

Health and Community Care Technology Enabled Care



Telecare

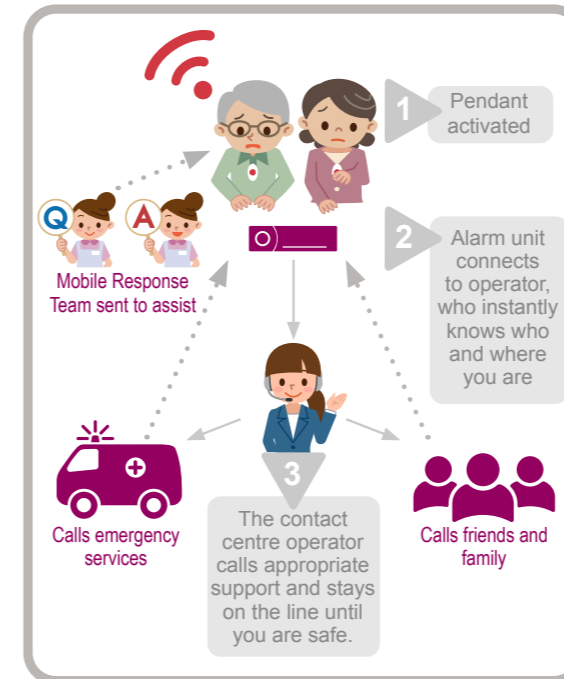
What is Telecare?

The Telecare Alarm (also referred to as the Community Alarm), allows people to call for help in an emergency from their own home through to a contact centre, 24 hours a day. You will be supplied with a personal pendant which, when pressed, will go through to our professionally trained, contact centre staff who will provide you with the reassurance you need. Contact centre operators can arrange to contact family members or other nominated person, a doctor, emergency services such as the Police, Fire and Rescue Services, an ambulance or send a member of the Telecare Responder Team straight to your home.

Benefits

The Telecare Alarm can help support your safety and independence at home by providing you, your family and carers with the reassurance that a tailored response will be delivered which meets your needs.

What happens if I press my alarm?



Do I have to pay for this service?

There is a small weekly charge, please contact the service directly using the contact details provided in the Further information section below.

How do I apply?

Referrals can be made by anyone to an HSCP office where an assessment will be carried out by a representative of Social Work.

Telecare tailored solutions

In addition to the Telecare Alarm, there are a range of technology devices and sensors available that can be installed easily into your home. These include environmental sensors for people who cannot recognise risks within their own home or personal sensors which help support people to remain safe. (See overleaf)

To access the service you must:

- Live within the Inverclyde area
- Be assessed as meeting the criteria
- Have a modern telephone socket in place
- Have an electrical socket on the same wall or suitable extension cable
- Have two key holders living within the Inverclyde area who will hold a key to your property or meet the criteria for a key safe.

Get in touch

For further information

Write to: Technology Enabled Care Team
Hillend Centre, 2 East Crawford Street, Greenock. Inverclyde PA15 2BT

Telephone: 01475 715945/715947

Visit our website: www.Inverclyde.gov.uk

We can produce information on request in large print, Braille, tape and on disk. It is also available in other languages. If you need information in any of these formats please contact us on **01475 715945 / 715947**.

Complaints, suggestions or comments

We will always try to resolve any concerns raised about the service. We know things can go wrong and we would like you to tell us if this happens.

Write to:

Complaints Officer, Inverclyde HSCP, Hector McNeil House, 7-8 Clyde Square, Greenock. Inverclyde PA15 1NB

Telephone: 01475 715365

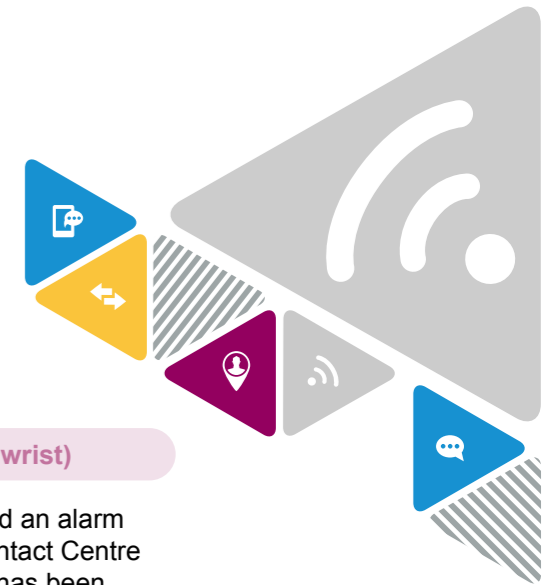
If you wish to complain to an independent body please contact:

The Care Inspectorate, 4th Floor,
1 Smithhill Street, Paisley PA1 1EB

Telephone: 0141 843 4230

Email: enquiries@careinspectorate.com

Telecare within the home



CARER ALERT

Will alert a family member/informal carer and have the back up of our 24 hour contact centre.



EPILEPSY MONITOR

Will automatically send an alarm call to the 24 hour Contact Centre when it detects unusual movement. A microphone can also be used to detect sound associated with epilepsy.



FALL PENDANT (on wrist)

Will automatically send an alarm call to the 24 hour Contact Centre when it detects there has been a fall, a reassuring confirmation vibration will trigger to the user.



PIR MOVEMENT DETECTOR

PIR'S can be used for activity monitoring within the home, an alarm call can be sent to the 24 hour contact centre if no movement is detected within a pre-set period.



FLOOD DETECTOR

Will automatically send an alarm call to the 24 hour Contact Centre when it detects there is a flood.



BED AND CHAIR SENSORS

Will automatically send an alarm call to the 24 hour Contact Centre when it detects there has been no return within a pre-set period. All 'in and out' activity is transmitted and logged.



DOOR CONTACTS

Will automatically send an alarm call to the 24 hour Contact Centre when it detects a door has been opened within a pre-set period.



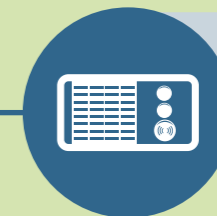
PERSONAL PENDANT

With multiple wearing options the pendant can be pressed at any time to connect the user to the staff at the 24 hour contact centre.



TELECARE ALARM

Provides a reliable means to call for assistance 24 hours a day, every day. It can support the tele care devices allowing them to be alarmed and linked to the 24 hour Contact Centre.



HEAT SENSOR

Will automatically sound an alarm and can send an alarm call to the 24 hour Contact Centre when it detects extremely high temperatures.



SMOKE ALARM

Will automatically sound an alarm and can send an alarm call to the 24 hour Contact Centre when it detects smoke who will contact the fire service.



* Other technology enabled care is available.

