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East Dunbartonshire Council

www.eastdunbarton.gov.uk

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 your lifestyle changes.

What is a Community Alarm?

A Community Alarm is an electronic device connected to your home telephone line. In an emergency situation it can be activated by simply pressing a pendant.

What is Telecare?

Telecare is the use of remote sensors which are linked to the Community Alarm unit. These sensors can independently detect and automatically request assistance from the Emergency Response Centre in urgent or crisis situations.

How can Community Alarm and Telecare Sensors help me?

If you or the person you care for lives alone, or are perhaps at risk from falls or sudden illness, the Community Alarm and Telecare Service can offer reassurance to you and your family to maintain independence in your own home. It gives you, your family and carers confidence that you can get help quickly in a crisis. The service provides a round-the-clock lifeline to the outside world at your fingertips.

By pressing a button on the alarm, or on a pendant worn around the neck or on a wrist strap you are instantly in touch with one of the staff at our Emergency Response Centre – 24 hours per day, seven days per 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 your 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 in their own 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
- If necessary, alerting one of the Emergency Services i.e. fire, police, NHS

What types of Telecare Equipment are available?

Some of the equipment available includes:



Smoke Detector

The smoke sensor is linked to the Control Centre who can arrange to send the appropriate response.



Temperature Extremes Sensor

This can detect rapid changes in temperature within the house, both hot and cold.



Fall Detector

A pager like or wristband sensor which when tilted with impact can alert that a fall has taken place.



Property Exit Sensor

This provides an early warning if the person leaves their house and does not return within a specific time. The times can be adjusted to suit the person's lifestyle and individual circumstances.



Bed and Chair Sensors

These can monitor people leaving their bed or chair and not returning within a specified time which could indicate that they may have fallen or taken ill.



Bogus Caller / Panic Button

This button which is usually mounted at the front door of the house can be triggered to make a silent call to the Contact Centre.



GPS Buddi System

This device can accurately locate the whereabouts of the wearer, via the GPS Contact Centre, who will alert family/carers to their location. The GPS system requires to be charged on a regular basis. This can enhance the service user's independence to go out safely.

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.

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 and in case of an emergency 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.

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 own home without obligation.

Telecare equipment requires a referral from Social Work or Health Professional. For further information contact us on:

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

Tel: 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.scot.nhs.uk

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

Certas Advocacy Service

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

Tel: 0141 775 0433

Website: www.ceartas.org.uk

Carers Link

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

Tel: 0800 9752131 or 0141 955 2131

Email: enquiry@carerslink.org.uk

Website: www.carerslink.org.uk

Other Formats and Translations

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 Corporate Communication Team on 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

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