



Fact Sheet KPS04 November 2013

Telecare: helping you feel safe at home

What is telecare?

Telecare services use technology to help people live more independently and safely at home.

Telecare includes personal alarms and motion sensor devices, which send an automatic alert to a response centre or nominated carer. They can then take appropriate action to ensure the person gets help quickly if there is a problem.

Who is telecare for?

Telecare can be useful to anyone who needs some extra support to stay safe in their home. This could include:

- older people
- disabled people
- people with learning disabilities
- people at risk of domestic violence, or door step crime
- people with long-term conditions such as heart failure, diabetes, stroke, dementia or MS
- people who get epileptic seizures.

How does the service work?

Telecare devices can be monitored or standalone.

Monitored devices are linked to a 24/7 monitoring centre or a carer's telephone. If the device detects a change it will automatically call the centre or the carer.

Standalone devices can be used by the service user or carer to help with daily living tasks.



What devices are available?

A range of sensor and alarm devices are available, including:

Personal trigger – the person wears the device on a pendant or wristband. They press it to raise the alert if they need help in an emergency.

Bogus caller button – this can be fitted near a front door for the person to press if they feel threatened by a stranger at the door.

Fall detector – worn on a wristband or on a pendant, this automatically senses if the user has fallen and remains immobile. It will then automatically raise an alert at the call centre.

Bed sensor – can be set to raise an alert at pre-set times, for example if a person doesn't go to bed or get up at pre-set times.

Movement sensor – alerts the user or a carer in another room of movement around the home.

Timed prompters - for example to remind a person to take their pills at a certain time.



How can you get telecare?

There are many companies that sell telecare products and monitoring equipment. You can find a list of national and local telecare providers on the Council website at www.barnet.gov.uk/telecare

If you qualify for social care from Barnet Council you can apply for telecare equipment.

This is loaned to you and, where appropriate, installed free of charge. You may, however, be required to contribute towards ongoing service charges for monitored devices.

For more information about qualifying for this service and for an assessment of your needs, please contact:

Social Care Direct

1st Floor, Building 4, North London
Business Park, Oakleigh Road South,
London N11 1NP

Tel: 020 8359 5000

Text phone: 020 8359 6011

Mobile text: 07506 593707

Email: socialcaredirect@barnet.gov.uk