providing a protective bubble for life's emergencies

telecare solutions for all

an information guide
The 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.
"Help is at hand whenever I need it."
What is the Dudley Telecare Service?

The Dudley Telecare Service is Dudley Council’s emergency alarm call service. It operates 24 hours a day, 365 days a year. A range of Telecare 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 Telecare 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 Telecare?

Telecare 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 Telecare Service.

The Telecare solutions are unobtrusive and flexible and represent an automatic monitoring service, which can and has transformed the lives of people who wish to remain living independently for as long as they possibly can. The products also bring reassurance to users and carers by ensuring their safety within the home.

Telecare 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 Telecare 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.

The call operators will then assess the nature of the emergency and will action an appropriate response. This may be simply chatting to the customer by phone, checking that they are alright or it may be that a key holder (nominated by the customer) or a member of the Dudley Telecare Service team will undertake a ‘responder’ visit to check on or offer support direct to the customer within their home. Alternatively in the case of a serious emergency, the emergency services will be contacted.

The vast majority of the Telecare equipment sensors are simply there to support the individual, monitor or alert in the case of an emergency and do not require any involvement or operation from the customer. The only products which do offer a push button operation are the individual alarm, pendant (worn around the neck or wrist) and the bogus caller button.

Often people are concerned that staff at the monitoring centre will be able to ‘listen in’ to them in their home. This is not, however the case at all. The alarm is completely private and staff cannot hear anything within the home unless the alarm is activated. The only piece of Telecare equipment that does enable staff to listen is the bogus caller button. If this is pressed then staff at the monitoring centre can listen in, in order to identify whether help is required.
How can the Dudley Telecare Service support independence?

**Responsive**
Customers are supplied with the Telecare solutions most suited to their needs. These offer a direct supportive response from the Dudley Telecare Service team. Help is at hand right away, should one of the Telecare sensors detect a problem, or if the customer feels unwell or in need of support. The customer is able to speak directly to a call operator. The operator will immediately know who is calling (as the system automatically shows the address of the property on the computer screen of the call operator) and what Telecare equipment the call has been activated from. They will then offer support, or send the appropriate help, as necessary, always offering constant reassuring advice until help arrives.

**Supportive**
The Dudley Telecare Service enables people, with a range of needs, to retain their independence. This supportive service can offer assistance in a variety of ways:

- **Hospitalisation**
The Dudley Telecare Service, in conjunction with supportive home care could replace the need for hospital admission in up to 15% of patients aged 70 years and over. In addition the average hospital stay for such people could be significantly reduced, in many cases. The service can also be used to support intermediate care, where people are discharged from hospital, with the Telecare solutions being withdrawn incrementally as rehabilitation progresses.

- **Reminder systems**
The Dudley Telecare Service can be used as a useful and guaranteed reminder service. Short-term memory loss is a natural part of the aging process, but for some people, particularly those in the early stages of dementia, it can rapidly curtail their independence. The alarm service can be used to help people, with all sorts of reminders. It can, for example, help manage medication. Adverse reactions from medication can often result from poor compliance with medical regimes, as a result of forgetfulness. The alarm service offers Telecare devices to assist with this and can alert the monitoring service if medication has not been taken.

- **Home safety and security**
The benefits which the Telecare solutions offer extend beyond the home and many public organisations such as the police are able to utilise them in useful ways. The Distraction Burglary Partnership, for example, works closely with the Dudley Telecare Service, using a range of Telecare solutions. The fire service has also acknowledged the benefits of the smoke alarms fitted, which raise an alarm at the monitoring centre. Staff are then able to contact the fire service as required.

**Preventative**
It is important that access to the Dudley Telecare Service is given early enough to ensure a long-term difference. Telecare solutions, which can support people with dementia, for example, need to be introduced as soon as diagnosis is confirmed in order to encourage familiarity whilst mental capabilities are still strong. Similarly, people at risk of falls as a result of failing vision may need supportive Telecare solutions installed early on, when the problem is first identified and not following a serious fall. Telecare solutions are often used to develop care pathways and are now being used for new models of care. These are changing the lives of users and carers - enhancing their wellbeing, independance and choice.
How can I get the Dudley Telecare Service alarm 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 meters 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, where a call operator will take all personal details, together with information about specific needs. An appointment will be made for one of the Telecare service officers to visit the individual in their home and they will undertake a full assessment. The officer will be able to suggest a suitable Telecare solution which will endeavour to meet the individual’s needs. Following this the equipment deemed necessary will be installed – often on the same day, tested and explained in full to the customer.

A Telecare service officer will make contact with the customer after a 6 week post installation period to check that they are completely happy with the service and equipment.

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 5 months, plus VAT (£16.20). If you are VAT exempt then your charge will simply be £13.10. This is a standard charge, which is not dependent on the number of Telecare solutions installed.

Telecare solutions available

**Individual alarm**

Individual alarm units form intelligent centres at the heart of the home to help all kinds of people of all ages to live independently. A call can be made from anywhere in the home to the monitoring centre or relative simply by pressing a pendant or the call button on the unit. Additional Telecare solutions can be linked to the individual alarm.

**Pendant triggers**

Pendant triggers can be neck or wrist worn – an emergency call can be initiated by pressing the large red button. Pendant triggers can also be used to answer any incoming telephone calls via the individual alarm which will automatically enter speakerphone mode.
Pager alert
Providing reassurance and peace of mind for the carers of vulnerable people is an essential role of an effective alarm service. The alert pagers provide an effective way of enabling a carer to carry out tasks around the home away from the vulnerable person, safe in the knowledge that immediate notification will be provided the moment an incident occurs.

Smoke detector
Fire poses one of the most serious threats to people at home and its effects are devastating. Every year fires in the home cause hundreds of deaths and damages many thousands of homes. Homes equipped with smoke detectors continue to discover fire rapidly and are associated with significantly reduced damage.

Bogus caller button / panic alarm
Placed by the door, with a two way speech function, enabling users to summon help if they are worried by unwanted callers.

Enuresis detector
Enuresis is estimated to affect 15% of people over the age of 65. It is a problem that can cause considerable discomfort especially at night. In order to detect this happening it is often necessary to manually check on the client at regular intervals which not only becomes labour intensive, but is also intrusive and often unwelcome. The Enuresis detector consists of a thin waterproof and durable sensor mat, which is, positioned between the mattress and top sheet of a bed. On the immediate detection of moisture a signal will be sent to the alarm monitoring centre or nominated contact.

Epilepsy sensor
Epilepsy is the tendency to have recurrent seizures. Epilepsy can develop at any age; however, it is most commonly diagnosed before the age of 20 and after the age of 60. The Emfit epileptic seizure alarm is a sensor that monitors a person with epilepsy while they sleep. Patented sensor technology detects all of a person's movement in bed and is able to differentiate normal movements from epileptic seizures. This solution can benefit people with epilepsy and will support and compliment professional care where individuals are concerned about having seizures at night.
**Fall detector**

The device is designed to be worn by the user using a rear belt clip. The device detects a fall followed by a sudden impact (within sensitivity setting) and goes into a pre alarm period indicated by a series of fast beeps and flashing LED. It then checks the orientation of the user, if nothing changes during a 15 second period it will activate a call through to the monitoring centre. The alarm can be cancelled by the user pushing the button or returning the unit to a vertical position.

**Bed chair/occupancy sensor**

The bed occupancy detector is used at night time when often a personal trigger or fall detector can not be worn. The bed occupancy detector comprises of an unobtrusive pad placed under the mattress detecting when someone has left their bed, and can automatically turn on a bedside light to minimise the risk of falling due to poor visibility. The sensor can be programmed to set a timer running which will raise an alarm, if it does sense that the person has not returned to bed within a preset time. This minimises the risk of a person being on the floor for long periods without being able to summon help.

**Flood detector**

A blocked sink, toilet, or taps being left on unattended can quickly lead to a flood causing damage to carpets, decorations and electrical equipment with potentially dangerous consequences. The after effects of a flood can not only be costly but could also affect long term health, particularly in winter. The flood detector provides added reassurance to individuals who are likely to be at risk from leaving taps turned on.

**Pill dispenser**

Failing to take prescribed medication correctly can have serious consequences. Research has shown:

- Up to 10% of hospital admissions are caused by poor medication adherence
- 50% of people with chronic illness do not take their medication as prescribed
- 20% of patients discharged from hospital deviate from the prescribed regime within two weeks.

In some cases prolonged poor medication adherence may result in severe deterioration of health which can result in falls, hospitalisation or admission to residential or nursing care. The dispenser is suitable for users of all ages as it removes the burden of remembering which tablets to take and when, from both individuals and their carers.
**PIR (passive infra red) detector**

PIR’s detect movement, or monitor for inactivity in a defined area. When employed as part of a falls solution, a PIR can be set to raise an alert if it fails to sense movement in a room for a prolonged period of time. The alarm will be activated to the monitoring centre where operators can use the two way speech facility to establish the situation and arrange the appropriate response.

**Pull cord**

The pull cord can be positioned anywhere in a room in order to provide a means of raising a rapid alarm call when a client has fallen over and is not wearing either a personal trigger or fall detector. This can be particularly suitable for use in bedrooms.

**Pillow alert**

A pillow alert helps forewarn users with hearing impairments to the activation of a smoke detector, by means of a visual indication or a physical vibration of the pillow pad. Because the process is automatic and immediate the risk to life and property is reduced.

**Sounder beacon**

Visual and audible alarms can provide important feedback for users with hearing or visual impairments. The sounder beacon is for anyone who requires additional notification of alerts generated by Telecare sensors. When activated, the sounder beacon will flash and generate a sound to alert the user of the present situation.

**Temperature extreme sensor**

Age Concern states that up to 48,000 more people die in winter than summer in the UK, 94% of whom are over 65. The temperature extremes solution provides advanced alerts of extreme household temperatures which could lead to unhealthy living conditions.

It is designed to detect three specific temperature situations:

- **Low** – alarm activated when temperature drops below 2°C
- **High** – alarm activated when temperature rises above 35°C
- **Rapid rate of rise** – monitors the rate at which temperature rises in order to detect environments where smoke detectors are not normally present.
Lifestyle monitoring

A Lifestyle monitoring system allows people with dementia or memory loss to continue to live independently. It monitors a person in their home, and provides a chart of activity via the internet. The system highlights what a person is still able to do for themselves in the familiarity of their own home, which is often more than expected. Lifestyle monitoring provides family or carers with reassurance that someone is following their usual pattern of life, without intruding on them or undermining their independence. It helps relatives to plan social (rather than "checking") visits and manage their care to best effect. Lifestyle monitoring contains no hidden cameras and is radio based with no wiring.

Reference guide - suggested user packages

Detailed below is a table, which lists standard packages, which are often suggested, as particularly suitable for individuals with a specific group of needs. These packages are not however stand-alone and any of the Telecare solutions can be combined to suit the needs of an individual.

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Supporting people with learning disabilities to live more independently | Individual alarm with pendant  
Smoke detector  
Carer pager  
Property exit sensor  
Flood detector  
Temperature extremes sensor | Bogus caller button  
Radio pull cord  
Gas shut off valve  
Natural gas detector  
Lifestyle monitoring |
| Package 8  
Hearing & visual Impairment | Individual alarm with pendant  
Smoke detector  
Sounder beacon  
Pillow alert  
User pager  
Raised buttons on devices | Big button phone  
Flood detector  
Temperature extremes sensor |
| Package 9  
Continence management | Individual alarm with pendant  
Smoke detector  
Enuresis sensor | Carer pager |
| Package 10  
Environmental protection | Individual alarm with pendant  
Smoke detector  
Flood detector  
Temperature extremes sensor | Natural gas detector,  
Gas shut off valve  
Referral to access/communication & technology services |
| Package 11  
Delayed discharge & delaying Residential / nursing home admissions | Individual alarm with pendant  
Smoke detector  
Lifestyle monitoring | Bed/chair occupancy detector  
Inactivity monitoring -PIR(s),  
Flood detectors  
Fall detector  
Temperature extremes sensor  
Natural gas detector  
Gas shut off valve  
Property exit sensor  
Reminder messages in all languages |
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Rehabilitation | Individual alarm with pendant  
Smoke detector  
Lifestyle monitoring | Bed/chair occupancy detector  
Inactivity monitoring -PIR(s)  
Enuresis sensor  
Fall detector  
Radio pull cord  
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Self care | Individual alarm with pendant  
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Carer pager for management of own alerts | |
| Package 14  
Stand alone devices | Individual alarm with pendant  
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Property exit sensors with message reminder  
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Light pathways |
"I feel safe, secure and much more relaxed."
Case histories

safety and security

Mrs A is an 84 year old lady who lives alone and suffers from Parkinson's disease and osteoporosis. She has an alarm, pendant and smoke alarm fitted, all linked to the monitoring centre.

The centre was alerted when the smoke alarm in her property went off during the night. Staff attempted to contact Mrs A but she didn't respond. The fire service was contacted immediately, and a member of the Dudley Telecare Service team was despatched to her property straight away, whilst other staff contacted her next of kin.

When the fire service arrived at the scene they found a fire blazing in the kitchen, whilst Mrs A slept in bed. She was taken to hospital for treatment for smoke inhalation.

The senior fire officer commented that the early warning from the Telecare smoke alarm and the fast and effective response from staff at the centre had prevented a potential tragedy.

falls prevention

Mr B is an 80 year old gentleman who lives alone but has regular carers. He suffers from lung problems and gets breathless very easily. He uses a walking stick, can only walk for short distances and has often fallen, mostly at night time, in or near to the bathroom.

Following an assessment of Mr B’s needs a range of Telecare equipment was installed. An individual alarm base unit and pendant, a smoke detector and falls detector for daytime use. These enable him to summon assistance in an emergency. A bed sensor was also recommended and fitted for nighttime – linked to the bedroom, hall and bathroom lights, so they come on automatically when Mr B gets up in the night. The bed sensor has also been programmed to alert the monitoring centre if Mr B doesn’t get back into bed within a preset time. The centre can then check to ensure that he has not fallen on his way to or from the bathroom.

Mr B is very happy with the equipment. He feels much safer and is less worried about falling. His carers also feel relieved that he is able to request assistance quickly and easily.
**people with epilepsy**

Child C suffers from severe epilepsy and her mother had heard about epilepsy sensors. She contacted the Dudley Telecare Service team to find out more.

Child C’s mother explained her situation, both she and her husband would undertake alternate waking nights to support their daughter, constantly checking that she was still sleeping and had not suffered a seizure.

A Dudley Telecare Service officer undertook an assessment and an epilepsy sensor, together with a carer pager were installed. The sensor was routed to the parent’s pager; with the monitoring centre picking up alerts should the pager fail for any reason.

Following a post installation assessment child C’s mother reported a complete change in their quality of life. Both she and her husband can now experience a ‘deep’ sleep, for the first time in years, secure in the knowledge that their daughter is safe.

**physical disabilities**

Miss D is 18 years old and has spina bifida, cerebral palsy and uses a wheelchair. She has recently begun a degree course at her local university.

Miss D makes use of a range of Telecare equipment from the Dudley Telecare Service. This has made a huge difference to her quality of life and has provided her with a real sense of independence. Prior to the equipment being installed she could never be left alone. Now, if she needs assistance she can summon help using the equipment. Her mother, who is her main carer can now happily leave her daughter, whilst she goes shopping for example, safe in the knowledge that help is at hand should it be required.

Miss D has said that she would encourage people of all ages to try the equipment—they will discover that it really can change both their life and that of their carer. The equipment is easy to use and no one should be afraid of it.

**hearing impairment**

Mrs E is profoundly deaf and was concerned that if her smoke detector was activated she would be unable to hear it.

The Dudley Telecare Service provided Mrs E with a vibrating pager, a pillow alert and a strobe light, to ensure that she will be alerted immediately when the smoke detector is activated.

Mrs E has found the vibrating pager useful for daytime use and has felt much safer at night, knowing that the pillow alert will wake her, as needed. Mrs E’s family no longer worry about her at night, as they know that even when their mother removes her hearing aid to go to bed, she will still be alerted to an emergency.
Miss G is a 67-year-old lady with a learning disability. She spent most of her young life in long term hospital care, as her family were not able to manage her care. Following this she lived with a variety of carers but was then referred for a tenancy with Dudley Council. Miss G’s relatives were anxious that she had not live independently before. They did however agree that she should be given the opportunity to have her own home for the first time in her life.

The property that Miss G was offered was equipped with Telecare products to suit Miss G’s needs. One of our primary aims is to help individuals remain as independent as possible. Miss G has been able to achieve this.
The Dudley Telecare Service - 'smart' house

The illustration of the 'smart' house below shows how a complete package of Telecare solutions from the Dudley Telecare Service could support and transform the lives of these householders.
"I now have a real sense of independence"
Your guarantee

The Dudley Telecare Service has successfully gained full accreditation from the Telecare Services Association. This is your guarantee that the service provided is both fully efficient and fully effective.

Alongside this industry accreditation, we undertake our own customer satisfaction surveys on a regular basis. Any complaints are fully analysed to ensure that our service to customers will be continually improving.

As part of our service standards, we are committed to:
• Providing an accessible service
• Responding to 78% of calls within 30 seconds, 96% within 60 seconds
• Responding to all emergency visits within 60 minutes
• Reviewing service user information annually
• Treating all enquiries seriously, responding clearly and honestly
• Investigating any customer complaints via a laid down procedure
• Assessing our performance annually, against laid down performance indicators
• An annual report is published and copies are freely available from the Dudley Telecare Service.

Our successful outcomes

We currently provide the Dudley Telecare Service to over 8,000 people across the borough of Dudley. Our customers have reported a whole range of successful personal outcomes. Those most often mentioned include:
• Peace of mind for people and for their carers
• An improved quality of life for people and their carers
• Increased confidence and reassurance for people, knowing that the products are in place and help is always at hand, if needed
• An increased sense of safety and security
• To enable people with dementia to remain at home as long as possible
• To support independent living for people with learning disabilities
• A promotion of independent living
For more information or to request a home assessment, please contact our team at the Dudley Telecare Service.

Telephone  0300 555 2040
Fax       01384 818185
Web      www.dudley.gov.uk/telecare

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