



# Dudley Telecare Service

providing a **protective** bubble  
for life's emergencies

## telecare solutions for all

a summary

**Dudley**  
Metropolitan Borough Council



Pager alert



Epilepsy sensor



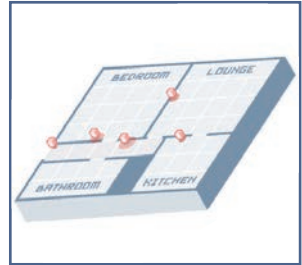
Pendant alert



Sounder beacon



Bogus caller button



Lifestyle monitoring

Dudley Telecare Service is a fully integrated alarm service, offering a whole range of supportive Telecare solutions. Our aim is to enable people to continue living safely, securely and most importantly independently.

Dudley Council's Telecare Service was previously known as Homecall and this initially offered a traditional alarm, pull cord and pendant – all linked to a central call centre – to residents within the borough. The Homecall service was further developed in 2006, with the introduction of Telecare assistive technology. Telecare solutions enabled us to offer a far greater range of equipment to a whole host of people who may benefit from a little extra support.

The expansion and development of the Homecall service, utilising Telecare technology has resulted in a new name and a fully integrated service – Dudley Telecare Service. This new service is available to all residents within Dudley borough and can provide a lifeline to people of all ages, in a variety of vulnerable situations, within the home.



## What is the Dudley Telcare Service?

The Dudley Telcare Service is Dudley Council's emergency alarm call service. It operates 24 hours a day, 365 days a year. A range of Telcare solutions can be installed within the home by us and these are linked to our emergency monitoring service.

Here, professional and experienced call handlers, who are specifically trained to respond to customers emergency requirements, take calls either direct from customers or make response calls to customers which are triggered by the alarm products, checking if help or assistance is required. In this way customers, their family and friends have constant reassurance that help and support is always at hand.

## Who is the Dudley Telcare Service for?

The service is available to anyone who is vulnerable and is likely to need a little extra support or assistance within the home. There is no age barrier to the service; anyone who is isolated, lives alone or feels insecure could benefit from the service.

## What is Telcare?

Telcare represents the whole range of 'assistive technology' products, which include all sorts of alarm systems. The products provide support to people in their own homes, through their link to the Dudley Telcare Service. Telcare equipment is easy to install. All of the equipment has built in sensors to monitor and alert potential accidents and emergencies such as a person falling, flooding or fire. The sensors are all linked to the Dudley Telcare Service monitoring centre via a telephone line and they alert the operators within seconds, that there is a potential problem within that home. Alternatively customers can choose for the call to be transmitted to a carer's pager or mobile phone – so that they can respond to it.



## How do Telecare solutions work?

Telecare equipment is installed in the home, following an assessment of the customer's needs and is tailored to each individual's requirements. Each piece of Telecare equipment is programmed to an individual alarm and works by sending it a radio signal. This means that all installations are discreet, with no wires trailing from base unit to sensors. The customer can activate a support call at any time, simply by pressing on their emergency pendant (supplied to all customers) or if the sensor activates on a piece of equipment then a call will automatically be activated at the monitoring centre or the carer's pager/mobile, within seconds.



"I feel safe,  
secure and  
much more  
relaxed."

## How can I get the Dudley Telecare Service?

The Telecare solutions can be installed into any home within the community. All that is needed is a telephone line and a plug socket within two metres of this.

Referrals for the service can be made by people themselves, their relatives or advocates, staff from health, social care, housing or voluntary agencies. A request for the service is simply made by calling the Dudley Telecare Service.

## What are the costs?

The Dudley Telecare Service is incorporated within the property rentals for council tenants, so no extra charge is made for the service. For owner-occupiers and private rental tenants the cost is £13.50 per month, plus VAT if not exempt (£16.20).

This is a standard charge, which is not dependent on the number of Telecare solutions installed.

For more information or to request a home assessment, please contact our team at Dudley Telecare Service.

Telephone	<b>0300 555 2040</b>
Fax	<b>01384 818185</b>
Web	<b><a href="http://www.dudley.gov.uk/telecare">www.dudley.gov.uk/telecare</a></b>

Thanks to 'Tynetec and Tunstall' (a member of the Telecare initiative) for supplying the photographs of Telecare products.

PS 04/16