



## BIELD RESPONSE24

### Further Information

If you would like further information on any of the services we provide or would like an application pack please contact Response24 on the number below.

For individual clients who need assistance to complete the form, call our staff on the number below. They will be pleased to give advice or assistance.

### Bield Response24

18 Castlebank Gardens  
Anniesland  
Glasgow G13 2BG  
Tel: 0141 950 1025  
Fax: 0141 959 0788

Email: [br24@bield.co.uk](mailto:br24@bield.co.uk)  
Web: [www.bield.co.uk](http://www.bield.co.uk)

### Registered Office

Bield Housing Association  
79 Hopetoun Street  
Edinburgh EH7 4QF  
Tel: 0131 273 4000  
Fax: 0131 557 6327

Unit 6 Craighall Business Park  
7 Eagle Street  
Glasgow G4 9XA  
Tel: 0141 270 7200  
Fax: 0141 331 2686

1 Bonneathill Gardens  
1 Calderum Terrace  
Dundee DD3 7HB  
Tel: 01382 228911  
Fax: 01382 224088

Scottish Charity SC006878



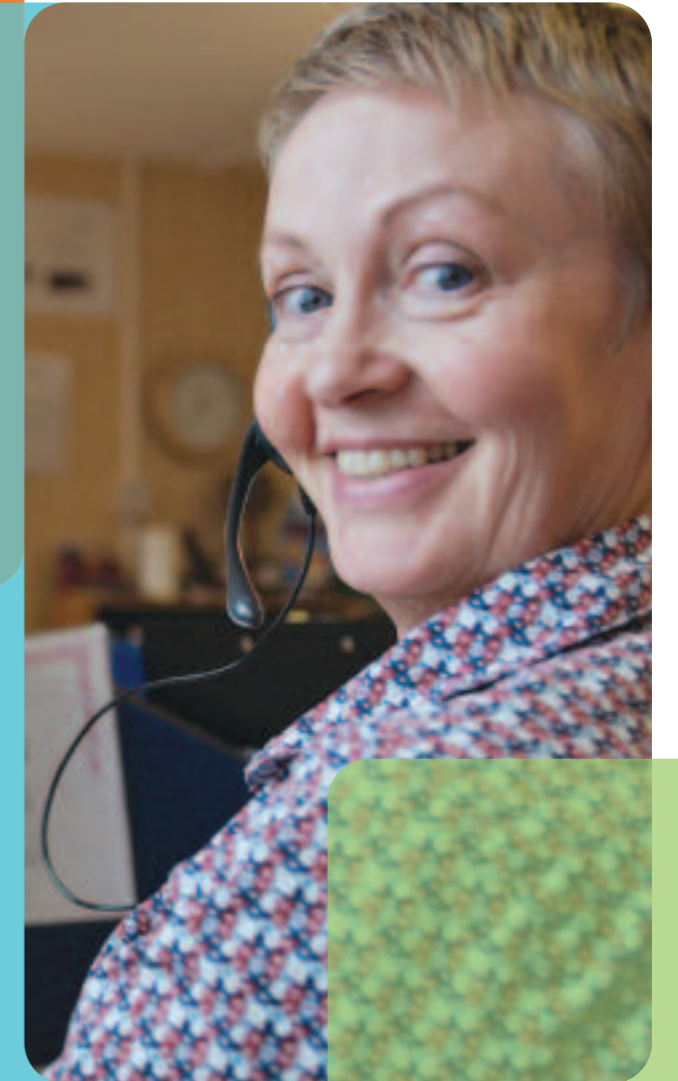
'Helpful when ill /  
needing a doctor'

'Good to know  
someone is there'

Some of the quotes made by  
customers during the 2007  
survey

Bield's 24-hour  
telecare alarm  
service

A personal  
connection to  
people who care



INVESTOR IN PEOPLE



HAPPY TO TRANSLATE



tsa  
Accredited compliance

A copy of Bield's Complaints Policy is available to anyone who has applied for or uses our services. In addition if a complaint is not resolved under Bield's Complaints Policy there is a statutory right to take it to the Scottish Public Services Ombudsman. This is a free and impartial service and a leaflet about the service is available to all service users from Bield or directly from the Ombudsman.

The service is available to anyone who receives a service or has applied for housing from a housing association. The complaint must usually have gone through the Association's own internal complaints procedure before the Ombudsman can deal with it. Normally a complaint must be submitted to the Ombudsman within 12 months after the day on which the aggrieved person was first aware of the grounds for his/her complaint. The time limit can sometimes be extended, but only if there are special reasons.

Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS. Telephone: 0800 377 7330.

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## BIELD RESPONSE24

### Bield Housing Association has been providing housing and services for older people since 1971.

We are a non-profit organisation with charitable status, governed by legislation promoting and regulating registered housing associations.

**Response24** is Bield's 24-hour response service, which has operated since 1988. Our expertise in Telecare Alarm Monitoring is the foundation on which we have developed many of our services.

A forward thinking organisation, we constantly seek new and innovative ways to provide services and actively embrace partnership working. Our services are used by a variety of organisations including Local Authorities, other Housing Associations, voluntary and public sector organisations and individuals living in their own homes.

Our Services are primarily designed to meet the needs of older people and can be tailored to meet individuals' or organisations' requirements. Our services promote and enable independent living.

Our dedicated staff team is committed to the delivery of a quality service to all customers. All calls are voice recorded as an integral part of the service.

We actively encourage Personal Alarm clients to make regular contact giving them reassurance the equipment will work in an emergency situation.



During 2007 an independent survey of our customers found that 95% would recommend the service to others

We promote regular testing of all equipment to ensure faults are promptly identified. Testing allows clients to become familiar with the equipment.

As members of the Telecare Services Association (TSA) we comply with their Code of Practice and are audited annually. At Response24 we aim to exceed response times set by the TSA and we publish our Key Performance Indicators on our website.

As part of our business continuity plan we have a fully equipped disaster recovery site to enable the continuance of our service.

We are fully compliant with the Data Protection Act (1998).

We are fully committed to Equal Opportunities. We aim to provide equality of opportunity in all areas of our activities, to all people irrespective of gender, race or disability and to support equal human rights for all.

#### Services

We offer a range of services, primarily for older people. Services are available 24 hours a day, 365 days a year. We take a person centred approach to our services, working in partnership with our clients and their representatives.

*'Provides reassurance'*



Current services include:

- **Emergency Call System** – This provides a means of calling for assistance in emergency situations. Pull cord, pendant or non-intrusive sensors in the home or complex summon help when activated. The unit can be linked to other equipment such as fall detectors and smoke alarms. This service provides reassurance for clients, their families and support staff.
- **Out of Hours Repair** – Response24 provides a continuous emergency repair reporting service. Working in partnership with organisations we can arrange emergency repairs and offer advice and reassurance to clients. This service can help organisations to comply with the regulations under the Housing (Scotland) Act 2001 in relation to repairs.
- **Telecare and Telehealth** – A range of technologically advanced sensors can be installed in individual homes which are designed to enhance independent living. Discreet sensors such as heat, smoke, flood and movement sensors can be monitored at Response24. Telehealth equipment can be installed to assist with monitoring health and wellbeing and assessing risks.
- **Personal Alarm Unit Monitoring** – This service offers individuals the opportunity to install a non-intrusive alarm unit in their own home with a direct link to Response24. It provides a means of calling for help or assistance in an emergency situation. The service can be enhanced by adding a range of telecare sensors to the basic unit such as door alerts, gas detectors and epilepsy monitors.
- **Daily Contact Service** – We can offer organisations and individuals a daily contact service to monitor wellbeing. This flexible solution provides an opportunity to manage planned or unexpected staff absences at complexes.
- **Fire Alarm Monitoring** – Response24 will monitor and respond to activations from fire alarms or smoke detectors. Calls are evaluated to ensure appropriate action is taken. Response24 liaise directly with the Fire Brigade and receive feedback on all incidents.
- **Security Door Access** – Primarily used at housing developments, Response24 can monitor visitors via controlled door entry. This additional security measure can also be used to provide access to medical and emergency services.



94% of customers are satisfied with the service they received from BR24.

Satisfaction Survey February 2007