This will connect you to one of the operators at our 24/7 monitoring centre.

If you're able to speak then please tell them why you need help. Once they've reassured you, the operator will contact one of your nominated contacts whose details you have already provided, our mobile responder service which will be South Central Ambulance Service or a member

of NRS staff, or if required, the emergency services to come and help.

If you can't speak, or the operator can't hear you they will call your landline. If they still can't contact you, they will assume there is a problem and get help as soon as possible.

No matter what the circumstances, your call will be dealt with in a friendly, caring and effective manner. So whatever situation arises, you can feel reassured the appropriate assistance will soon be on its way.



*"The best thing that's ever happened. It's like someone is in the house with me; only I don't have to feed them!"*



"The equipment makes me feel safer in my own home and although I have supportive friends, it is good to know I have that extra security in case of an emergency."



**Do I need to test my equipment?**

Yes, please test your pendant.

To test your pendant, press the button, when the operator at the monitoring centre answers, inform them you are carrying out a test call.

Once you've carried out your test, mark the month off on your Test Reminder sheet.

**Please test your alarm each month**

As a reminder, after the test, mark a cross through the month below...

Jan

Feb

Mar

Apr

May

Jun

Jul

Aug

Sep

Oct

Nov

Dec

telecare@bucks.nrs-uk.net 0345 123 8248

NRS Healthcare, Unit 1 Millennium Point, Broadfields, Aylesbury, HP19 8YH

**Will you carry out maintenance and repairs on my equipment?**

We will contact you once a year to arrange for a technician to visit to check that all your equipment is working as it should.

If you're worried there is a fault with your equipment, such as your battery not working, your equipment not making a test call, or it is making a strange noise, please call us.

**How do I end my TEC Service?**

If you decide you would like to end the subscription for the service and return your equipment please call us and we'll tell you how to cancel your subscription and arrange to collect your equipment.

**Do I need to let you know if my details or personal circumstances have changed?**

Yes, it's really important we know of any changes to your circumstances, such as changes to your medication or a different emergency contact or next of kin number. Incorrect information could delay a response to a potential emergency.

If you are thinking about making changes to your phone line or provider, please contact our team as this could affect how your equipment works.

To tell us about any changes please call us.

**Is my personal information safe?**

Yes, we hold your information to help us provide the best possible assistance in the event of an emergency. We'll only use the information given to us to provide you with the services we've agreed and it will not be used for any other purpose or passed to any other organisation or agency without getting your permission.

**Contact Us**

0300 100 0247, Option 1

telecare@bucks.nrs-uk.net



**Technology Installed**

- 1

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3

4

5

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## Frequently asked questions about **pendants**

### ❓ Is my pendant waterproof?

- Yes, it can be worn in the shower or in the bath for up to 30 minutes.

### ❓ Can I wear my pendant in bed?

- Yes you can, however it's not advisable if an easy-to-press button has been fitted. In this case we recommend keeping it by your bedside.

### ❓ What if an ambulance is called and I can't let them in?

- A key safe is a simple, secure way to provide reliable access to your home any time of the day or night every day of the year. If you have one, it has been attached discreetly to an outside wall of your home. We will give the code you have chosen to the ambulance crew to access a key.

### ❓ What if the operator doesn't hear me because I am too far away?

- The operator will phone you first to see if they can get a response before contacting your key holder or responder.

### ❓ Will my pendant work in the garden?

- Yes, it should work up to 50 metres from your alarm unit, when it's installed the engineer will carry out a range test which will show you the furthest point that it will work.

### ❓ What if I press my alarm by mistake?

- This happens all the time and isn't a problem. Just tell the operator that you pressed the pendant by mistake.

## Frequently asked questions about **GPS/location devices for use outdoors**

### ❓ I have a GPS/location device for use outdoors, who do I call to discuss any concerns I may have?

- If you have any concerns about your equipment or how it works please call us.

## Frequently asked questions about **lifelines**

### ❓ The red light on my unit is flashing, what does this mean?

- It flashes when you are using the phone line or if there is a problem. If it flashes when you're not on the phone, please check your phone line is working properly. If there is a problem contact your phone provider immediately as it means your personal alarm will not work.

### ❓ The green light on my unit is flashing, what does this mean?

- You have activated 'away mode' or are in 'programming mode'. To rectify this, press the green cancel button. Once you've done this try and test your unit as usual, by pressing the red Help button. If it is the bright green around the **Home/Away** button is on, it is in away mode. Press the **Home/ Away** button to rest to Home.

### ❓ My unit is bleeping, how do I stop the noise?

- Please press and hold the green cancel button on your unit for five seconds. Then test your unit to make sure it is working. If it does not work call our team straight away so we can rectify it for you.

### ❓ The unit is announcing 'please check your mains supply', what does this mean?

- There is no power via the mains going to your unit. Check the unit is plugged in and there is not a power cut in your area. If the problem persists call us straight away.

### ❓ The unit is announcing 'please check your telephone line', what does this mean?

- There may be a problem with your telephone line. Please make sure the telephone line is plugged in. Test your phone to see if the problem is with your phone provider. If your phone is working and the lead is plugged in please call us straight away.

### ❓ Will my personal alarm interfere with my broadband?

- It shouldn't. If it does, you will need to buy and fit a broadband filter on your telephone line.

### ❓ Why does my smoke detector keep beeping?

- To indicate that a new battery is required. Don't worry though: the battery will carry on working for another three months, giving us plenty of time to change it. Please call us to arrange to change the batteries if you have not heard from us.