

Help available at a touch of a button



**Technology to help you, or the person you care for,
live safely, securely, longer and as independently as
possible at home**

Westminster City Council

westminster.gov.uk

Westminster City Hall
64 Victoria Street
London SW1E 6QP



City of Westminster

Telecare: designed to assist you to live more independently and safely by making sure that when you need us, an alert is raised and an appropriate response is provided for you.

What is the Community Alarm?

The community alarm is a special unit that can be easily linked to your telephone. At the press of a button, you can be connected to staff 24 hours a day.

As well as the alarm unit, most people also have a personal alarm trigger button that can be worn like a pendant round the neck or a watch round the wrist.

You can use the alarm to get help if something happens to you, like a fall, being unable to get out of bed due to illness, or if you feel unsafe.

When you trigger the alarm you will be connected quickly to staff. They will have information about you which you will have provided when the alarm was installed. This means they will immediately know your name and about your general circumstances.

You can talk to them directly and explain what has happened. If necessary, they will arrange for someone you know to come and help you. This could be a friend, relative, carer or a trained member of staff. If you don't want to involve friends or family we can arrange for us to hold a set of your house keys if you wish.

What is Assistive Technology?

Assistive Technology is a term for any equipment or system that assists people who have difficulties carrying out every day activities due to age or disability.

What is Telecare?

Telecare is the name given to the range of monitors and sensors usually linked up to a monitoring centre or community alarm systems, which responds to your call. It can assist you in managing your risks, including falls, fire, flood, wandering, gas, hypothermia and bogus callers.

This monitoring and alert system can help support you to live independently in your own home, by providing you, your carers, family and friends reassurances that help is available in an emergency.

Telecare equipment can range from the basic alarm pendant for alerting the service when you activate your alarm, to equipment used for detecting smoke and carbon monoxide, floods in the bathroom, detecting if your home is too cold (no heating on) or too hot (cooker left on). This can be particularly useful if you have some memory difficulties.

What else is available?

There are also freestanding items which can alert a friend, family member or carer in your property to an emergency. These include bed and chair sensors linked to pagers, epilepsy sensors and door alarms.

Lifestyle monitoring systems can help friends or relatives monitor your wellbeing at a distance by receiving text or email alerts in the event of a change in your routine that may indicate that you are unwell or have fallen.

Other freestanding items can help to prompt you with tasks and manage your daily routine such as

medication reminders and dispensers, calendar clocks and memo minders.

There are also many apps for smart phones or tablets which can help you to manage your medication, share information about your health or social care needs with relevant parties, monitor food or alcohol intake, combat anxiety or insomnia and monitor mood. The NHS apps website (www.apps.nhs.uk) lists apps that have been clinically reviewed.

Other items include:

- Memory aids such as memo minders which allow you to record messages with daily reminders, perhaps reminding you to take medication or to eat meals on a regular basis
- A device to switch the light on at night when you get out of bed
- A device to remind you to take your keys with you
- A 'safer walking device' (also known as a GPS or sat-nav) which alerts your relatives/carer that you are leaving the premises or have not returned within a certain time period
- Monitoring systems to ensure your family know you are safe within your home - for example that you have got up in the morning, that you are going to bed safely, that you have not fallen in the bathroom, or that you have not left your home in the middle of the night - these systems are particularly useful for people with dementia.

What are the benefits?

With an alarm and other telecare equipment the benefits can include

- feeling much safer and less dependent when moving around and carrying out activities at home
- providing support and reassurance to those who care for you
- enabling you to live in your own home longer
- protecting your home when there is fire, flood or carbon monoxide leaks.

Who could benefit?

A number of people with a variety of different conditions could benefit, including people who:

- have mobility problems, a disability or chronic conditions
- live alone
- have a memory impairment
- have experienced burglaries or bogus callers.

How to get alarms and telecare equipment

You can be referred for an alarm or equipment as a result of an assessment by health or social services.

The person who carries out your assessment will be able to explain what is available and in many cases will be able to refer you direct to the alarm service.

If any of the sensors or other equipment might be beneficial, your assessor, or another colleague, will explore these options with you. This will ensure that together you choose the best solution to meet your individual needs.

Any equipment provided as a result of your needs assessment, will be installed free of charge. You will also be shown how the equipment works. There may be monitoring costs.

If you do not want an assessment or following an assessment, you are not eligible for any support from your council and/or would prefer to pay for an alarm or telecare privately, you can still make private arrangements using the council's telecare team: See contact details on the last page.

Where can I see and try out this equipment?

To see and try out aids to daily living or telecare alarm and other sensor equipment for yourself, the DLF will be opening an equipment and training centre in Wandsworth where staff will offer independent, free and expert advice about what equipment may help.

You can find out what equipment might suit you by completing an online self-assessment tool known as Ask-SARA at www.asksara.org.uk to help assess your equipment needs.

If you need help to use AskSARA (between 10am and 4pm) contact:

Disabled Living Foundation

4th Floor

Jessica House

Red Lion Square

191 Wandsworth High Street

London SW18 4LS

Telephone: 020 7289 6111

Website: www.dlf.org.uk

For more information

Customers often contact us with general questions about telecare. Below are the most commonly asked questions about the service.

What do I need to get telecare installed?

All that is required is a telephone line with a modern 13-amp electrical power socket within six feet (two metres) of each other along with a telephone extension lead fitted with a standard plug on one end and standard telephone socket on the other.

You may choose to have the community alarm service act as responders in the event of an emergency. If this is the case, you will need to let us have a set of your house keys.

Alternatively, you may wish to have family or friends act as responders. We will usually require contact details

for two responders who live locally (within 15 minutes of your home) and are willing to respond in an emergency.

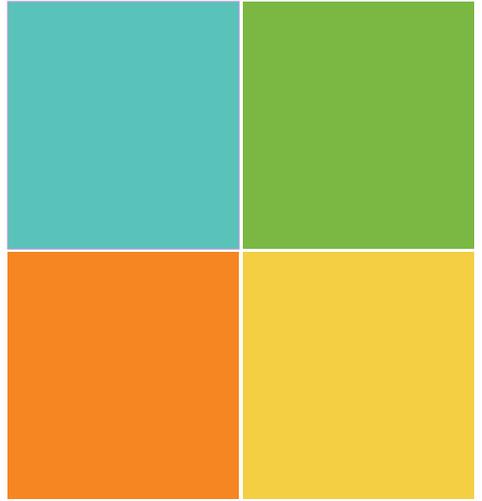
What happens if there is a power failure?

Most equipment including the main alarm works on back-up batteries that last for at least 24 hours when there is a power failure. These batteries will be recharged once the power supply is restored

Whilst the alarm is running on batteries, it will regularly contact the monitoring centre to ensure they are aware, and once the battery level gets too low then it will send a call out so that a replacement can be organised.

Where can I find out more about the service, including the types of packages available, charges and so on?

See contact details on last page.



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at the touch of
a button**



City of Westminster

Tick below if you would like a copy of this leaflet in:

Large print

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Name:

Address:

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Please return this section to:
Westminster City Council Communications

Floor 18,
Westminster City Hall,
64 Victoria Street,
London SW1 6QP

Email:

adultsocialcare@westminster.gov.uk

Telephone:

020 7641 1886

Telecare services. July 2015.

How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please contact:

Customer Feedback Team

Adult Social Care, Floor 4,
Hammersmith Town Hall
Extension, King Street,
Hammersmith, London W6 9JU
Telephone: 0800 587 0072
Email: asccustomerfeedback@westminster.gov.uk

For further advice and information, please contact:

Westminster care management team

T: 020 7641 1175 / 020 7641 1444

To request private alarm if you have your own key holder:

T: 020 7641 4065

For private alarm and key holding service contact:

Emergency response team

T: 020 7641 4065



www.peoplefirstinfo.org.uk

for a wide range of information about local activities and services to help you stay independent.

