

## Our Levels of Care

- **Tele Care**

24-hour emergency call service provided by Adorn Manx Care Phone.

- **Home Care**

Flexible home care tailored to individual needs.

- **Extra Care**

Assisted living in a specially designed apartment complex in Douglas.

- **Residential Care**

Full care and lifestyle support in our Douglas and Ramsey homes.

- **Nursing Care**

Specialist care in our purpose-built Ramsey facility.

More information about our complete care services can be found in our company brochure, individual leaflets and on our website [www.adorn.co.im](http://www.adorn.co.im). Alternatively, contact The Care Office for more information (see rear of leaflet for details).



## Communication: Talk to Us

Client feedback is invaluable in helping us to improve and develop our services, so we always want to hear your thoughts and suggestions. We also regularly seek the opinion of our clients, family and friends through our Quality Assurance Questionnaires. If, for any reason, you are not satisfied with any aspect of our service, we want to hear from you so that we can take action immediately. We are always listening to you.

For any of the Adorn services, please contact:

The Care Office  
75 Main Road, Onchan IM3 1AJ

Telephone: (01624) 614108

Telephone: (01624) 626000

For further information about Adorn Domiciliary Care Limited and the full range of services we provide, visit

[www.adorn.co.im](http://www.adorn.co.im)

Email: [admin@adorn.co.im](mailto:admin@adorn.co.im)

Your Guide to

# Tele Care

from  
**Adorn Manx Care Phone**

Living Alone?

Enjoy the reassurance of our 'caring connection'  
24 hours a day, 365 days of the year



**ADORN**  
Domiciliary Care Ltd

*'Caring for the Island's community'*

## What is Tele Care?

Tele Care is a way to ensure that anyone living alone can enjoy peace of mind knowing that help is always close at hand, should they require it.

In case of accident or distress – or simply when you need comfort or reassurance - a small pendant alarm connects you to our Onchan call centre.

Any time of the day or night, your alarm signal will be immediately picked up and your call answered by the reassuring voice of one of our operators.

Depending on what help you need, they will then get in touch with the most appropriate contact – for instance, a member of your family, a neighbour, your doctor or emergency services.

## About Adorn Manx Carephone

The Tele Care facility is provided by Adorn Manx Care Phone, whose parent company, Adorn Domiciliary Care Limited, has been providing high quality residential and home care services on the Isle of Man since 2002.

Uniquely for the Isle of Man, Adorn Domiciliary Care Limited offers five levels of care under one banner, starting with Tele Care (see 'Our Levels of Care').

This comprehensive service means that clients and families can rely on familiar team members and consistent quality of service through changing circumstances.

Our Tele Care facility is available both as a stand-alone service and to clients of our Home Care and our Extra Care services.

Adorn Manx Care Phone provides services to private individuals of all age groups, as well as local authorities and the Isle of Man Department of Social Care.



## The Caring Connection: Tele Care in Detail

Your Tele Care control unit is easily connected to your telephone line and comes with a portable pendant alarm which you can wear around your wrist or neck. Pressing the button instantly connects you to our call centre – you don't have to be near your telephone.

Should you, for any reason, be unable to speak, the operator will still be able to identify who is calling and help will be immediately on its way. Do not worry if you call us accidentally: we will still be pleased to speak with you and confirm that no assistance is required.

The hub of our Island-wide service is our Onchan cell centre, which is manned round the clock by a team of specially trained operators who are helpful, professional and friendly at all times. Equipped with the latest technology, we can handle a large volume of calls simultaneously, so you never need to worry about being held in a queue.

A second control centre in Douglas provides added security for our clients as, in the event of an emergency at our Onchan centre, it enables us to relocate and resume operations as swiftly as possible.

We are always happy to arrange for visits to our Onchan call centre by prior appointment. We also offer free home demonstrations of the Tele Care equipment - simply get in touch to make arrangements.

## Great Value Service

We make sure that the cost of our high quality, invaluable service is reasonable and affordable for all. One initial fee covers the provision and maintenance of your home equipment for as long as you need it; after this, a modest weekly fee gives you complete, ongoing access to the Tele Care facility.

## Our Commitment to You

We guarantee a 24 hour, 365 days a year service.

We aim to respond to each call within 30 seconds.

We assure you of complete confidentiality under the Data Protection Act.

We ensure full maintenance support at all times.

We offer an invaluable service at competitive rates (contact us for further details).