

FIRE PROTECTION

Special smoke alarms linked to the Telecare service are also available. These ensure that the Fire Service is alerted without delay if there is a fire in your home.

ENHANCED TELECARE SERVICES

Additional telecare sensors and monitors can be used to support people with more complex care needs. This equipment is also linked to the Call Monitoring Centre through the telecare base unit.

Assessments for additional sensors and monitors are undertaken by local health or social work professionals.

HOW TO ACCESS THE TELECARE SERVICE

To get the Telecare Service you, or someone on your behalf, should contact your local Social Work Team, GP or Community Nurse. An assessment will be undertaken to determine the level of service you require. You can use the service for as long as you need it.

CHARGES FOR THE TELECARE SERVICE

There is a nominal weekly charge for the service. You will be asked to complete a financial assessment to determine whether you will be required to contribute to the cost of the service you receive.

FURTHER INFORMATION

If you would like further information on the Highland Telecare Service, or to receive this leaflet in a large print format, please contact your local Social Work Team. Please refer to the list on the back page.

CAITHNESS

125/127 High Street, Wick, KW1 4LR

Tel: 01955 605040

SUTHERLAND

Drummuie, Golspie, KW10 6TA

Tel: 01408 635231

ROSS & CROMARTY

4 Fodderty Way, Dingwall, Ross-shire, IV15 9XB

Tel: 01349 868700

SKYE & LOCHALSH

Old Corry Industrial Estate, Broadford, IV49 9AB

Tel: 01471 820174

LOCHABER

Tweeddale Building, Fort William, PH33 6EL

Tel: 01397 707319

INVERNESS

Keppoch Road, Culloden, Inverness, IV1 2LL

Tel: 01463 798337

NAIRN

Town & County Hospital, Cawdor Road, Nairn, IV12 5EE

Tel: 01667 422866

BADENOCH & STRATHSPEY

School House, Milton Park, Aviemore, PH22 1RR

Tel: 01479 810251

HIGHLAND TELECARE SERVICE



**A support service for people
living in their own homes**

Serbheis taice do dhaoine nan dachaigh



WHAT WE CAN OFFER

The aim of the Highland Telecare Service is to provide vulnerable people with a means of summoning assistance when it is needed to help them live safely in their own home.

The Telecare Service provides:-

- ◆ Reassurance for people living on their own
- ◆ Response in an emergency
- ◆ Support for Carers
- ◆ Enhanced fire safety
- ◆ Access to enhanced Telecare solutions

It is available to those at risk because of age, disability or other factors.

You may benefit from using the Telecare Service if you:-

- ◆ Live alone or are regularly left alone
- ◆ Face danger or risk because of restricted mobility or illness and need to call for assistance in an emergency
- ◆ Live in an isolated location
- ◆ Feel you could benefit from the added security offered by the telecare service for self protection, fire or other safety reasons
- ◆ Live with a person who could not cope in an emergency when left alone

TELECARE BASE UNIT & PERSONAL ALARM

The equipment installed in your home consists of a base unit about the size of a telephone and a small body transmitter which can be worn around your neck, wrist or clipped to clothing.



The base unit is plugged into the mains electricity supply. The base unit also has a battery back up so that it will still operate during a power cut. It is important that the unit remains switched on at all times.

The body transmitter will work inside your home and within a limited range outside but you should wear it at all times to be able to make an emergency call. It is waterproof and can be worn in the shower or bath.

CALL MONITORING CENTRE

The base unit, when activated, automatically links with the NHS Highland Hub. The Centre is staffed by a team of trained operators who answer alarm calls 24 hours a day. The staff answer calls quickly and summon help from volunteer responders and if needed, the Emergency Services.

When you are assessed for the service, you will be asked to nominate three volunteer responders (relatives, friends or neighbours) who live nearby who are willing to be contacted in an emergency to provide you with assistance and support. They must be contactable by telephone. If you are not able to identify three volunteers, your health or social work professional will discuss other support options with you.

USING THE TELECARE EQUIPMENT

If you press the red button on the telecare base unit or body transmitter, the Call Monitoring Centre will respond to your call within a few seconds.

The Centre staff will be able to see on their computer screen who is calling and they will be able to talk to you through the base unit to find out if you need assistance.

If, in making an emergency call, you are unable to speak for any reason, the centre staff will alert one of your volunteer responders and the Emergency Services to attend.