

Hourcare 24

Community Alarm and Telecare Service



The Community Alarm and Telecare Service can improve safety and help people to stay independent and healthy in their own home for longer by providing continuous and automatic monitoring of their lifestyle changes.



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East Dunbartonshire Council

www.eastdunbarton.gov.uk

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What is a community alarm?

A community alarm is a personal alarm that is connected through a phone line that means that help is just the touch of a button away. It allows people who might be vulnerable, isolated, or who suffer from medical conditions, to live independently, secure in the knowledge that help is at hand if they need it.



What is telecare?

Telecare is “the provision of care services at a distance using a range of analogue, digital and mobile technologies. These range from simple personal alarms, devices and sensors in the home, through to more complex technologies such as those which monitor daily activity patterns, home care activity, enable ‘safer walking’ in the community for people with cognitive impairments/physical frailties, detect falls and epilepsy seizures, facilitate medication prompting, and provide enhanced environmental safety”

(A National Telehealth and Telecare Delivery Plan for Scotland to 2015)



How can a community alarm and telecare sensors help me?

Technology continues to have an increasing role in promoting independence. Telecare equipment and devices can be activated by the service user or can be activated remotely. The equipment could include: falls sensors, smoke sensors, medication reminders, environmental monitoring and GPS monitoring systems etc. A community alarm system offers reassurance to a vulnerable person, and their family, to allow them to maintain independence in their own home. It gives the person, as well as family and carers, confidence that help can be summoned quickly in a crisis. The service provides a 24 hour lifeline to the outside world.



By pressing a button on the alarm, or on a pendant which can be worn around the wrist or neck, staff at our emergency response centre can be contacted instantly, 24 hours per day, seven days a week.

The telecare sensors can monitor people at risk in their own home. They can improve safety and help people to stay independent and healthy for longer by providing continuous and automatic monitoring of lifestyle changes.



What are the benefits to me and my family?

- It can provide peace of mind for you, or the person you care for, and your family.
- It can support you, or the person you care for, to live more independently at home.
- It can assist you, or the person you care for, to return home from hospital.
- If an emergency does occur, you or the person you care for, can get help quickly.

What happens when the alarm or telecare sensors are activated?

The person at the Emergency Response Centre will respond to the alert by either:

- Speaking to you to get more information about the situation
- Contacting a friend or relative whose details you have given to us
- Sending one of our mobile responders to assist you when required
- If necessary, alerting one of the emergency services i.e. fire, police, NHS
- Contacting a friend or relative to advise them if one of the telecare sensors has been activated and requires a friend or relative to attend.

Just checking

Small, wireless sensors in the home generate a chart of activity which is accessed via a secure website. Health and social care professionals, and family members, can view activity regarding when a person:

- Went to bed, got up and whether they had a disturbed night
- Received visitors or care services
- Left the house and for how long
- And generally, their daily patterns and any movements throughout the day

Please note: this would only be provided for a maximum of 4 weeks.



Property exit sensor

This provides an early warning if the person leaves their home and does not return within a predetermined time. It can be set for specific times throughout the day. A relative would have to respond to this if this was activated.



Care Assist

CareAssist is designed to support local carers/family to deliver high quality, non-intrusive care. It is an extremely easy to use, portable device that provides carers working or living onsite with a means to receive instant alerts from Tunstall's range of telecare sensors.

This means that onsite carers can be quickly made aware of any incidents/sensors that are activated.

GPS options

GPS devices can accurately locate the whereabouts of the wearer. Family can be alerted if customer enters specified safe and unsafe zones. Users' whereabouts can also tracked. This equipment will require to be charged. When required, family must respond to any distress alerts.



Detectors

We can install a variety of detectors ranging from smoke, heat, carbon monoxide and flood detectors to your existing community alarm. This is linked to the emergency control centre who can arrange to send the appropriate response.



Fall detector



A fall detector is a wrist-worn device which will alert if it senses that the person has fallen. Please note: Some falls (i.e. soft falls, controlled descent against a wall or into a chair) may not be detected by the fall detector. A call can also be raised by pressing the fall detector manually.

Who can receive these services?

People of all ages and disabilities can benefit from a community alarm and telecare sensors depending on their individual circumstances and assessed need.

Is there a cost for this service?

There is a small monthly charge for rental and monitoring of the alarm. This charge includes a Mobile Response Service if required. There may be a charge for non-returned equipment.

The cost of calls from the alarm unit to the Emergency Response Centre are at the local call rate set by your telephone provider, e.g. BT.

What do I need for installation?

There must be:

- A modern telephone socket
- A 13 amp electric socket
- A telephone line capable of making outgoing calls

These must be:

- On the same wall
- Within five metres of each other
- Not on either side of a door, window or fireplace as the leads cannot be placed around or across these

We also require:

A minimum of three local emergency contacts who would be willing to hold a key to your home. In the case of an emergency, these contacts must be willing to either come to your home or pass the key to one of our Mobile Response teams who would then be able to gain access to your home. If you are unable to provide three key holders, it is possible that our Emergency Response Centre would securely hold a key for you. Installing a keysafe should also be considered.

Who do I contact to make a referral or receive more information?

There is more information about our community alarm and telecare services on East Dunbartonshire Council's website. We can also arrange to demonstrate the community alarm in your home without obligation.

Telecare can be referred from social work, a health professional or a self-referral.

For further information contact us at:

East Dunbartonshire Council
Emergency Response Centre
Broomhill Industrial Estate
Kilsyth Road, Kirkintilloch
G66 1QF
0141 776 8046

Useful Contacts and Websites

East Dunbartonshire Council - www.eastdunbarton.gov.uk

Scottish Government - www.scotland.gov.uk

Scottish Centre for Telehealth and Telecare - www.sctt.org.uk

If you require independent information, advice and support, you can contact:

Certas Advocacy Service

Suite 5 - 7, McGregor House, Donaldson Crescent, Kirkintilloch, G66 1 XF

Tel: 0141 775 0433

Website: www.certas.org.uk

Carers Link

Milngavie Enterprise Centre, Ellangowan Court, Milngavie, G62 8PH

Tel: 0800 975 2131 or 0141 955 2131

Email: enquiry@carerslink.org.uk

Website: www.carerslink.org.uk

Other formats and translation

This document can be provided in large print, Braille or on CD and can be translated into other community languages. Please contact the Council's Communications Team at:

East Dunbartonshire Council, 12 Strathkelvin Place, Southbank,

Kirkintilloch, G66 1TJ Tel: 0300 123 4510

本文件可按要求翻譯成中文，如有此需要，請電 0300 123 4510。

اس دستاویز کا درخواست کرنے پر (اردو) زبان میں ترجمہ کیا جاسکتا ہے۔ براہ مہربانی فون نمبر 0300 123 4510 پر رابطہ کریں۔

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਮੰਗ ਕਰਨ ਤੇ ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕੀਤਾ ਜਾ ਸਕਦਾ ਹੈ। ਕਿਰਪਾ ਕਰਕੇ 0300 123 4510 ਫੋਨ ਕਰੋ।

Gabhaidh an sgrìobhainn seo cur gu Gàidhlig ma tha sin a dhìth oirbh. Cuiribh fòn gu 0300 123 4510

अनुप्रास करने पर यह दस्तावेज हिन्दी में भाषांतरित किया जा सकता है। कृपया 0300 123 4510 पर फोन कीजिए।