

Taking
Care
Part of AXA Health



Freedom and independence
when you want it,
help when you need it

📞 0800 028 8773 🔍 taking.care

24/7

UK-based Emergency
Resolution & Home
Monitoring Team.

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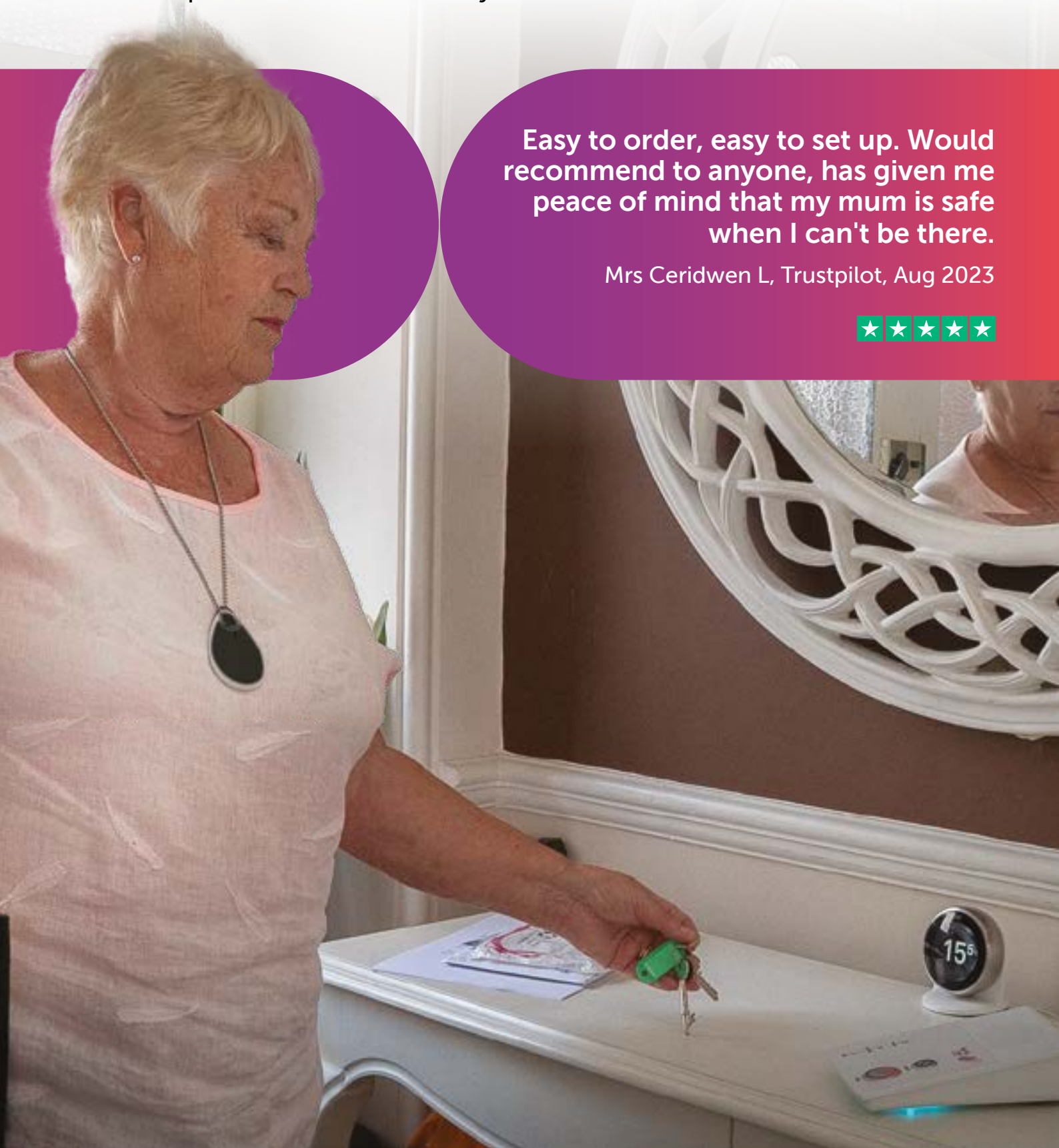


Ageing is a fact of life and it affects all of us at some point. The realisation that you might need a bit more help and support than you used to may feel uncomfortable at first but getting older doesn't have to mean giving up your independence and freedom.

The priority for most of us as we age is to remain independent and healthy in the homes we love. A telecare device such as a personal alarm can be your key to independence. Giving you and your family the peace of mind that help is available 24/7 should you need it.

Easy to order, easy to set up. Would recommend to anyone, has given me peace of mind that my mum is safe when I can't be there.

Mrs Ceridwen L, Trustpilot, Aug 2023





**All our
alarms are
monitored
24/7.**

"Easy to set up and use. This has given all the family peace of mind knowing that our mum can get help so easily if she needs it."

Tom and Helen, Trustpilot, Feb 2024



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Taking
Care

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Care

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Care



Introduction

Dear friends,

At Taking Care, we understand that most of us would like to remain in our own homes for as long as we can. Home is where we feel happiest and most comfortable and it is where we have the freedom to live life the way we want to. Our vision at Taking Care is to make independent living for all possible, by providing the reassurance and peace of mind that help is available when it's needed.

Our dedicated team is here to support you and your loved ones every step of the way, from choosing the perfect device to suit your needs and lifestyle, to helping you get your equipment installed quickly and easily, leaving you to get back to doing what you love.

The devices we offer are all fully monitored and connected to our caring and highly trained staff. Our Emergency Resolution Team is available 24/7 to resolve emergency alarm calls such as in the event of falls, medical emergencies, intruders, fires or any other distress. The team will immediately notify family members, listed contacts and the emergency services if required, leaving you safe in the knowledge that help is always on hand.

We'd be delighted to answer any questions or concerns you may have. To learn more, you can also visit us online at **taking.care** or call one of our Sales Advisors on **0800 028 8773**.

Warmest Regards,



Steve Gates

Managing Director, Taking Care






Rated 'Excellent' on  Trustpilot

Visit our website for free next working day delivery¹  0800 028 8773 

Alarm Comparison

	In-Home Alarms	
	Digital Personal Alarm (p14) 	Digital Fall Alarm (p16) 
Where it works		
Home & Garden	✓	✓
Out-and-About	✗	✗
How you talk to us	Alarm unit	Alarm unit
Connection	Multi-network Dual SIM (digital)	Multi-network Dual SIM (digital)
Alarm call costs	0845 (free with most call plans) ²	0845 (free with most call plans) ²
24/7 Monitored Protection		
Emergency / SOS button	✓	✓
Check loved one's location	✗	✗
Alarm Pendant		
Water-resistant ³	✓	✓
Fall Detection ⁴	✗	✓
GPS Location Aware	✗	✗
GPS Safety Zones	✗	✗
Pendant battery	5 years life	2 years life
Warranty & repair & battery replacement	Lifetime	Lifetime
Installation	Simple self set-up	Simple self set-up
Set-up cost with VAT exemption ⁵	£69.99	£69.99
Monthly cost with VAT exemption ⁵	£19.99	£25.99

In-Home & Out-and-About Alarms

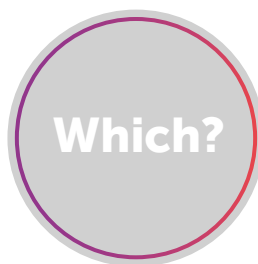
Taking Care Anywhere (p20)	Classic GPS Alarm (p22)	Personal Alarm Watch (p24)	Dementia Locate (p26)
			
✓	✓	✓	✓
✓	✓	✓	✓
Alarm unit or Pendant	Pendant	Watch	—
Multi-network SIM	Multi-network SIM	Multi-network SIM	Multi-network SIM
Calls & data included	Calls & data included	Calls & data included	Calls & data included
✓	✓	✓	✗
✗	✓	✓	✓
✓	✗	✗	✗
✓	✗	✗	✗
✓	✓	✓	✓
✗	✓	✓	✓
Re-chargeable (up to 2 months' charge)	Re-chargeable (up to 48 hours' charge)	Re-chargeable (up to 48 hours' charge)	Re-chargeable (48 hours' charge)
Lifetime	12 months	12 months	12 months
Simple self set-up	Simple self set-up	Simple self set-up	Simple self set-up
£70.00	£85.99	£99.99	£80.00
£28.99	£21.99	£21.99	£16.50



Why choose Taking Care?



Award-winning 24/7
Emergency Resolution



Which?
Approved Service



Supported over 1/4
million people and
their families with
personal alarms



Taking Care is the largest private provider of personal alarms in the UK.
We have been providing personal alarm services for more than 30 years.



Aim to answer calls for
help within 30 seconds



Rated 'Excellent'
on Trustpilot



Part of AXA Health, with
over 75 years' experience
of providing healthcare
products and services

Visit our website for free next working day delivery¹  0800 028 8773  taking.care

Independence when you want it, help when you need it

Not everyone has family or friends who live nearby and can respond in an emergency. Having a 24-hour monitored telecare solution ensures the elderly or vulnerable are fully supported and can continue to live independently at home.

How it works

When our expertly trained team receive an emergency call, they will know who is calling and where they are calling from. Even if the alarm user is unable to communicate, the specialist team will have the alarm user's emergency contacts and medical information to hand and will quickly assess the situation. A family member or friend will then be contacted, or if medical assistance is needed then the emergency services will be called.



A personal alarm can reduce overall hospital admissions in older adults by 50% and reduce the length of stay in hospital by almost half, from 15 days to 8 days.

Professor James Brown
Aston Research Centre for Healthy Ageing



Digital-ready Personal Alarms

BT has announced that by 2025 all analogue phone lines will be replaced with digital ones. The switchover means all new houses are set to be built with a digital-only connection from 2023. And, with change coming, many households have already upgraded, for faster networks and connectivity.

Personal alarms have traditionally relied on analogue telephone landlines. To ensure our customers are supported during and after the switchover, we have tested our full product range in Openreach's laboratory with the leading telephone providers' networks to ensure maximum longevity of our alarms.

The Digital Personal Alarm and Digital Fall Alarm are a good choice if you do not have a telephone landline or want a personal alarm that will be unaffected by the upcoming digital switchover.



**Every 10 seconds of every
day, an older adult falls**

Data from www.poppi.org.uk

In-Home Protection

Our In-home Personal Alarms provide complete independence and peace of mind whether you are going about your day in the home or enjoying your garden. We offer a range of different options which are both reliable and easy-to-use, allowing you to stay safe and secure wherever you are at home.

All In-home Personal Alarms are fully supported by our award-winning 24/7 alarm monitoring service.



1 in 4
of us live to
90+





Digital Personal Alarm

Digital-ready alarm with Emergency Resolution from Taking Care



New future-proof, digital alarm that does not need a telephone landline.

Perfect for those who need a personal alarm that works in the home and garden, providing peace of mind for you and your loved ones.

**No
telephone
landline
needed.**

ENJOY THE BENEFITS

- **Best possible coverage**

No telephone landline needed and the two pre-fitted multi-network SIMs provide the most resilient network coverage.

- **Simple to follow voice-guided set-up**

Follow the alarm unit's voice-guided set-up instructions to quickly and easily set up your digital personal alarm.

- **Works in the home and garden**

Works up to 300 metres (984 feet) from the alarm unit so you can go about your daily life knowing you can get support if it is needed.



- **Waterproof pendant**

Can be worn in the bath or shower, providing reassurance when you might be most at risk of having a fall.

- **High quality two-way speaker**

Even if you are not able to speak, by pressing the alarm button we'll know who you are and where you are calling from.

- **Choice of wearable options**

Choose the wrist strap or hypoallergenic chain so you can wear it comfortably and in a way that suits you.

Note: Hypoallergenic chain may contain up to 13% nickel.

WHAT'S INCLUDED



Alarm Pendant



Alarm Unit



UK-based Monitoring



Product Warranty



Free Delivery

SET-UP AND MONITORING COSTS⁵

SET-UP COST

from:

£69.99

£83.99
inc VAT⁶

Simple self set-up with automated voice guide

MONTHLY COST

from:

£19.99

£23.99
inc VAT⁶

Rolling contract, cancel any time

Unlimited alarm calls, data, monitoring included with two multi-network SIM cards

3 MONTHS FREE IF YOU PAY ANNUALLY BY DIRECT DEBIT⁷

Visit our website for free next working day delivery¹ ☎ 0800 028 8773  taking.care



Digital Fall Alarm

Digital-ready fall alarm with Emergency Resolution from Taking Care



New digital alarm with in-built fall detector that does not need a landline.

Perfect for those who worry about having a fall, providing extra security and peace of mind in the home or garden.

Alerts us
automatically
if you fall.⁴

ENJOY THE BENEFITS

- **No need to call if you fall⁴**

A signal is automatically sent to the alarm unit which has a two-way speaker audible from different rooms in the house.

- **Easy-to-use emergency SOS button**

The pendant can also be used as a personal alarm. Press its SOS button to speak to our Emergency Resolution Team.

- **Works in the home and garden**

Works up to 300 metres (984 feet) from the alarm unit so you can go about your daily life knowing you can get support if it is needed.



- **Water-resistant fall detector³**

Can be worn in the bathroom and shower, providing reassurance when you might be most at risk of having a fall.

- **High quality two-way speaker**

Even if you are not able to speak, once an alert is received we'll know who you are and where you are calling from.

- **Choice of wearable options**

Choose the wrist strap or hypoallergenic chain so you can wear it comfortably and in a way that suits you.

Note: Hypoallergenic chain may contain up to 13% nickel.

Note: The Digital Fall Alarm pendant is equipped with sophisticated fall detection technology and will automatically raise an alert for help when it detects a fall, and significant impact has occurred. The pendant is designed to be worn openly around the neck or wrist for the fall detection algorithm to work as intended. Using, wearing or attaching the pendant in any other manner, including under clothing, may not provide accurate fall detection and could result in a fall not being detected.

WHAT'S INCLUDED



Fall Alarm



Alarm Unit



UK-based Monitoring



Product Warranty



Free Delivery

SET-UP AND MONITORING COSTS⁵

SET-UP COST

from:

£69.99

£83.99
inc VAT⁶

Simple self set-up with automated voice guide

MONTHLY COST

from:

£25.99

£31.19
inc VAT⁶

Rolling contract, cancel any time

Unlimited alarm calls, data, monitoring included with two multi-network SIM cards

3 MONTHS FREE IF YOU PAY ANNUALLY BY DIRECT DEBIT⁷

Visit our website for free next working day delivery¹ ☎ 0800 028 8773 

In-Home & Out-and-About Alarms

Freedom to maintain an independent and active lifestyle, whilst providing reassurance that help is available wherever you are. Our In-Home & Out-and-About Personal Alarms provide peace of mind to continue living life to the full outdoors, as well as in the home, providing you have good mobile coverage with any network.

Many of our Out-and-About Personal Alarms are also location-aware so our award-winning 24/7 Emergency Resolution Team knows where you are.



**Staying active as we
age improves both
physical and mental
health**





Taking Care Anywhere

Chiptech GO and EVA with Emergency Resolution from Taking Care

A revolutionary personal alarm and fall detector⁴ package connected to our award-winning Emergency Resolution Team. Gives you the confidence to remain active and independent.

Perfect for those who want the reliability of a traditional alarm and fall detector that also work out-and-about.

Get help
from wherever
you are in
the UK.⁸

ENJOY THE BENEFITS

- **Fall detection⁴**

The location-aware GPS pendant detects serious falls and automatically calls our Emergency Resolution Team. The clever technology reduces false alarms that may be triggered by walking or moving around.

- **GPS location-aware⁸**

When an alarm call is triggered, the GPS pendant will send coordinates to our Emergency Resolution Team. We will know where you are, even if you are unable to talk, so we can quickly direct help to you.

- **In-home alarm unit included**

Get help wherever you are in your home and garden, even if there are mobile blackspots.



- **Works anywhere in the UK⁸**

Use the location-aware GPS pendant at home, in the garden or on holiday. The pendant is water-resistant and sturdy so you can wear it with confidence, even in the shower or on a rainy day walk!

- **Easy-to-use pendant**

With a built-in microphone and speaker for two-way conversation, you can talk with our Emergency Resolution Team through the location-aware GPS pendant if you need help.

Note: The GPS pendant is equipped with sophisticated fall detection technology and will automatically raise an alert for help when it detects a fall, and significant impact has occurred. The pendant is designed to be worn openly around the neck for the fall detection algorithm to work as intended. Using, wearing or attaching the pendant in any other manner, including under clothing, may not provide accurate fall detection and could result in a fall not being detected.

WHAT'S INCLUDED



GPS Falls Pendant



Alarm Unit



Backup Pendant¹⁰



UK-based Monitoring



Product Warranty



Free Delivery

SET-UP AND MONITORING COSTS⁵

SET-UP COST

from:

£70.00

£84.00
inc VAT⁶

Simple self set-up with automated voice guide

MONTHLY COST

from:

£28.99

£34.79
inc VAT⁶

Rolling contract, cancel any time

Unlimited alarm calls, data, monitoring included with multi-network SIM card

3 MONTHS FREE IF YOU PAY ANNUALLY BY DIRECT DEBIT⁷

Visit our website for free next working day delivery¹ ☎ 0800 028 8773  taking.care

Classic GPS Alarm

Mindme GPS device with Emergency Resolution from Taking Care

Fully mobile, GPS personal alarm that fits around your life. Location tracking so we can get help to you wherever you are.⁹

Perfect for those who want a discreet personal alarm that can be used when you go out.

**Press your
button and
speak to us
through the
pendant.**

ENJOY THE BENEFITS

- **Two-way conversation through alarm pendant**

Speak with our caring team through the GPS alarm pendant. The team will quickly arrange appropriate help.

- **Get help even if you are unable to speak**

GPS tracking is accurate to around 10 metres and updated every 4 minutes when moving so our team will know where you are calling from.



- **One button**

Simple to use with no numbers to remember

- **Safe zones**

You can configure the Classic GPS Alarm to automatically alert friends and family if the device moves outside of pre-set locations.

- **Up to 48-hour battery life**

Simple to use charging unit is included. A low battery email alert can also be set up.

- **Multi-network SIM**

Multi-network SIM ensures the Classic GPS Alarm will remain connected as long as there is a mobile network.

WHAT'S INCLUDED



Alarm
Pendant



UK-based
Monitoring



Product
Warranty



Free
Delivery

SET-UP AND MONITORING COSTS⁵

PURCHASE + SET-UP

from:

£85.99

£103.19
inc VAT⁶

No set-up required

MONTHLY COST

from:

£21.99

£26.39
inc VAT⁶

Rolling contract, cancel any time

Unlimited alarm calls, data and monitoring included with multi-network SIM card

3 MONTHS FREE IF YOU PAY ANNUALLY BY DIRECT DEBIT⁷

Visit our website for free next working day delivery¹ ☎ 0800 028 8773  taking.care



Personal Alarm Watch

Mindme Watch 2 with Emergency Resolution
from Taking Care

A personal alarm watch that is easy to use
and ideal if you like to be active and get out
and about.

Perfect for those who want a personal
alarm that is also a watch and GPS location
tracker for home and out-and-about.⁹

Freedom
when you're
out doing the
things you
love.

- **GPS location alerts**

GPS 'safe zones' can be set up so loved ones are alerted by SMS or email when the watch moves outside of the pre-set locations.

- **Friends or family can view your GPS location**

You can give friends or family access to a secure website to view the watch's GPS location, set battery alerts and safe zones.

- **Ready to use out of the box**

No smartwatch app, Wi-Fi or installation is needed so you quickly benefit from the peace of mind our 24/7 service provides.



Note: We recommend that you charge the watch daily to optimise charging time.

- **Monitor your daily activity**

The watch tracks the number of steps you have taken each day, helping you remain active and healthy.

- **Get help anywhere**

The pre-fitted SIM card provides the highest level of mobile coverage, switching between networks to find the

- **Fast charge time**

The battery fully charges in up to 90 minutes. The magnetic charger locks against the back of the watch so there are no fiddly connections.

- **Clear digital display**

The display is easy to read and shows the time, date, battery level and the number of steps you have taken.

WHAT'S INCLUDED



Watch



UK-based Monitoring



Product Warranty



Free Delivery

SET-UP AND MONITORING COSTS⁵

PURCHASE + SET-UP

from:

£99.99

£119.99
inc VAT⁶

Simple self set-up

MONTHLY COST

from:

£21.99

£26.39
inc VAT⁶

Rolling contract, cancel any time

Unlimited alarm calls, data and monitoring included with multi-network SIM card

3 MONTHS FREE IF YOU PAY ANNUALLY BY DIRECT DEBIT⁷

Visit our website for free next working day delivery¹ ☎ 0800 028 8773  taking.care



Dementia Locate

Mindme Locate with Emergency Resolution
from Taking Care

Simple design with no confusing lights or buttons to press. Lightweight and small, it can be used as a key fob, worn as a pendant or put in a pocket or bag.

Perfect for those who need a simple tracker and designed to find people who are living with dementia or who have learning difficulties and may wander.

View loved
one's location
online.

ENJOY THE BENEFITS

- **View GPS location online**

Family members can view the current GPS device location and location history, so they know where loved ones are.

- **No buttons or flashing lights**

Designed for people living with dementia, with no confusing lights or buttons.



- **Dementia trained staff**

Our 24-hour Emergency Resolution Team understands the challenges of caring for people with dementia or mental impairment.

- **48-hour battery life**

The GPS device has a long 48-hour battery life, easy-to-use drop-in charger and low battery level email alert.

WHAT'S INCLUDED



Alarm
Pendant



UK-based
Monitoring



Product
Warranty



Free
Delivery

SET-UP AND MONITORING COSTS⁵

PURCHASE + SET-UP

from:

£80.00

£96.00
inc VAT⁶

No set-up required

MONTHLY COST

from:

£16.50

£19.80
inc VAT⁶

Rolling contract, cancel any time

Unlimited alarm calls, data, monitoring included with multi-network SIM card

Visit our website for free next working day delivery¹ ☎ 0800 028 8773 

Monitored Home and Health

A home and health monitoring system can help an elderly person to continue living independently, in the home they feel comfortable in, for longer. It can also provide reassurance for concerned relatives and may mean that expensive care solutions are avoided.

Both our non-intrusive home monitoring systems and proactive health solutions are designed to provide reassurance and independence, and all are fully supported by our Resolution Team.



Many people who
fall develop a fear of
falling and become
less active







Taking Care Sense

Proactive monitoring system with alerts and wellbeing checks from Taking Care

A discreet, proactive system that monitors activity in the home and keeps a check on room temperature and humidity. Taking Care will raise the alarm when we are notified of significant changes in your loved one's behaviour.

Perfect for those who want reassurance about the wellbeing of a loved one or if you worry they may not use a personal alarm.

Detects changes in daily living activity so you know if there is a problem.

ENJOY THE BENEFITS

- **Automatically learns patterns of behaviour**

An Artificial Intelligence (AI) platform analyses the data from Taking Care Sense so changes in activity are not missed.

- **Monitored by Taking Care**

If there is something that needs attention, we are alerted and will let you know. You can swiftly respond to issues, reducing the risk of your loved one being left unattended for long periods of time.

- **No need to press a button to get help**

Unlike a personal alarm, there is no pendant that your loved one needs to remember to wear or charge.

- **Simple and unobtrusive**

Simply remove Taking Care Sense from the box, place it in the kitchen and forget about it. There are no cameras or microphones so privacy is maintained.



WHAT'S INCLUDED



Monitoring
Sensor



Monitoring
& Wellbeing
Checks



Product
Warranty



Free
Delivery

SET-UP AND MONITORING COSTS⁵

SET-UP COST

from:

£29.99

| Includes
VAT

Simple self set-up

MONTHLY COST

from:

£16.99

| Includes
VAT

Rolling contract, cancel any time

Add Taking Care Sense to a personal alarm package for just £11.49 per month (£13.79 inc VAT⁶) plus £9.99 (£11.99 inc VAT⁶) set-up cost.



Taking Care Safe Home Alert

Anthropos smart home sensors with
Emergency Resolution from Taking Care

Smart home sensors monitor activity in the home and if an emergency alert is detected, our Emergency Resolution Team is notified automatically. No cameras or microphones, so your loved one's privacy is maintained.

Perfect for those who want to ensure that a loved one is safe and well, even when they can't be there.

Detects
changes in daily
routine so you
know if more
support is
needed.

ENJOY THE BENEFITS

- **Get help in an emergency**

Sensors detect potential emergencies, such as the front door being left open in the middle of the night.



- **View routine insights**

Your family can view insights that show changes in your loved one's daily routine through a secure, easy-to-use website. You can use these insights to manage your loved one's health and care needs.

- **Includes personal alarm pendant**

The personal alarm pendant works up to 75 metres (246 feet) from the alarm unit so your loved one can call us from the home or garden. It is water-resistant³ up to 1 metre for 30 minutes so can be worn in the bathroom where slips are most common.

- **Low maintenance and long battery life**

Each sensor has a battery that will typically last for a year. The personal alarm pendant has a 5-year battery life and low battery warning. If the batteries need replacing, we'll be alerted and will arrange for them to be changed free of charge.

WHAT'S INCLUDED



5 Motion & Temperature Sensors



Microwave Sensor



Front Door Sensor



Back Door Sensor



Kettle Sensor



Fridge Sensor



Alarm Pendant



Alarm Unit



Free Installation

SET-UP AND MONITORING COSTS⁵

PURCHASE + SET-UP

from:

£199.99 | £239.99 inc VAT⁶

Professional installation included

MONTHLY COST

from:

£39.99 | £47.99 inc VAT⁶

Rolling contract, cancel any time

Call us for more information and a Safe Home Alert brochure.

Visit our website for free next working day delivery¹ ☎ 0800 028 8773 🔍 taking.care



Key Safe

With a key safe, there is always a way to get help in an emergency.

If you need assistance, it's reassuring to know that your family, carers, and if necessary, the emergency services can quickly gain access to your home.

It can be fitted to any brick built or concrete external wall, outhouse or garage and is designed to hold up to three Yale-type or one deadlock key.

We can supply a C500 Key Safe with your personal alarm order. The Supra C500 Key Safe is the original Police accredited key safe and holds the title of being 'as secure as your front door'.

Secure, convenient and discreet

To support our personal alarm service, we recommend you have a key safe if you do not have an emergency contact who can come to your assistance when needed.

Vital time can be saved in an emergency by having a secure way to get into your home without causing any damage.

from:
£65.99

includes
VAT⁶



"It's such a straightforward experience ordering, receiving and setting up the equipment. We now have peace of mind that Dad is able to access help if he needs it."

Janice Trustpilot, Nov 2023



¹ Free next working day delivery available in England and Wales for self set-up orders received before 1pm, Monday to Friday, excluding Dementia Locate.

² Calls to 0845 number free with most calling plans, please check with your network provider. We do not use expensive 0844 numbers.

³ Digital Fall Alarm pendant and Taking Care Anywhere can be worn in the bathroom and shower (IP67 standard). Digital Personal Alarm pendant can be worn in the bath and shower (IP68 standard).

⁴ Due to the wide variety and types of fall, the fall detector may not detect every fall. If you are able to do so, you must ensure that you press the "button" on the relevant device if you fall.

⁵ Your rolling monthly subscription covers all your devices, SIM & data costs, warranty & repair, unlimited emergency calls (emergency calls not applicable to Taking Care Sense). Cancel any time, giving 30 days notice.

⁶ 92% of customers do not pay VAT on their personal alarm.

⁷ 3 months free in the first year, applies to new personal alarm customers only when you pay annually by Direct Debit and order online or by phone. Any refund will be calculated on a pro-rata basis. Offer subject to change and may be withdrawn at any time.

⁸ The location-aware GPS pendant will work anywhere in the UK, excluding the Channel Islands, and where there is a 3G (white or black GPS pendant) or 4G (black GPS pendant only) cellular network to communicate, subject to atmospheric conditions, radio interference, buildings, or other forms of interference that can block the pendant's connection to GPS satellites.

⁹ Classic GPS Alarm and Personal Alarm Watch will work anywhere in the UK, excluding the Channel Islands and Isle of Man, and where there is a 2G cellular network to communicate, subject to atmospheric conditions, radio interference, buildings, or other forms of interference that can block the pendant's connection to GPS satellites.

¹⁰ Backup pendant for use in home only and does not include fall detection or GPS location.