



# Community Alarms and Telecare in Derbyshire

Using technology to help you stay independent and well

# Introduction

Derbyshire County Council Adult Social Care and Health uses a range of technology to support people to live independently for longer. Via the Assistive Technology Service, we offer two main services:

- Community alarms
- Telecare

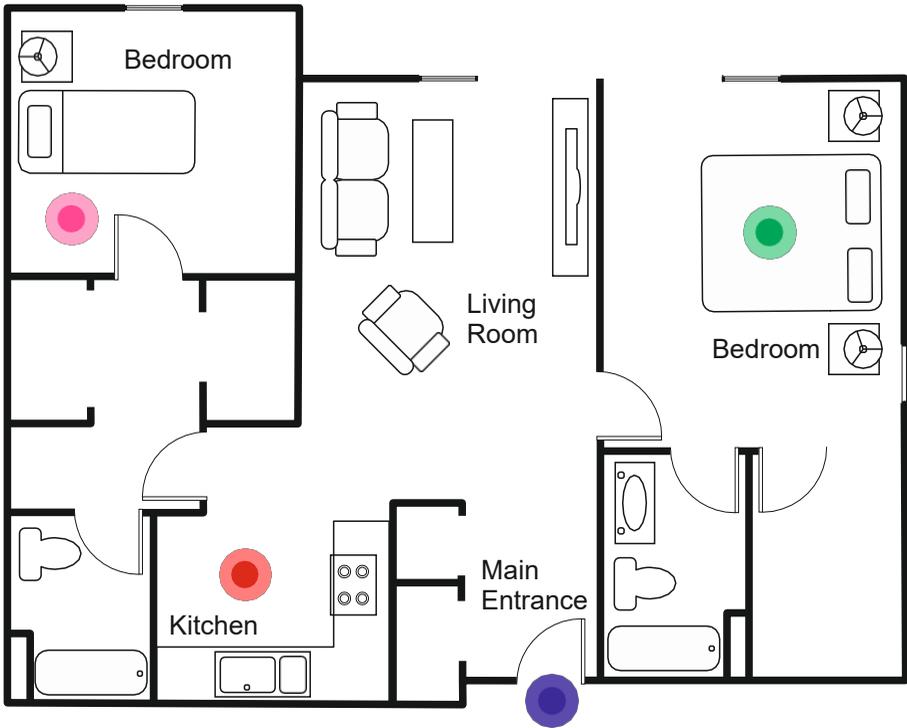
This leaflet explains more about the different services available, what they offer and how you might be entitled to receive them.

## Community alarms

Community alarm systems have a pendant or wristband you can wear that connects to a base unit. If you need help, for instance if you feel unwell, you can get help by pressing the button on the pendant or wristband. You'll then be able to speak to an operator at a monitoring centre using the speakerphone on the base unit. The operator will get in touch with your key contact or, if required, call emergency services. If you have fallen, they may also be able to contact a falls recovery service in some circumstances.

## Telecare

Alongside basic alarms, there is a range of telecare equipment that can support people with identified social care needs and their carers. Telecare is also usually supported by connection to a monitoring centre which can alert others if assistance is needed.



Telecare equipment can be used throughout your home:

- motion sensors can reduce the chance of accidents and falls occurring by automatically switching on a light at night when you get out of bed
- sensors placed in your bed can alert a carer if you are having an epileptic seizure
- gas and water sensors can be used to alert if a tap or cooker has been left on
- sensors can be placed on an outside door to alert a family member or carer if you have left home without anyone knowing

The choice of equipment is tailored to your individual needs.

## **How does Assistive Technology work?**

Assistive Technology is monitored 24 hours a day, every day of the year.

Generally, community alarms and telecare equipment work via mobile signal or wifi (because all traditional landline services are being switched from analogue to digital by the end of 2025).

Some systems can be set to directly alert your family, friends, neighbours or carers (rather than a monitoring centre) to allow them to help you if you need it. Systems can provide reassurance and peace of mind to carers.

## **Who is eligible to receive Assistive Technology services?**

Anyone can access community alarm and telecare equipment and monitoring services.

To access a DCC funded service through our provider, Medequip Connect, you will need to be Care Act eligible. Those who have a DCC care package can access a funded service, as part of their personal budget.

Those that are Care Act eligible, but who have no package of care can still be part funded and therefore access the service at a reduced rate.

You can discuss these options with your Adult Social Care worker.

Our aim is to ensure that services are affordable. If you are Care Act eligible, you can request a financial assessment and you will be given support to understand the process. You may also be offered support to claim any benefits that you may be entitled to.

If you are not eligible for funded or part funded support you can still access the community alarm and telecare services but you would have to pay the full costs to the provider.

If you do not currently have a support package in place but think you would benefit from the community alarm and telecare service due to care and support needs, you can contact **Call Derbyshire** on **01629 533190** for an assessment.

Call Derbyshire may ask you a series of questions to establish your needs. You will be asked about your care and support needs and what you struggle with.

For more information about assessments and Care Act 2014 eligibility, please visit our website: **[www.derbyshire.gov.uk/accessingcareservices](http://www.derbyshire.gov.uk/accessingcareservices)**.

For those who wish to purchase support privately, or who have been assessed as having no Care Act eligible care and support needs, services can be accessed by contacting **Medequip Connect** on **01706 572460**.

A range of other providers offer community alarm and telecare services, both nationally and locally. Details can be found at **[www.derbyshire.gov.uk/assistivetechology](http://www.derbyshire.gov.uk/assistivetechology)**.

## Further Information

Derbyshire County Council Adult Social Care and Health department produces a range of information about its services and those provided by other organisations in the community.

We provide leaflets on a range of topics that can be downloaded or ordered from our website at [www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo), obtained from staff, a local area office or from your local library. Leaflets available include:

- Guide to Adult Social Care – how we work and what we provide
- Keeping Adults Safe – what to look for and what to do
- Guide to Carers Support – support, advice and information for carers
- Guide to First Contact – signposting to services and support
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille or an alternate language, please email

[adultcare.info@derbyshire.gov.uk](mailto:adultcare.info@derbyshire.gov.uk)

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