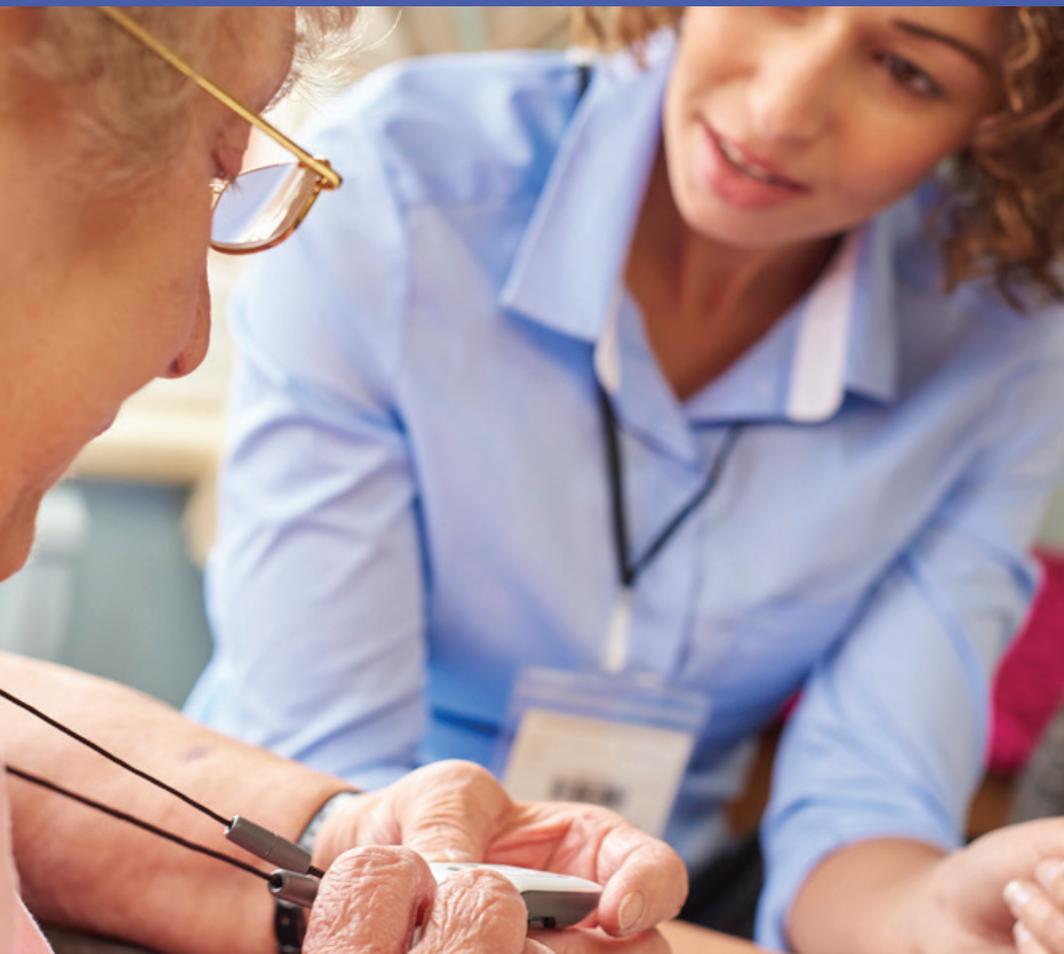


Telecare Services

Helping you stay independent



With Telecare Services you can keep your independence and dignity and you, your family and carers have the reassurance that help is at hand should you need it

www.southglos.gov.uk


South Gloucestershire
Council

Telecare offers a range of simple wireless sensors that are designed to help older and vulnerable people live safely and independently in their homes. The sensors raise an alert via your telephone line if you have a problem in your home or there is a threat to your safety. The Telecare Monitoring Centre monitors your alarm 24 hours a day. If an alarm is triggered, an operator will talk to you over a speaker unit and call for help.

Some ways that Telecare can support you:

- **raise an alert if you have fallen**
- **raise an alert for night-time epilepsy**
- **raise an alert if a smoke alarm is activated**
- **raise an alert if there is flooding in your home**
- **monitor the temperature in your home and set off an alert if it is too cold or too hot**
- **help you feel safe and secure in your home**
- **monitor whether a door has been left open**
- **monitor whether a person has left the house**

How does it work?

When you press your pendant alarm, or a sensor is activated, the call operator will immediately know who is calling and what type of telecare sensor has triggered the call. The operator will offer support or send appropriate help depending on the nature of the alarm.

Will they take up a lot of space?

No. Telecare systems are small, no larger than a telephone.

Can Telecare be fitted into any home?

Yes. All that's needed is a telephone line and a nearby power socket (within 2 metres).

How do I get a Telecare Service?

You can request a Telecare Service by calling South Gloucestershire Council Adult Care Services on 01454 868007. Someone from the council will visit your home and carry out a full assessment. They will recommend the most suitable Telecare solution for you.

How much will it cost?

There is a one-off installation charge of £30 and a weekly charge.

The amount depends on the Telecare sensor equipment that you have.

Charges start from £3.55 per week. For more information please contact Adult Care Services on 01454 868007.

If an alarm is triggered, you will also pay for the cost of the telephone call to the monitoring centre.

Collection of charges

The charges will be collected on a monthly basis. A Direct Debit option is available.



Telecare Services available:

There are a wide range of alarms and sensors – these are some of the most common:

Individual alarms and pendant triggers

By pressing the button on a pendant worn around the neck or wrist, or the call button on a small unit, you will be put through to the monitoring centre.

Bed/ chair occupancy sensor

An unobtrusive pad placed under the mattress or seat cushion which detects when someone has left their bed or chair. The sensor can also be programmed to raise an alert if a person has not returned to bed within a preset time.

Flood detector

Triggered by a blocked sink, bath or a tap left running accidentally.

Smoke detector

Works in the same way as a usual smoke detector by sounding an alarm to alert you if there is excessive smoke. The alarm also triggers an alert to the monitoring centre.

Carbon Monoxide/ Natural gas detector

Raises an alert to the monitoring centre if unusually high levels of carbon monoxide or natural gas are detected.

Bogus caller button

Placed by the door with a two-way speech function, it enables help to be summoned if the user is worried by unwanted callers.

Fall detector

This sensor detects a sudden drop to the floor and after 15 seconds will activate an alert to the monitoring centre.

Temperature extreme sensor

Triggers an alert if the household temperature becomes unsafe.

Property exit sensor

Placed by a front or back door, this checks for people leaving a building at unusual times of the day or night. A delay can also be set, so that an alert is only raised if someone does not return within a set period. It can also detect if a main exit door has been left open.

You may have a family member, friend or neighbour who you would like the call centre to ring if you need help.

You can still have an alarm system installed if you do not have anyone to call on. If you fall or if you need medical assistance the call centre can ring the emergency services.

The Council has a Responder Service who, when capacity allows, may also help you in some situations as long as you have a key safe that holds a key to your home.

For more information about Telecare please contact our **Customer Service Desk** ☎ 01454 868007
💻 www.southglos.gov.uk



For general information and advice on health and wellbeing contact Well Aware, a free resource for everyone in South Gloucestershire.

☎ 0808 808 5252

💻 www.wellaware.org.uk