We reguarly update this information as new features are added or facts change, please check www.carecalls.co.uk/share for new versions. This document was last updated on 22/06/2016

Problems that CareCalls solve

CareCalls utilises a piece of technology that everyone knows and is available in almost every home; a phone, this is the main reason it is so successful.

Remembering medication
CareCalls is proven to increase medication compliance, it is perfect for a) prescriptions with less frequent, and easily forgotten daily dosages, for example, Diabetes and b) prescriptions with frequent and very specifically timed dosages e.g Parkinson's.

Remembering important tasks
CareCalls is great for reminding people to do important things, for example, locking doors, putting the dog out or checking the oven is turned off. Those with early stage Alzhemiers, poor memory or learning difficulties often find this helps them feel safe and independent.

Safety and reassurance for all
CareCalls can give you an early warning of a potential emergency, such as a fall or blackout. Those receiving CareCalls and their families frequently share how much safer they feel when a regular phone call check in is in place.

How CareCalls Work

Step 1
- Each time someone needs a check-in / reminder, they receive a phone call.
- They can receive as many calls as they need throughout the day. 24 hours a day, 7 days a week.
- They can receive the call on a landline or mobile phone.

Step 2
- They hear a pre-set message based on the reason for the phone call: 'Remember to take your medication' or 'Just checking in to see you are ok.'
- Alternatively, they hear the voice of a loved one, for example 'Hey dad, just calling to remind you to take your insulin, love you'.

Step 3
They will be asked to acknowledge the call by pressing any button.

Step 4
- If they do not answer, CareCalls will ring back after a 15 minute delay.
- If there is no answer to the second call there are two ways to be informed. Please read 'Alerts and reports' below.

Alerts and reports: See if a CareCall is helping

There are 2 ways to see how well CareCalls is helping somone.

Alerts

If a call does not get through after 2 attempts (15 minutes apart) up to 3 people can immediately recieve an alert via SMS, phone or email. This is optional and does not cost extra.

Reports

A comprehensive PDF report detailing whether calls have been answered over a given period of time. Request a free report at any time by calling customer service on 0117 3357 999 or emailing us at info@carecalls.co.uk. An online report view will be available soon.

Setting up a CareCall

A CareCall can be up and running in under 3 Minutes. You can set up a CareCall by visiting www.carecalls.co.uk or by calling 0117 3357 999.

1) Information needed to create a CareCall

We need a working mobile or landline number for the person recieving the call, the times the CareCalls will be received each day, the date the call will start, and the date the calls will end (optional).
See 'Paying for carecalls' to see options for payment after the free trial has ended.

2) Setting up your CareCalls

You can set up a CareCall here or by calling 0117 3357 999.
You will be given a choice of pre-recorded messages for the call recipient to hear when they answer the phone, alternatively you can select to record a personalised message.
If you choose to set up a personalised message, you will be given instructions on how to do this one you have provided the basic details listed above.

3) What happens next?

The form directly communicates with the CareCalls system so calls will be set up and enabled as soon as the form is completed.

Pausing, editing or canceling a CareCall

CareCalls can be paused, edited or cancelled by calling customer service on 0117 3357 999 or emailing us at info@carecalls.co.uk.

Paying for CareCalls

If you are a public sector or private care company employee please see the section below.

For private paying individuals

- Each CareCall starts with a 2 week free trial.
- After 2 weeks, if you wish to continue, CareCalls is £12 a month.
- The price is totally inclusive, that's as many calls as you need.
- Payment can be made by Direct Debit or credit/debit card.
- If you are creating a CareCall on someone else's behalf you can choose to send the payment setup to a next of kin or the person recieving the calls.

Public sector and private care companies

If you are a public servant or private care company employee setting up CareCalls for somone:

- You can set up a CareCall at www.carecalls.co.uk or by calling us on 0117 3357 999
- Your client may be eligible to have their CareCalls paid for by an account with your employer, the CareCall creation process automatically recognises when your client is covered and will instruct otherwise.

If you are a manager for the public sector or a private care company and want to set up an account to pay for CareCalls on your clients behalf:

- You can create an account with ease by visiting www.carecalls.co.uk/accounts.
- The appropriate person will be sent a monthly invoice, this invoice is automatically updated every time you or your staff add or remove a client.
- We automatically recognise when a new CareCalls user is covered by your account and will inform you each time someone is added or removed.

If you want to educate your team and clients about CareCalls:

You can download a brochure and information pack here at www.carecalls.co.uk/share or request printed leaflets by sending your address to info@carecalls.co.uk.

Security and privacy

CareCalls takes data security very seriously. We carry out a privacy and security policy that has been compiled to better serve those who are concerned with how their 'Personally Identifiable Information' (PII) is being used online. PII, as used in UK privacy law and information security, is information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context. Please read our privacy and security policy here to get a clear understanding of how we collect, use, protect or otherwise handle your personally identifiable information in accordance with our website and service. Please vist www.carecalls.co.uk/security-and-privacy to learn more.