

## Life enhancing technology

- Our mission is to holistically support people to live independently in their own homes and communities with life enhancing technology.
- We have over 30 years experience and have helped thousands of people to live safely and confidently.
- Most customers have been recommended by friends, family or a health professional.
- However you can contact us via telephone 0330 123 3365 or by using a contact form on our website [www.sanctuary365.co.uk](http://www.sanctuary365.co.uk). We are available 24 hours a day 365 days of the year.
- Our website is designed to be fully accessible with access to browseAloud and Google Translate.

### 1. First Point of Contact

- Friendly experienced advisors who will listen to your story and support you to make choices so you can benefit from our services.
- We offer signposting to specialist support services.
- We can help you to remain safe.

### 3. Assessment

- Talk to us about what you want in the comfort of your own home – no pressure to commit on the day and no upfront cost.
- Agree outcomes you want to achieve and if you want to, involve your family, carer, friends or your health professional.

### 5. Using the Service

- Our professional friendly call handlers are on hand 24/7 365 days of the year and we answer 98.5% of Alarm Calls within 60 seconds.
- If you need help we will treat you with dignity and respect.
- In an emergency we will quickly arrange the help you need and stay on the line until help arrives.

### 2. Demonstrations

- Free of charge demonstrations to help support you to remain safe and independent within your own home or in the community.
- Invite your family, carer or health professional.
- Have a go yourself and if you choose we can set you up straight away.

### 4. Installation

- We want you to feel safe, we will arrive in a Sanctuary365, uniform and carry photo ID
- Our equipment is trusted by industry suppliers and will self test for low batteries and faults.
- Tell us what you think by completing our short survey following our visit.

### 6. Regular Review

- We want you to feel safe and enjoy using our service, so after six weeks and after six months of joining our service we will contact you by telephone to check all is well.
- After twelve months we will arrange to see you again at home, we just want to check the equipment and see how you are.

