

# Telecare: Information for Individuals

## What is Telecare?

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

An alarm can be worn on your wrist or around your neck on a pendant and/ or sensors can be placed around the home.

This enables you to directly seek help via a 24 hour Call Centre, a relative or someone who lives with you and cares for you.

## How can Telecare support you?

The use of Telecare is one way in which you can be supported to retain/ regain your independence.

### Benefits of Telecare:

- To offer you peace of mind that you are able to raise an alert 24 hours a day should you become unwell, suffer a fall or feel anxious.
- To automatically alert the Call Centre should a change occur within your home which leaves you at risk, for example if the temperature falls below a comfortable level, or the smoke detector goes off and you do not hear it.
- To alert someone if you wander out of the property and forget where you are and offer you reassurance and support to a place of safety.
- To offer your family reassurance that in an emergency situation help can be alerted and they will be contacted to offer support.

## What equipment might be able to help?

**Pendant Alarm and Life line box:** The pendant can be worn either on a pendant around your neck or on a band on your wrist. The Life line box plugs into a mains telephone line and links to a 24 Hour Call Centre. When you press the alarm the Call Centre will be alerted and be able to offer advice and if needed contact a family member or the emergency services.

**Bed/ Chair Sensors:** This sensor sits under the mattress/ chair and alerts a relative/ carer in the house if you are trying to get up and may be at risk of falling or alerts the Call Centre if you live alone.

This can also be linked to a lamp to help you see where you are going. This is especially useful at night.

**Enuresis sensor:** This sensor detects if you have continence problems and need a family member or carer to offer you help with personal care.

**Falls detector:** This can be worn on a wrist band, waist band or brooch that sends an alert to the Call Centre or a family member should you fall and be unable to get up.



**Epilepsy sensor:** This sensor sits under the mattress and alerts a family member or carer that you are having a seizure and need help.

**Home Pager/ Care Assist:** The sensors in your property can be linked to a pager which a family member/carer can carry/ wear in the house and garden. If one of the sensors is triggered when you need help, an alert will be sent to the pager to make the relative/carer aware that you require their help.

**Property exit sensors:** Sensors can be attached to the external doors of your property and set to send an alert if opened between set times. This may be a time you are home alone. When triggered, an alert is sent to the Call Centre or a family member to make them aware that there may be a problem.

**Bogus Caller button:** This can be pushed if you feel vulnerable especially if you have cold callers or someone is trying to gain access to your home. It sends an alarm to the Call Centre that 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 if you leave.

## What if I press my alarm or activate a sensor by accident?

If you activate the alarm/ sensor by accident it is not a problem. The Call Centre is staffed 24 hours a day, 365 days a year. When the advisor contacts you just let them know you are ok and they will close the call.

## How can the Call Centre help?

The staff who work in the Call Centre can offer you advice in emergency situations. They will introduce themselves and establish what the problem is and what help you need.

If you need help they will contact someone on your behalf. This may be a family member or, on occasion, depending on the situation, they may contact the emergency services.

## How do we get Telecare Installed?

If you are already eligible and receiving support with your care needs funded by North Lincolnshire Council, you can discuss Telecare with your case manager.

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

If you do 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](http://www.connecttosupport.org/northlincs)

## Where can I get more information?

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

01724 298408

[TelecareServices@northlincs.gov.uk](mailto:TelecareServices@northlincs.gov.uk)