

Telecare: Information for Carers

What is Telecare?

Telecare is the name given to a range of electronic sensors equipment which can help support your relative to remain independent in their own home.

An alarm can be worn by your relative either on their wrist or around their neck on a pendant and/ or sensors can be placed around their home.

When a problem arises your relative can press their pendant to seek support via the Call Centre, or one of the sensors can raise an alert directly to the Call Centre who will then contact your relative to check they are ok.

If your relative is in need of help they will contact you or the emergency services depending on the circumstances.

How can Telecare support you?

The use of Telecare is not about replacing you as a Carer but helping to support you in your role.

Benefits of Telecare:

- To offer you peace of mind that if an emergency occurs your relative can raise an alert 24 hours a day.
- To reassure you that an automatic alert will be raised should a change occur within your relative's home which leaves them at risk. For example if the temperature falls below a comfortable level or the smoke detector goes off and they do not hear it
- To offer you peace of mind that if you are at work or wish to go out your relative is able to seek help if needed.

What equipment might be able to help?

Pendant Alarm and Life line box: The pendant can be worn either on a pendant around the neck or on a wrist band. The Life line box plugs into a mains telephone line and links to a 24 Hour Call Centre. When the pendant is pressed the Call Centre will be alerted and be able to offer advice and take action if needed. This may include contacting you or the emergency services.

Bed/ Chair Sensors: This sensor sits under the mattress/ chair and alerts you or a carer who is in the house if your relative is trying to get up and may be at risk of falling or sends an alert the Call centre if your relative lives/ spends time alone and they will check whether your relative is ok and if needed contact you or the emergency services.



This can also be linked to a lamp to help your relative see where they are going, especially at night.

Enuresis sensor: This sensor detects if your relative has continence problems and needs a family member or carer to offer them help with personal care.

Falls detector: This can be worn on a wrist band or waist band or brooch and sends an alert to the Call Centre or yourself should your relative fall and be unable to get up.

Epilepsy sensor: This sensor sits under the mattress and alerts you or a carer that the person is having a seizure and needs help.

Home Pager/ Care Assist: The sensors your relative wears/ has in the property can be linked to a pager which you / a carer can carry/ wear in the house and garden. If one of the sensors is triggered when your relative needs help, an alert will be sent to the pager to alert you or a carer. This supports you to go about your daily activities or be able to sleep in a different room with the knowledge that you will be alerted if needed.

Property exit sensors: Sensors can be attached to the external doors of your relative's property and set to send an alert if opened between set times. This may be times when you are at work or overnight if your relative lives alone. When triggered, an alert is sent to the Call Centre and/or you to inform you that there may be a problem.

Bogus Caller button: This can be pushed if your relative feels vulnerable especially if

cold callers visit their property or someone is trying to gain access to their home. It sends a silent alert to the Call Centre who can summon help and offer reassurance.

Environmental sensors: These include flood, temperature and smoke detectors which raise an alert within the property and also alert the Call Centre who will contact your relative to check they are ok and contact the emergency services if needed.

How do we get Telecare installed?

If your relative is already eligible for support with their care needs you can discuss Telecare with their representative from North Lincolnshire Council.

If you feel your relative may require support with their care needs contact Adult Services on 01724 297979 to discuss further.

If your relative does not meet the eligibility criteria for support, Telecare can be purchased privately.

Details of providers of Telecare can be found on the Connect to Support website.

www.connecttosupport.org/northlincs

Where can I get more information?

For information and advice on Telecare please contact the Telecare Service:

01724 298408

TelecareServices@northlincs.gov.uk