This briefing is produced as part of the Ageing Well in Aylesbury Vale Project by AVDC's Lynne Maddocks. Contact on 01296 585364 or lmaddocks@aylesburyvaledc.gov.uk for more information.

What is Telecare?

Telecare services use simple technology to support your wellbeing and help you stay living independently at home for longer. They can offer you and your family and friends reassurance and peace of mind that you're safe, while still maintaining your privacy and independence. Telecare offers support in a variety of ways. It can either remind you of tasks you need to do, such as take your medication, or it can alert a carer or the emergency services if you might need help, such as after a fall.

Here are some examples of Telecare equipment you can access

- Care Alarms (Alarm is raised via a trigger)
- Pendant alarm (operated with one personal call button which works up to 50 metres from the unit)
- Smoke Detector
- Bogus caller Button
- Flood Detector
- Medication Dispenser (Providing audible and visual alerts to the user each time medication should be taken.)
- Fall Detector (attached to a belt or worn in a waist pouch and has an intelligent two stage detection process in order to identify a genuine fall.)
- Temperature Extreme Sensor (Sensor monitors excessively high (35°C) and low (2°C) temperatures and a rapid rise or fall in temperature.)
- Bed Occupancy Sensor
- Magiplug (If taps are left running and the water reaches a certain height, the pressure compresses the sprung loaded Magiplug, releasing the water and preventing flooding.)
- Memo minder (a motion activated talking sign.)
- Chair Pressure Leaving Mat
- Portal Pill Reminder (Portable medication reminders provide both an audible and visual prompt when medication is due.)
- Easy Use Calendar Clock (Display shows a.m. and p.m., the day of the week & date.)
- Door Contact Alert Pager (This system offers an instant alert when a door is opened.)

How much does it cost?

You may be able to get this service free of charge if you apply to Social Services and are assessed as needing the equipment and being entitled to financial support.
If you do not meet the criteria, or opt to pay privately each of the providers will charge different amounts.

Installation process

All providers should

- Install and test the equipment;
- Demonstrate how the equipment works - to you and any carers/family members;
- Leave you with information on how the equipment works;
- Explain the monitoring and response processes;

Response process

The specific response processes depend on the pieces of equipment installed and the provider chosen.
In general, when the call centre receives an alert, they will try and contact you through the loudspeaker in your care alarm. If you need help, you can tell the call centre staff who will respond

accordingly and inform your key contacts if appropriate. If an alarm is sounded by accident, they can check you are alright and reset the alarm.

If the call centre cannot contact you through the care alarm they will alert your key contacts that there is a potential problem that they need to respond to. Depending on the alarm, the call centre may also send a Mobile Support Person to your home to assist or contact the emergency services (e.g. if a smoke alarm is activated).

When Telecare is installed, it is important for you to provide the details of people who hold keys to your property and can be contacted in the event of an alert. This is so that assistance can be provided to you as quickly as possible. Ideally, we would ask for a minimum of two key contacts.

Key safe

A key safe is a secure mini vault which is fitted at an appropriate place on the outside of your property where the keys to your property can be securely stored. The vault is accessed by entering a pin code. It can be installed at the property when the Telecare equipment is installed in case access is required to your home in an emergency.

How to Apply for Telecare

There are many different providers of Telecare. They are;
1. Social Services,
2. charities or not for profit groups
3. private companies.

Please note that some providers will only offer a few telecare services, whilst others will provide a full range of equipment for a host of possibilities of which the examples above are just a few.

It is your choice which of these options you apply to. You can find providers at the Telecare Services Association where you can search by your postcode. http://www.telecare.org.uk/

Some very local options include:

Adult Social Care - Telecare Team at Buckinghamshire County Council
telecare@buckscc.gov.uk
01296 383774
http://www.buckscc.gov.uk/social-care/care-for-adults/care-services/assistive-technology/

OR
Telecare at Carers Bucks - 0300 777 2722
http://www.carersbucks.org/telecare-buddi/

OR
Full information & advice service – Age UK Bucks - 01296 431911
http://www.ageuk.org.uk/buckinghamshire/
www.ageuk.org.uk/Personal-Alarms

OR
Vale of Aylesbury Housing Trust offer this to non tenants of theirs
http://www.vaht.co.uk/for-residents/first-contact/

OR more schemes are listed at http://www.aylesburyvaledc.gov.uk/community-living/older-residents-50/help-at-home/personal-alarms/

There may also be new assistive technology services in your area such as **telehealth.**
Telehealth systems can help you if you're living with a long-term health condition at home. For example, you can get a monitor that helps you measure your blood pressure or blood sugar levels and sends them directly to your GP. Ask your GP about what is available in your area.

http://www.nhs.uk/Planners/Yourhealth/Pages/Telecare.aspx