



# Telecare

Helping you stay independent



## What is Telecare?

Telecare is the name given to a range of electronic sensor equipment that can support people to remain independent in their own homes.

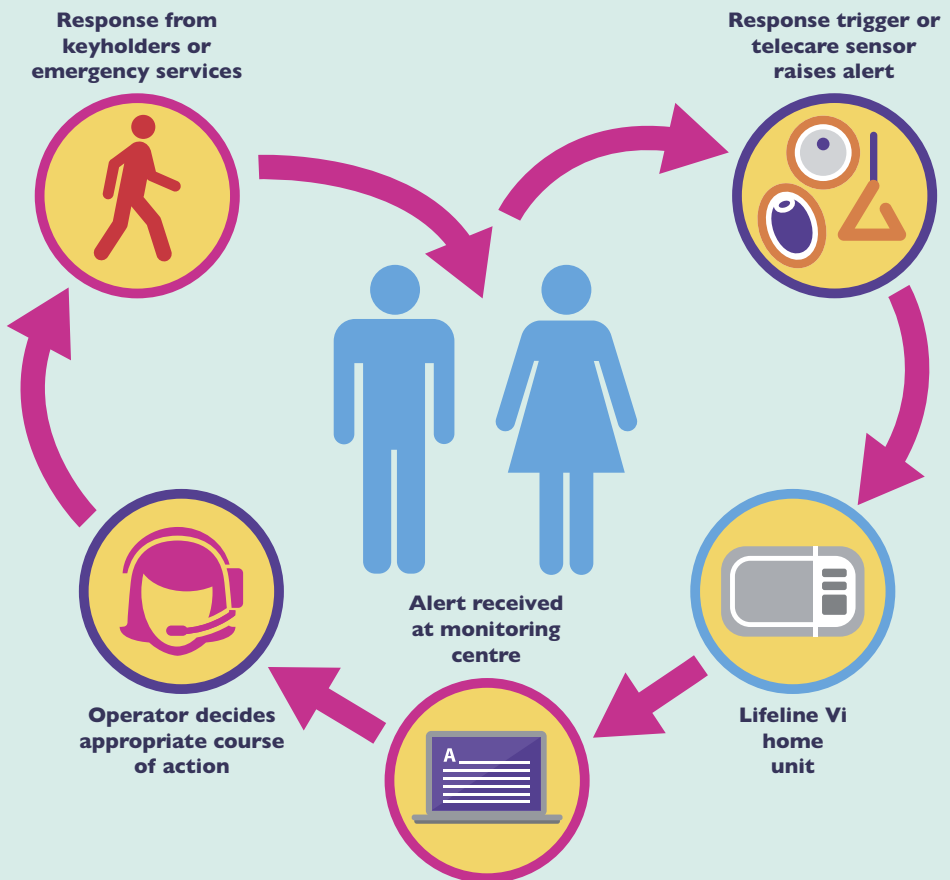
Equipment can help someone feel safe and secure in their home and also offers family and carer's peace of mind and reassurance.

An alarm/sensor can be worn on the person or placed around the home. This enables the person to directly seek help or when a sensor is triggered automatically alert a call centre or an on site carer that the person requires assistance.

## How does it work?

When someone presses their alarm or an automatic sensor is triggered an alert is sent to a 24 hour call centre.

The call centre staff will be able to offer advice and reassurance and contact someone who is an identified responder and/or the emergency services.



# When can Telecare help?

There are lots of different types of equipment available and many situations when Telecare can help.

## Examples include:

- When someone feels vulnerable due to age, health issues, disability
- When someone lives alone and feels isolated
- When someone is returning home from hospital/care
- To offer reassurance and peace of mind to family and carers
- When someone has a history of falls/ is at risk of falling
- When someone becomes ill
- When someone is at risk of wandering out of the home alone
- When someone can not react to emergencies within the house such as fire or floods
- When someone is unable to react to changes in the environment - extreme changes in room temperature
- When someone has carers that need to be alerted within the same property

## What equipment might help...



## Who is eligible to have Telecare installed?

Telecare equipment is offered as part of the rehab and reablement offer to support people leaving hospital/ intermediate care at nil charge for a time limited period to help people regain their confidence and independence.

For people who are already eligible for support with their care needs they can discuss Telecare with their representative from North Lincolnshire Council.

For people who feel they require support with their care needs they can contact Adult Services on 01724 297979 to discuss further.

For people who do not meet the eligibility criteria for support, Telecare can be purchased privately both locally and nationally

Details of providers of Telecare can be found on the Connect to Support website. [www.connecttosupport.org/northlincs](http://www.connecttosupport.org/northlincs)

## Where to find out more

If you have any questions or require more information and advice, please contact us.



**Telephone**

01724 298408



**Email**

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**Letter**

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