

Monitoring

The alarm base unit in your house is linked through a standard telephone line to a central control centre. We now also have the option to connect you digitally if no standard phone line is available.

If a sensor is alerted, friendly control centre operators will know who the service user is, where they are, and the telephone numbers of their GP, family and friends. If someone needs help the operators will confirm that assistance will be arranged, providing assurance that the person is in safe hands.

"We are always reassured by the calm and kindly voices of the whole team."

Telecare Service Referral

If you think the Telecare Service could benefit you or someone you care for please phone **0345 30 111 20** or email **AccessTeam@pkc.gov.uk**. If you are eligible an assessing worker will carry out an assessment for the service and discuss how the system operates.

There is a small weekly charge for the Telecare Service. All charges are subject to a financial assessment so depending on your individual circumstances you may not need to pay this full amount.

For further information on telecare provision in Perth and Kinross, please visit:

www.pkc.gov.uk/article/14642/Telecare-service

At this link you can also complete the Telecare Self-Check Online Tool which can advise if telecare could potentially support you or someone you care for.

"Your patience, persistence and professionalism is very much appreciated."

If you or someone you know would like a copy of this document in another language or format, (on occasion, only a summary of the document will be provided in translation), this can be arranged by contacting the Customer Service Centre on 01738 475000.

You can also send us a text message on 07824 498145.

All Council Services can offer a telephone translation facility.

www.pkc.gov.uk

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Telecare Service



**Perth and Kinross
Health and Social
Care Partnership**

**Supporting
healthy and
independent
lives**

What is the Telecare Service?

The Telecare Service (also referred to as Community Alarms) is designed to enable people to live safely, securely and independently in their own homes.

All users of the Telecare Service are provided with a pendant which should be worn on the person at all times. This can be used to contact help from anywhere in your home or the garden via a base unit.

The base unit is connected to the digital telecare monitoring centre, where staff are available 24 hours a day, 365 days a year, to respond to any alerts.

The Telecare Service is available to everyone in Perth and Kinross. Examples of those who could benefit from the Service are:

- ▶ if you have an illness, are frail, or have a disability which limits your ability to live at home;
- ▶ if you have been in or are leaving hospital and require extra support;
- ▶ if you have someone caring for you and your carer needs additional support.

Tailored Care and Support

If you are referred for telecare we will carry out a detailed assessment of your individual needs to tailor a telecare package for you. This may include the following equipment:

- ▶ **Alarm Base Unit**
The central control unit. These can now be programmed to play a number of recorded messages including medication prompts.
- ▶ **Pendant**
Portable personal alarm (can also be supplied with a dexterity adaptor).
- ▶ **Bed Sensor**
Monitors if you don't return to bed during the night.
- ▶ **Heat Detector**
Detects a significant increase in room temperature.
- ▶ **Flood Detector**
Alerts you to a flood in your kitchen or bathroom.
- ▶ **Falls Monitor**
Can detect if a fall has occurred and will raise an alert without the wearer's input.



To see the full range of telecare equipment available you can visit the SmartFlat at Carpenter Court, Perth where the Telecare Service is based. One of the team will be happy to demonstrate the equipment with you and discuss how telecare can support you or someone you care for. To arrange a visit to the SmartFlat or to request a copy of our telecare brochure, please phone **01738 475705** or email **TEC@pkc.gov.uk**

Telecare
SmartFlat

