

The phonenumber that's a lifeline



At Bield we're always looking for innovative ways to enable our customers to live as independently as possible. The range of services offered by Bield Response 24 (BR24) help us do just that. We can make life safer and more reassuring for our customers and their families.

Services available

- Emergency pull cords and monitoring units
- Personal alarm units with 24 hour emergency response
- Medical reminder service
- Domestic abuse and fire alarm monitoring
- Out of hours repair service
- Daily contact service
- Security door access service
- Lone worker service to keep staff safe



Our BR24 staff team are trained to handle all types of emergency calls, and are available 24 hours a day, 365 days a year.

We are fully compliant with the code of practice of the TSA, the representative body for the telecare industry within the UK. Reassuring everyone that we take our commitment to quality services seriously.

Introducing our new service - Sure Call

Responding to customer feedback BR24 has introduced an automated reassurance telephone service that will make calls to your telephone or mobile phone.

You tell us what days of the week you would like us to call you, anything from 1 day to 7 days per week and we do the rest.

It's very easy to use, we will take you through the process step by step before we start the service for you.

BR24 will gather all the essential information that we require before we begin your calls. If you would like to find out more about the service please find the answers to some frequently asked questions overleaf or call us on 0141 950 1025.

More information about Surecall

What happens when you call me?

BR24 will set up the telephone call for you on the days that you want a call, you will hear an automated message that will ask you to Press 1 if you are ok or Press 2 if you need assistance.

What happens when I press 1?

When you Press 1 you are letting us know that everything is ok, we will then call you on the next day that you requested a call.

What happens when I press 2?

When you Press 2, you are asking for assistance, we will then either make contact with you to find out what you need, or contact your family or the development staff to check on you.

What happens if I don't hear the phone?

If you don't hear the phone the first time we call, we will wait 30 minutes and try you again. If you don't answer the 2nd call, we will try and make contact with you or ask your family or the development staff to check you are ok.

Will anyone speak to me when I get the call?

No, it is an automated service that will prompt you to respond, you will only speak to someone if you Press 2 and request help.

What do you do if I don't have any family or keyholders nearby?

We will work together to look at alternatives that we could use.

What happens if I am not at home for a period of time?

If you are away from your home, you or your family or development staff, can let us know when you are away and we will not call you until you return home.

Can I get a text message rather than a call?

We are able to text you a message and you simply text back 1 if you are ok or 2 that you need assistance and we then call you on your mobile.

What if I need help before or after I receive the automated call?

Do not wait for us to call you if you have an emergency, you will still have your pendant or pull cord in your home to contact someone if you need help.