

Vitaline Service Levels

	WHAT IT IS	WHO	WHY
B R O N Z E	<p>24 hour monitoring of community alarm</p> <p>GP / Emergency Services/ Nominated person(s) contacted as appropriate in the event of an alert</p> <p>Lifting Service will attend if required *</p>	<p>Persons living alone who feel the need for an extra sense of security.</p> <p>People living alone who are generally well but who suffer from long term health conditions e.g. diabetes.</p>	<p>The reassurance of knowing that there will be an immediate response to any urgent situation resulting in an increased sense of security.</p>
S I L V E R	<p>24 hour monitoring of community alarm</p> <p>GP / Emergency Services/ Nominated person(s) contacted as appropriate in the event of an alert</p> <p>Lifting Service will attend if required *</p> <p>Mobile Response to every emergency alert</p> <p>Key Holding Service</p>	<p>Persons living alone or who are left alone for long periods who are generally well but suffer from long term health conditions e.g. diabetes, heart disease, high blood pressure and who may not have a personal contact who could attend quickly in the event of an emergency.</p>	<p>The reassurance of knowing that there will be an immediate response to any urgent situation and that someone will come out to help, resulting in a reduction in anxiety.</p>
G O L D	<p>24 hour monitoring of community alarm</p> <p>GP / Emergency Services/ Nominated person(s) contacted as appropriate in the event of an alert</p> <p>Lifting Service will attend if required *</p> <p>Mobile Response to every emergency alert</p> <p>Key Holding Service</p> <p>Regular welfare checks, frequency dependant on individual need.</p>	<p>Persons living alone or who are left alone for long periods who suffer from more serious/unpredictable health conditions and who may benefit from a regular welfare check to ensure that all is well.</p>	<p>The reassurance of knowing that you will get a regular call to check that you are well and that, in an urgent situation, someone will come out to help, resulting in a reduction in feelings of anxiety.</p>
P L A T I N U M	<p>24 hour monitoring of community alarm</p> <p>GP / Emergency Services/ Nominated person(s) contacted as appropriate in the event of an alert</p> <p>Lifting Service will attend if required *</p> <p>Mobile Response to every emergency call</p> <p>Key Holding Service</p> <p>Regular welfare checks, frequency dependant on individual need.</p> <p>Medication Prompts by telephone or through the system depending on need.</p>	<p>People who tend to be a little forgetful and who live alone or who are left alone for long periods, who may benefit from a regular welfare check to ensure that all is well and a gentle prompt to take their medication.</p>	<p>A reduction in anxiety through the knowledge that at the press of a button help can be summoned, that regular calls to you will be made to make sure all is well. The benefit to your health from knowing that even if you are a little forgetful you won't miss essential medication because we'll make sure that you are reminded to take it every time it's due.</p>

* Vitaline's Lifting Service is funded by the NHS and is currently available to all Vitaline users.