Community Alarms and Telecare in Derbyshire

Using technology to help you stay independent and well
Community Alarms and Telecare

Introduction

Derbyshire County Council Adult Care uses a range of technology to support people to live independently for longer. We offer three main services:

- Community alarms
- Telecare
- Falls alert service.

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 telephone line through 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.

These services are available to everyone and are provided by a range of local organisations. Different options are available depending on where you live in Derbyshire*. Please see page 7 for contact details of your local provider.

Telecare

Alongside basic alarms Adult Care also has a range of telecare equipment that can support people with identified social care needs and their carers.

Telecare is also usually supported by connection, via a telephone line, to a monitoring centre which can alert others if assistance is needed.

*There is usually a charge for community alarms, how much will depend on your local provider.
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.

Telecare equipment operates 24 hours a day, every day of the year.

The choice of equipment, monitoring service and response to alerts are tailored according to your individual needs.

Telecare can form part of a care and support package or can be arranged privately. Speak to your local provider (see page 7) or Adult Care worker.
The Falls Alert Service

The Derbyshire Falls Alert Service is a specialist range of telecare equipment which is especially helpful to those at high risk of falling. It involves placing a number of sensors around your home as well as providing you with a fall detector.

The sensors monitor activity and if you have fallen they will trigger an automatic alarm to a call monitoring centre. You do not have to press a button to call for help as you would with a community alarm. The monitoring centre will provide you with further help, and support can be arranged to allow you to recover from a fall.

The equipment is provided free of charge but you will be asked to contribute a weekly monitoring fee.

Many clients find that having access to the Falls Alert Service helps them to feel more confident at home.

How do community alarms and telecare work?

Client activates alarms - a telecare sensor is triggered or community alarm pendant pressed

Alert call received by operator - a trained operator will take the most appropriate action to support you

Appropriate action taken which could include contacting a family member, carer, neighbour, doctor or the emergency services, or by sending out a falls response service team
For telecare to work in your home a telephone line is usually required, but mobile networks can be used in some situations or as a temporary measure to allow time for a landline to be installed.

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 telecare services?**

Any adult can access telecare equipment and monitoring services. If you currently have an Adult Care support package in place, you may be eligible for telecare to be provided as part of this. You can discuss these options with your Adult Care worker.

If you are in receipt of Housing Benefit or Guaranteed Pension Credit you may also be able to access the service for free as part of a range of housing support services available in Derbyshire.

If you are not eligible for Adult Care support you can still access telecare services but you may be asked to contribute towards monitoring and equipment maintenance costs. This cost may vary dependent on where you live in Derbyshire due to the different services available to you.
If you do not currently have an Adult Care support package in place but think you need social care support, you can contact Call Derbyshire on 01629 533190 for more information.

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

For more information about Adult Care assessments and Care Act 2014 eligibility, please visit our website: www.derbyshire.gov.uk/accessingcareservices

**Face to-face assessment**

If Call Derbyshire’s initial assessment indicates that you may be eligible for Adult Care support they will ask a social worker to complete a more detailed assessment with you face-to-face.

The assessment will be confidential, but you are able to have a friend or family member with you if you would like to.

The assessment will look to see if you are eligible for support from Adult Care including telecare services. If you would like to know more about the assessment process and eligibility criteria please see the pre-assessment factsheet which can be found on our website at www.derbyshire.gov.uk/yourassessment

**Contributing to the cost of telecare services**

Derbyshire County Council runs a system called **co-funding**.

This means that you may be required to make a contribution to the cost of your Adult Care services. This could be from any means tested benefits you claim or from significant capital you may have. Our aim is to ensure that services such as telecare are affordable and we will not ask for contributions from people on very low incomes. A financial assessment worker will carry out a financial assessment and you will be given support to understand the process. You’ll be given help to claim any benefits that you may be entitled to.
For more information on co-funding

You can visit www.derbyshire.gov.uk/cofunding or contact Call Derbyshire on tel: 01629 533190.

Finding out more

There is more information about telecare on our website at www.derbyshire.gov.uk/telecare

Local Provider Contacts

Amber Valley tel: 0300 456 2531
Bolsover tel: 01246 242309
Chesterfield and North East Derbyshire tel: 0300 323 0076
Derbyshire Dales and Erewash tel: 01332 417554
High Peak tel: 01298 813395
South Derbyshire tel: 01283 228789

There is consumer advice guidance on our website if you choose to buy your telecare privately. Visit: www.derbyshire.gov.uk/consumeradvice
Further Information

Derbyshire County Council Adult Care 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 obtained from social care.

Leaflets are available in standard, large print and Easy Read versions and upon request in Braille or an alternate language. We also have videos, including BSL conversions on our YouTube channel at www.youtube.com/derbyshirecc.

The Adult Care Information Promise – a FACT you can rely on. We promise to provide you with:

- **Free** information
- **Accurate** information
- **Clear** information
- **Trustworthy** information

If you think we have broken our FACT promise, please let us know so we can make improvements.