

Telecare: Working in partnership



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Information sheet
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Telecare - working in partnership

A commissioning group of representatives from Adult Social Care, NHS, Somerset Partnership and the Community Alarm Service providers have developed a telecare service. This initial service will make it possible for vulnerable people to live in the community for longer.

The aims of telecare

- Help vulnerable and older people to live at home safely and securely.
- Reduce avoidable admissions to hospitals
- Reduce avoidable admissions to residential care.

Advice and information

Call your local Community Alarm Service provider for further information about telecare sensors and the relevant charges; some of them may be free-of-charge.

New telecare sensors are being developed all the time but please see pages two, three and four of this information sheet for some examples of what is available.



Deane Helpline

Taunton Deane Borough Council, Control Centre,
Kilkenny Court, Station Approach, Taunton,
TA2 7QL. Phone: 01823 257185



Magna West Somerset
 St Peter's House, Bridge Street, Williton,
 Taunton, TA4 4NR. Phone: 0800 138 6107





Mendip Helpline
 Aster Living, Flourish House, 2 Cathedral
 Avenue, Wells, Somerset, BA5 1FD.
 Phone: 0333 400 8222














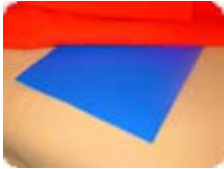


Sedgemoor Lifeline
 Sedgemoor District Council, Bridgwater
 House, Kings Square, Bridgwater, TA6 3AR.
 Phone: 01278 435776



South Somerset Careline
 South Somerset District Council, Petters House,
 Petters Way, Yeovil, BA20 1AS.
 Phone: 01935 479815

Telecare Solutions			
	<p>Movement detector (PIR) – Detects movement and raises an alert, providing the 24 hour careline support with the ability to audibly verify and record the presence of an intruder or alternatively detect for long periods of inactivity.</p>		<p>Medication reminder dispenser Provides effective solutions to support medication compliance. Can be used to provide other reminders if required.</p>

	<p>Smoke detector – The radio smoke detector raises an instant alarm if it detects smoke, ensuring any potential fire situations are always responded to.</p>		<p>Property exit sensor Provides an early warning by alerting that the user has left their home and not returned within a predetermined time parameter. Ideal for people with dementia and their carers.</p>
	<p>Flood detector Provides an early warning by raising an alert of potential flood situations in the home.</p>		<p>Pressure mat 24 hour monitoring of inactivity or intruders, dependant on individual needs.</p>
	<p>Carbon monoxide detector Warns of dangerous CO levels within a property allowing the appropriate action to be taken.</p>		<p>Bed/chair occupancy sensor Provides an early warning by alerting that the user has left their bed/chair and not returned within a predetermined time period.</p>
	<p>Temperature extremes sensor Detects low, high or rapid rate of rise of temperature within a property and raises appropriate alert.</p>		<p>Enuresis sensor Placed between a mattress and a top sheet, this sensor provides immediate warning on detection of moisture to allow effective action to be taken.</p>

	<p>Natural gas detector When the natural gas detector detects natural gas an alarm will be raised. It can also be linked to a complete gas shut off solution.</p>		<p>Fall detector Automatically detects a serious fall and raises an alert. Can also be raised as a personal trigger.</p>
	<p>Pillow alert Vibrates to alert a sleeping user to a potentially dangerous situation, such as a smoke alarm.</p>		<p>Epilepsy sensor Provides warning of epileptic attack whilst in bed.</p>
	<p>Bogus caller button Fitted near a door, this discreet button can be used to call for assistance when a stranger requests entry into a home.</p>		<p>Sounder beacon – Offers both visual and loud audible signals when a sensor or telephone is activated. Ideal for the hard of hearing.</p>

Your opportunity to feedback

We welcome your comments about the services you receive. If you would like to tell us what you think, please either:

Contact us by going to our website, www.somerset.gov.uk, or

- Speak to your social care worker
- Phone Somerset Direct on 0300 123 2224, or

- Contact the Adults and Health Customer Experience Officer
Floor B2 East
County Hall
Taunton
TA1 4DY
Phone: 01823 359227
Email: customerexperience@somerset.gov.uk

This document is also available on request in Braille, large print, tape, disc and can be translated into different languages.