

Wolverhampton Telecare Service

Helping you to stay safe and independent
in your own home and community





What is Telecare and how can it help me?

Telecare consists of a range of personal and environmental sensors that enable people to remain safe and independent in their own home for longer. It aims to provide reassurance 24 hours a day to those living on their own or caring for vulnerable people, helping you to stay safe and providing the right support in crisis situations.

Who could benefit from the service?

Telecare may be able to help you if you are:

- At risk from falling
- Recently discharged from hospital and requiring additional support and assistance at home
- Living alone
- Caring for someone that needs extra help
- Living with disabilities
- Living with a long term health condition, for example dementia

Telecare sensors can detect events such as:

- Serious falls (e.g. fall detectors/ bed sensors)
- Leaving the house and not returning (e.g. door sensors)
- Fire and smoke
- Flood
- Seizures



To see a wide range of Telecare solutions please visit
<http://win.wolverhampton.gov.uk/telecare>

How does Telecare work?

Telecare works through a range of sensors which are installed in the home following an assessment of your needs.

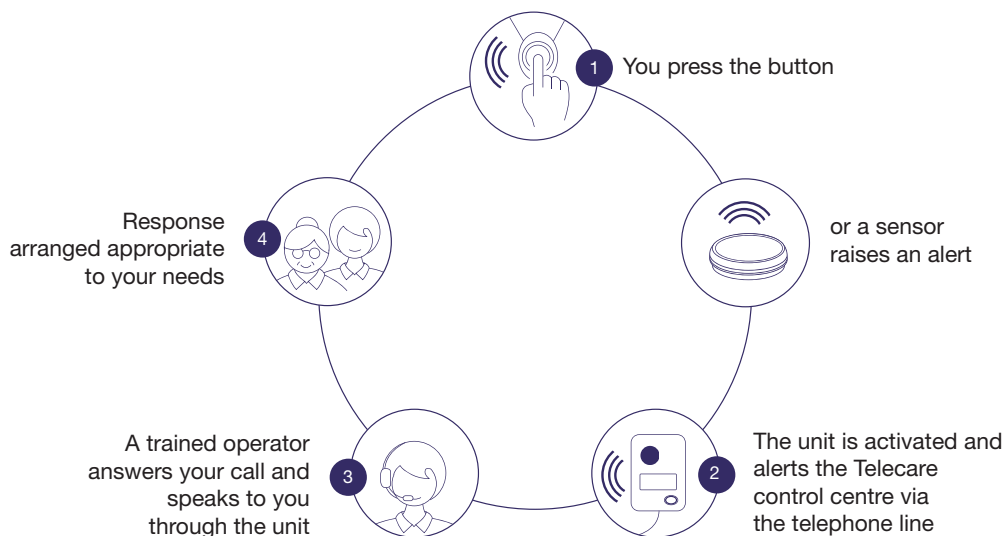
If one of the sensors is automatically activated or if you press your personal alarm trigger, the alarm connected to your phone line will ring our Telecare control centre. Trained operators there have information about the person using the service and are able to identify which sensor has been activated and how best to respond.

They will assess the situation, check your safety and take appropriate

action which could include calling a family member or friend who can check on you or, if needs be, calling the emergency services.

Some Telecare sensors can just raise an alarm in your home without calling the control centre, for instance by alerting someone living there. This could be suitable if you live with a carer or if you are a carer looking after someone.

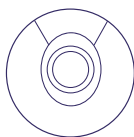
Don't worry if you press your alarm or set off a sensor by mistake, we would rather know that you're ok and check everything is working correctly.



How does Telecare help?

Telecare offers a wide range of solutions that can provide support 24 hours a day, seven days a week to you or someone you care for, and help to manage risks and deliver peace of mind in your home.

There are four Telecare packages available, offering differing levels of equipment and support. The following pieces of equipment are all supplied as part of the basic level 1 package:



Pendant / falls pendant

The pendant provides the wearer with a means of calling for help 24/7; a falls pendant can automatically generate a call for assistance if a fall is detected.



Telecare alarm unit

The alarm unit acts as the brain of the Telecare system and can be linked to a range of Telecare sensors and solutions based on individual needs. A call can be made from anywhere in the home to the control centre by pressing a pendant or the call button on the alarm unit.



Smoke detector

The smoke detector will raise an alarm at the control centre if it detects smoke, allowing appropriate action to be taken.



Keysafe

A keysafe provides secure access to a spare key for relatives, carers or the mobile responder service to enter your property when help is required

Additional sensors are available at levels 2 and above. To see the full range of Telecare solutions please visit <http://win.wolverhampton.gov.uk/telecare>

Do I have to pay?

The Telecare Service is provided free of charge to people in receipt of certain benefits.

The service is available to everyone currently receiving care and support and would form part of an assessed charge and is also provided free of charge for the duration of any reablement support or to prevent a hospital admission.

All other people living in Wolverhampton are able to access the Telecare service for a weekly charge as shown below, ranging **from £3 to £9 per week** depending on the level of service required.

Level 1



A standard service comprising of alarm unit, pendant, keychain and smoke detector (where appropriate) linked to the control centre. This is a universal service, available to all residents who have two responders who hold a key and agree to respond to any emergency at any time. This could be a family member, neighbour or friend.

£3
per week

Level 2



In addition to level 1, access to a mobile responder service provided by West Midlands Fire Service, available to residents who have no named responders or where the user/family choose to select the responder service. A member of the mobile responder service will visit the resident in the event of a non-response to an alert or if it is clear to the control centre that a visit is required and will provide appropriate assistance.

£5
per week

Level 3



In addition to level 1, the resident would have access to a range of additional Telecare detectors/sensors appropriate to their needs and advice from the Telecare service.

£7
per week

Level 4



This level provides a resident access to a range of Telecare detectors/sensors to address their needs and the mobile responder service provided by West Midlands Fire Service.

£9
per week



Contact us to make a referral

You or someone who supports you can make a referral to the Telecare Service.

To make a referral you will need to give information on the person it is for and the reasons for the referral.

Once the referral has been made, a Telecare representative will get in touch to discuss how the service can help:

Email:

telecare@wolverhampton.gov.uk

Telephone: 01902 553585

To see a wide range of Telecare solutions please visit
<http://win.wolverhampton.gov.uk/telecare>

If you require this information in another format or language please contact:

Email: customer.services@wolverhampton.gov.uk

Telephone: 01902 551155

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