

Telecare Services including community alarm



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Community Alarm service

A community alarm service offers reassurance and peace of mind to those living independently at home.

The basic equipment consists of a small base unit and a push button pendant which can be worn around the neck or on the wrist.



Base Unit



Pendant

The base unit plugs into a normal power socket and modern telephone socket.

When help is needed, you push the button and your call will be answered by specially trained staff in a control centre who will talk to you, find out what help is needed and contact the relevant service (ambulance, fire brigade), a friend or relative. The control centre will also have details of any medical conditions you have so that they can take the appropriate action in an emergency.

Who can use community alarm services?

Community alarm services are for people of all ages and circumstances who would like extra peace of mind. The service can help people to live independently and feel secure in their own homes. The service can provide reassurance and support to carers and relatives.

How does it work?

When the button is pressed, at any time of the day or night a fully trained, calm and friendly operator will talk to you and provide immediate action to summon whatever assistance is required.

The operator will contact a friend or relative and if necessary the emergency services. The operator will give you reassurance until help arrives.

Even if you are not able to speak or cannot reach the phone, the operators know who you are, and where you are. Help will be on its way.

What do I need to have this service?

You will need a private telephone line with a new style telephone socket.

Your telephone line must be capable of making outgoing calls.

You will also need a standard electrical socket situated no further than 3.66 metres (12 feet) away from the telephone socket.

The alarm unit plugs into the electricity and telephone sockets. Your telephone is connected through the alarm unit and works in the normal way, so you can still use your phone to call friends and family.



How can I obtain this service?

If you are not eligible for social care services you can purchase a community alarm service by contacting a community alarm provider directly. Details of several providers are given at the back of this booklet and details of more providers can be obtained from the Telecare Services Association (TSA). Their contact details are provided on Page 7.

If you already receive Social Care Services from the London Borough of Sutton or think that you need support at home you should talk to the L B Sutton through First Contact on **020 8770 6080**.

Together we will find out what your care needs are and decide how your needs can best be supported. This is called a Supported Self Assessment.

You may have an assessment if you are a resident of the London Borough of Sutton, are aged 18+ and you appear to have a need for social care, for example:

- you have an illness, or a physical or learning disability **and**
- you need help to carry out your personal care or basic everyday tasks;
- your existing care arrangements (if any) cannot continue;
- you are at serious risk of harm, exploitation or neglect;
- you are the main carer for someone who has the above needs.

What happens in an emergency?

Key Safe

In order for emergency services to reach you if you are unable to open the door it is always advisable to have a key safe fitted to the outside of your property.

This provides a convenient way to store keys and ensures that should a key holder not be available the emergency services can gain access without the door being broken down or windows smashed.

The keys are stored securely in the key safe, which is opened with a combination code.



Key Holders

You may be asked to provide details of a minimum of 2 people who live near you at separate addresses. These people must have keys to get into your home and must be willing to be called in an emergency, at any time of the day or night.

When will key holders be called?

When you press your pendant and ask for them.

When you press your pendant and do not confirm, either through the alarm unit or the telephone, that all is well.

To prevent any confusion or embarrassment in a time of need, please ensure that your key holders are aware of any potential situations for which they may be called to assist you.

Mobile Response service

The service operates 24 hours a day, 365 days a year for people who do not have a local key holder who can get to their property easily and quickly in an emergency.

When a call is received by the call centre and a personal response is required, the operator will contact a mobile responder who will come to your home, assess the situation and co-ordinate an appropriate response. They will stay with you until a satisfactory outcome is obtained.

The service is delivered by a local team of specially trained and vetted, but not medically qualified staff.

In order to receive this service you must agree to have a key safe fitted outside your home. This will be done when the community alarm system is installed; there is usually a charge for the supply and fitting of a key safe.

Do all community alarm providers offer a mobile response service?

No. When you are selecting a community alarm provider you should check if they provide this local service.

Telecare

Telecare is a term used to describe both community alarms and a range of sensors that can be set up to automatically activate the alarm if there is a gas leak, a fire, flooding or you have a fall. This alerts the call centre so that someone can talk directly to you and find out what has happened.

Who could benefit from telecare?

Telecare can help people who want to stay in their own home but may need some assistance. All the equipment can be individually programmed to meet your specific situation and requirements. This service is only available if you receive the community alarm service.

SMART sensors



Community Alarm Unit



Personal Response (key holder or mobile response)



Call Centre



How will I know if Telecare could meet my needs?

You can talk to your community alarm provider or speak to an advisor in our First Contact Centre 020 8770 6080. They can provide you with more information based on your individual circumstances.

How much do these services cost?

This will depend on your assessed needs and your income. The trained Telecare Assessor will be able to advise you and arrange for a Fairer Charging assessment if necessary.

Please note that you may be eligible for VAT exemption if you are disabled with a physical or mental impairment which is deemed to have a long term and substantial adverse effect on your daily life, or you suffer from a chronic illness. In order to claim VAT relief you must complete and sign a form from the service provider.

Telecare Services Association?

The TSA works to set standards and promote the benefits of telecare to the people who use the services, their carers and to governments responsible for social care and health care services.

The TSA code of Practice is an assurance of quality. Organisations with accreditation are rigorously assessed each year to ensure their services are in line with very high standards.

Telecare Services Association
Suite 8 Wilmslow House
Grove Way
Wilmslow
Cheshire SK9 5AG

Telephone: 01625 520320

Email: admin@telecare.org.uk

website: www.telecare.org.uk

Providers of telecare services, including community alarms and mobile response services

Aid Call

Lindhay House, Ashburton, Devon TQ13 7UP

Tel: 0800 772266

Email: customerservices@aidcall-alarms.co.uk

Web: www.aidcall-alarms.co.uk

MASCOT

Telecare Merton Council, 1st Floor Civic Centre,
London Road, Morden SM4 5DX

Tel: 020 8274 5940

Email: mascot@merton.gov.uk

Web: www.mascot-telecare.org.uk

Croydon Careline Response Team

1st Floor, Room 1.10 to 1.12, North side, Taberner House,
Park Lane, Croydon CR9 2BA

Tel: 020 8654 7166 (24 hrs)

Email: careline@croydon.gov.uk

Web: www.croydon.gov.uk

Mole Valley District Council

Park House, Randalls Road, Leatherhead, Surrey KT22 OAH

Tel: 01372 204500

Email: telecare@molevalley.gov.uk

Web: www.molevalley.gov.uk

Kompanyon Seniorlink Eldercare LLP

847 Burnley Road, Loveclough, Rawtenstall,
Lancashire BB4 8QL

Tel: 0808 100 2435

Email: rita.bhullar@eldercare.co.uk

Web: www.kompanyon.co.uk

Sutton Housing Partnership

1, Carshalton Road, Sutton, Surrey SM1 4LE

Tel: 0800 195 5552

Email: customercare@suttonhousingpartnership.org.uk

Web: www.Suttonhousingpartnership.org.uk

**Available for Sutton residents that are eligible
for social services following a supported
self-assessment**

London Borough of Sutton

Adult Social Services, London Borough of Sutton,
Civic Offices, St. Nicholas Way, Sutton SM1 1EA

First Contact Tel: 020 8770 6080

Email: Adultsdayservice@sutton.gov.uk

Web: www.sutton.gov.uk

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