

CommuniCare...



...pressing the right buttons



Sentinel 
Housing Group

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Registered No. 3370172
Housing Corp. No. LH4132

Sentinel 
Housing Group



Recognised by the Association of Social Housing
Providers as Complying with its Code of Practice
Call Handling Services

CommuniCare... we're always there



In our modern world, choice is everything; but in some cases making the wrong choice can have significant consequences.

It can literally be a matter of life or death.

Risks need to be minimised

If only there was a community alarm service that could provide reassurance through:

- Well trained, dedicated and highly motivated staff working in modern offices
- Part of a specialist Care and Support Department
- Use of the latest calls handling technology
- 6 Calls handling workstations
- UPS* and generator

- Digital voice recording
- Permanent off site disaster recovery facility
- Audited compliance with the ASAP Code of Practice
- Data transfer management
- Extensive range of corporate and individual services tailored to your needs

In our modern world boxes need to be ticked.

How many boxes can you tick in relation to your existing community alarm service provider?

If you switched to our CommuniCare service you could safely tick all the boxes.

Established in 1986, CommuniCare is part of the Sentinel Housing Group. Operating commercially within a not for profit sector enables a business-like, efficient approach within a socially responsible and accountable organisation.

In our modern world, a world of change and uncertainty, CommuniCare can provide you and your customers with peace of mind.

*uninterrupted power supply

CommuniCare's range of services

Monitoring schemes



CommuniCare will look after your schemes **24-hours a day** or when your own staff are not available. Through our partnership with a major alarm and service provider we can **advise** on, as well as, **arrange** installations.



Added value services

CommuniCare can provide a **daily call service** contacting customers each day to ensure they are all right. A **key safe** facility is available to customers ensuring immediate access at all times. These services are offered at additional costs to the basic service..

Monitoring individual alarms



CommuniCare can **provide, maintain and monitor** a choice of alarms. Monitoring provides reassurance for example to people living alone, lone workers and those living with a disability.



Daily equipment testing

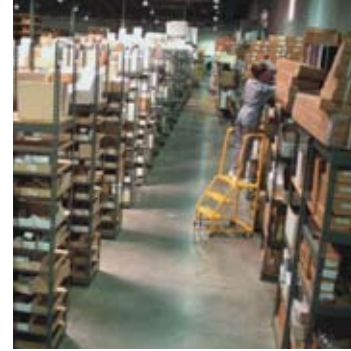
CommuniCare will **test** the **equipment** at your unstaffed sites **every day** giving **assurance** to you and your customers. Regular testing of alarms / smoke detectors is carried out.

CommuniCare's range of services

Out of hours repairs



CommuniCare has over **15 years experience** in handling out of hours repairs calls for Housing Associations, Local Authorities and private companies.



Lone worker monitoring

CommuniCare can monitor your staff to help **ensure their well being** when they are out and about, especially out of normal office hours.

24-hour communications



CommuniCare can provide a wide range of **communications** services including, for example, a **24-hour response** for recruitment enquiries.



Mobile visiting and response services

Depending on the locality, CommuniCare can offer routine visiting, **staff leave** and **sickness cover** and 24-hour mobile response services.

Our existing customers

We currently provide one or more of all the services described to:

- 15 Housing Associations
- 6 Local Authorities
- 6 Private Companies
- 9 Charities and Trusts

Keeping in touch with our customers

In striving to achieve continuous improvement, we maintain regular contact with our customers and carry out regular surveys.

What our existing customers say

The results from the surveys carried out this year demonstrate the high quality of the service:

- 100% corporate customers said that the service represented excellent value for money and that calls were handled well.
- 100% corporate customers rated the overall service as very good or good.
- 96% individual customers said that CommuniCare represented good value for money.
- 98% individual customers said they would recommend the service to a friend.
- 99% individual customers gave the service an overall rating of very good or good?

“

In our view we don't think the service needs improving – it's already 100%. ”



“

Each time I have had to call CommuniCare the service received has been excellent. ”