

## Telecare User Guidance

### Summary

This guidance describes; what Telecare is and how it may assist you, how you can apply for Telecare, if you are eligible and how much it may cost, how it is installed, how it is monitored and responded to, and ongoing support.

### What is Telecare?


Telecare is simple technology to help you stay living independently at home for longer. You can use telecare to remind you of things you need to do, such as take your medication. Or a telecare system can automatically send an alert via your phone line to staff at a response centre or a carer if you need help, such as if you've fallen.







The simplest form of Telecare is a pendant alarm which can be pressed to call for help.



We also offer some equipment that is **not linked** to a call centre. This is a simple standalone solution which can be of enormous help to vulnerable people and their carer's.

### What Telecare equipment can I access?

Following an assessment a package may include a care alarm, pendant alarm and other sensors. The range of equipment is described below:

Product	Application
<p>Care Alarms</p> 	<ul style="list-style-type: none"> <li>■ Links to a call centre via a telephone line.</li> <li>■ Alarm is raised via a trigger (e.g. a personal call button or a smoke detector).</li> <li>■ Monitoring centre listen into property and speak with the user via loudspeaker on unit (even when user another room.)</li> <li>■ Monitoring centre alerts a named keyholder and / or the emergency services.</li> <li>■ All Telecare equipment needs a Lifeline unit, but may connect to an existing unit, if one is present.</li> </ul>



<p><b>Pendant alarm</b></p> 	<ul style="list-style-type: none"> <li>■ Each Lifeline unit comes with one personal call button (an 'Amie' or 'Gem').</li> <li>■ Alarm can be raised even when not near the unit – up to a range of 50 metres.</li> <li>■ The pendant alarm is splash proof so can be worn in the shower. It can also be supplied on a neck cord or a wristband.</li> </ul>
<p><b>Smoke Detector</b></p> 	<ul style="list-style-type: none"> <li>■ Smoke detector makes a sound when it detects smoke.</li> <li>■ Raises an alert at the call centre.</li> <li>■ Can be linked to a flashing beacon or vibrating alarm for people with a visual impairment.</li> </ul>
<p><b>Button</b></p>  <p><b>Bogus</b></p>	<ul style="list-style-type: none"> <li>■ Trigger is based on the pendant alarm and can be wall mounted by a doorway to use as a bogus caller button, or in other areas of the property to use as a panic alarm.</li> <li>■ Call centre can respond to the alert by speaking through the care alarm loud speaker.</li> </ul>
<p><b>Flood Detector</b></p> 	<ul style="list-style-type: none"> <li>■ A wireless sensor which can detect early warnings of potential flooding.</li> <li>■ Usually placed by a sink or toilet in the bathroom.</li> <li>■ Senses water on metal prongs, emits an audible alarm and raises an alert at the call centre.</li> </ul>
<p><b>Fall Detector</b></p> 	<ul style="list-style-type: none"> <li>■ Intelligent pendant worn around the neck that automatically raises an alert to the monitoring centre in the event of a fall.</li> <li>■ There is still a button that can be pressed to raise an alert.</li> <li>■ Very useful for people unable to press a button in an emergency.</li> </ul>
<p><b>Temperature Extreme Sensor</b></p> 	<ul style="list-style-type: none"> <li>■ Sensor monitors excessively high (35(C) and low (2(C) temperatures and a rapid rise or fall in temperature.</li> <li>■ Typically installed on the wall or ceiling of a kitchen to protect people and property from extremes of temperature.</li> </ul>

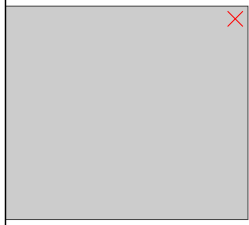

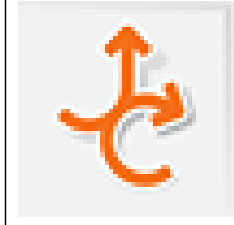

<p><b>Bed Occupancy Sensor</b></p> 	<ul style="list-style-type: none"> <li>■ Sensor provides an early warning by alerting the call centre that the person has left their bed or chair and not returned within a preset time period, indicating a potential fall.</li> <li>■ Sensor can also be programmed to switch on lights, helping people find their way to and from bed easily.</li> </ul>
<p><b>SOS Mobile with GPS Tracking</b></p> 	<ul style="list-style-type: none"> <li>■ Mobile SOS button and fall detector.</li> <li>■ Connects to a monitoring centre.</li> <li>■ Loud speaker to enable two way conversations.</li> <li>■ GPS tracking available via the internet to locate the person in need.</li> <li>■ MUST have friends / relatives able to access the website to locate</li> </ul>


**Note:** We may consider other special solutions based on your individual needs.

### Standalone technology

After an assessment has taken place, you could have access to the equipment listed below, as part of your package of care.

Product	Application
<p>Alert pager and pendant</p> 	<ul style="list-style-type: none"> <li>■ Push button pendant to alert pager with a range of up to 120 metres.</li> <li>■ Pager can be set for vibrate, vibrate and sound or vibrate and flashing light.</li> <li>■ Operates on batteries (button in pendant and AA in pager).</li> <li>■ Providing carers with the ability to be with in the home environment and knowing they can be called if needed.</li> </ul>
<p>Magiplug</p> 	<ul style="list-style-type: none"> <li>■ Magiplug replaces either the bath or sink plug (two different types) and reacts to water pressure.</li> <li>■ If taps are left running and the water reaches a certain height, the pressure compresses the sprung loaded Magiplug, releasing the water and preventing flooding.</li> <li>■ The curved sections are green in normal temperature but change colour if the water temp goes over 36(C). It does not give an audible alert that it has been activated.</li> </ul>

<p>Memo minder</p> 	<ul style="list-style-type: none"> <li>■ Memo minder is a motion activated talking sign.</li> <li>■ A short message can be recorded (and re-recorded at any time). When the sensor detects movement, it will playback.</li> <li>■ Unit can be battery or mains-operated and comes with a mains adaptor and hour timer to allow selective operating times if required.</li> </ul>
<p>Chair/Bed Pressure Leaving Mat</p> 	<ul style="list-style-type: none"> <li>■ Provides an instant alert of movement when somebody leaves their chair or their bed.</li> <li>■ Battery operated pressure and pager system.</li> <li>■ Range up to 30 metres, the mat is splash proof and can be easily wiped down.</li> <li>■ Pager can alert via flashing light, sound and vibration.</li> </ul>
<p>Just Checking</p> 	<ul style="list-style-type: none"> <li>■ Just Checking is a system to support the care of people with dementia in their own homes.</li> <li>■ Small sensors in the main rooms of the home generate a chart of daily living activity as the person goes about their daily routine. This information is accessed via the web. Logging in will allow you to see what activities have taken place</li> <li>■ It is used as an assessment tool by care professionals to help in the planning and delivery of care and is usually in place for 4 – 6 weeks.</li> <li>■ Family carers use the system to reassure themselves that all is well.</li> </ul>
<p>Medication reminder</p> 	<ul style="list-style-type: none"> <li>■ The medication reminder is designed to support individuals <u>that struggle</u> with time orientation.</li> <li>■ Display shows a.m. and p.m., the day of the week &amp; date.</li> <li>■ Reminders can be programmed to prompt for medication <ul style="list-style-type: none"> <li>• Can be used as a prompt for everyday tasks e.g. to take a drink, to prepare lunch, to take medication, doctor appointment.</li> <li>• Can record up to 6 messages a day</li> </ul> </li> </ul>

<p>Door Contacts</p> 	<ul style="list-style-type: none"> <li>■ This system offers an instant alert when a door is opened.</li> <li>■ Two aligned contacts, (one fitted to the door, the other to the frame) once apart, signal via battery operated radio transmitter to the pager.</li> </ul>
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### Who can apply?

Through Telecare we aim to help vulnerable people maintain their independence. If you are at risk (i.e. risk of falling) you may be eligible for Telecare.

Clients that are assessed by our Prevention Matters Team will be offered a Care Alarm Unit if they require one for reassurance. All other Telecare products need to be assessed for if you have eligible needs.

### How much does it cost?

- If you are entitled to financial support, equipment and monitoring will be provided on loan free of charge.
- If you are not entitled to financial support, the equipment will be provided on loan free of charge, there will be an on-going monitoring fee of £4.30 per week which will cover the cost of the 24/7 monitoring service.
- Prevention Matters clients will have to pay the £4.30 weekly charge regardless of finances due to the low level of need

### Installation process / timescales

Once an assessment has been completed, an order for the identified equipment will be forwarded to our Community Equipment Loan Store. They will aim to install the equipment in your home within five working days. On installation day they will:

- Install and test the equipment
- Demonstrate how the equipment works - to you and any carers/family members
- Leave you with information on how the equipment works

## Response process

When an alert is raised, through pressing a button or other alerting equipment, the monitoring centre will speak to you through the loudspeaker in your care alarm. You can then speak with the monitoring centre staff that will respond accordingly and inform your key contacts if appropriate. If an alarm is sounded by accident, they can check you're ok and reset the alarm. If the monitoring centre does not hear you respond to their questions then it will be assumed that help is required.

The monitoring centre will firstly try to speak with the key contacts that are chosen at the assessment. Depending on the alarm, the call centre may also send a Mobile Support Person to your home from the Red Cross (available 24/7) to assist or contact the emergency services.

## Key safe

A key safe is a secure mini vault which is fitted at an appropriate place on the outside of your property where the keys to your property can be securely stored. The vault is access by entering a pin code. These are offered with the pendant alarm to enable access by your agreed contacts to assist you.



## How to Apply for Telecare

- If you are already in touch with Adult Social Care, please speak to your Social worker or Occupational Therapist. Alternatively please contact the Telecare team.
- To request a referral form please call our Contact Centre to request on: **01296 383774**

**For more information on Telecare please contact:**

### Following provision of your equipment:

If you have any queries in terms of your equipment not working, please contact NRS on: **0845 1238 248**

**For all other enquires please contact the Telecare team:**

Telecare Team, Buckinghamshire County Council  
[telecare@buckscc.gov.uk](mailto:telecare@buckscc.gov.uk) OR **01296 387720**