How can I get Dudley Telecare Service?
Telecare solutions can be installed into any home within the community.
The only requirements are, a working telephone connection and an electric plug socket located within two metres of each other.
Referrals are welcomed from individuals or their advocates, relatives, health and social care professionals, housing and voluntary agencies. Simply call the Dudley Telecare Service team for further information and advice.

What are the costs?
Dudley Telecare Service charges are incorporated within property rentals for Dudley Council tenants, as such they incur no additional charges for any Telecare solutions installed. For owner occupiers, private rental tenants and housing association tenants the monthly costs are £14.40 per month, plus VAT if not exempt (£17.28).
The stated charges are per property for standard households, and are not dependent on the number of Telecare solutions installed. Care agencies with multi-dwelling homes should contact Dudley Telecare Services to discuss a bespoke package and costs involved.

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

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

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

July 2019
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 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 resulted in a new name and a fully integrated service - Dudley Telecare Service. This service is available to all residents within the Dudley borough and can provide a lifeline to people of all ages, in a variety of vulnerable situations, within the home.

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 Dudley Telecare Service. 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/mobile, within seconds.

Who is 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 accessing the service; anyone who is isolated, lives alone or feels insecure could benefit.

How do Telecare solutions work?
Telecare equipment is installed in the home, following an assessment of the customers 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 the base unit to its 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.

What is Dudley Telecare Service?
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 in the home by us and are linked to our emergency monitoring centre.

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.