



## Telecare Service

### **What is Telecare?**

Telecare is a telephone based service which can assist a person of any age to feel safer and more supported in their own home 24 hours a day, 365 days a year. Telecare sensors designed to detect potential dangers can be located around the house, and provide direct communication with a monitoring centre if help is required.

### **How would Telecare work for me?**

You are able to summon help at any time day or night, by pressing the button on a personal alarm worn round your neck or wrist. This action alerts staff at a local monitoring centre that you need help. Alternatively, staff can be alerted of potential difficulties by one of the Telecare sensors. These caring and informed staff will then ring you to ascertain the problems you are experiencing. If you wish they can contact your family, a neighbour or anyone you have chosen to provide a first response. They can also contact the emergency services if required.

Telecare also includes simple 'stand alone' equipment which does not require an external monitoring service. This can be used to alert a carer in the home that the person they are caring for is in danger or needs assistance.

### **Who might benefit from Telecare?**

Telecare may be beneficial to anyone aged over 18 years who has a disability or sensory loss or who feels vulnerable due to the ageing process. Problems being experienced by individuals might include, falls, memory loss, disorientation and communication difficulties.

### **How can I get Telecare?**

Telecare equipment may be provided under Dorset County Council Adult and Community Services eligibility criteria following assessment.



To request an assessment please contact us. If you are a new customer or have no current involvement with us, please contact the Adult Access Team, Dorset Direct, PO Box 7184, Dorchester, Dorset DT1 9ER. Telephone: 01305 221016. Minicom: 01305 267933. Email: [adultaccess@dorsetcc.gov.uk](mailto:adultaccess@dorsetcc.gov.uk)

If you currently receive a service from us, please contact your social care local office. Contact details can be found at the end of this factsheet.

### **Can Telecare be purchased privately?**

Telecare can be purchased privately through the Careline providers at Magna Careline, Tel: 01305 251642 and Purbeck Careline, Tel: 01929 558455. There are other providers you may also wish to consider.

### **Is there somewhere I can go to see Telecare equipment?**

The Greenwood Centre for Independent Living based in Maiden Castle Road, Dorchester has many Telecare products on display including the following:

- Pendant alarms
- Falls detector
- Gas detector
- Flood detector
- Medication dispenser
- Bed and chair sensors

You are welcome to drop in, or ring 01305 257164 to make an appointment to come and look at the equipment with the occupational therapy staff based at the centre. Greenwood is open Monday –Thursday, 9.00am - 4.00pm and 9.00am - 1.00pm on Fridays.

There are a number of other Telecare demonstration sites within the County, please call Greenwood for further details.

### **How do current users feel Telecare helps them?**

Individual users report:

- Increased feelings of safety and security through the knowledge that help can be quickly summoned if needed.



- Increased confidence to remain in their own home.

Families, carers and friends report:

- Greater peace of mind knowing that loved ones can call for help in their absence.
- Reduction in physical and emotional strain associated with caring.

### **Personalisation**

Adult and Community Services are introducing a host of changes in the way we support people. We aim to put the customer first and maximise the choice and control people have over the services they receive. We will be working closely with the people who use our care services, their carers and our partners to make sure we get things right and make a real difference to people's lives.

### **Compliments and complaints**

Adult and Community Services staff in Dorset are committed to providing quality services to our service users, their carers and families. We welcome comments from our service users as this helps us to understand what aspects of our service people like.

If you are unhappy about the service you have received and want to make a complaint, our factsheet 'How to complain' describes the procedure. Our Complaints Officer can give you advice on the process and can be contacted on 01305 224322.

### **Diversity statement**

Diversity is not about treating everyone in the same way, but about recognising and valuing difference, as well as recognising and addressing inequalities and disadvantage.

As an employer and service provider, Dorset County Council seeks to promote an environment that accepts and actively supports diversity in age, gender, ethnic origin, sexual orientation, religious belief, disability, culture, work style and the many other ways in which people differ from each other.



All our factsheets are available in large print and on audio cassette/CD, Braille, Easy to Read or alternative languages. Please contact the Information Office on 01305 224320.

Further information on services provided by Dorset County Council Adult and Community Services can be accessed at [www.dorsetforyou.com](http://www.dorsetforyou.com)

### **Social care local offices:**

#### **Bridport**

St Andrews Road, Bridport, Dorset DT6 3BJ  
Tel: 01308 422234  
Fax: 01308 426044  
Email: [bridportsocialcare@dorsetcc.gov.uk](mailto:bridportsocialcare@dorsetcc.gov.uk)

#### **Christchurch**

Loring Road (off Jumpers Road), Christchurch, Dorset BH23 2GZ  
Tel: 01202 474106  
Fax: 01202 478081  
Email: [christchurchsocialcare@dorsetcc.gov.uk](mailto:christchurchsocialcare@dorsetcc.gov.uk)

#### **Dorchester**

Acland Road, Dorchester, Dorset DT1 1SH  
Tel: 01305 251414  
Fax: 01305 251034  
Email: [dorchestersocialcare@dorsetcc.gov.uk](mailto:dorchestersocialcare@dorsetcc.gov.uk)

#### **Ferndown**

Penny's Walk, Ferndown, Dorset BH22 9JY  
Tel: 01202 877445  
Fax: 01202 876604  
Email: [ferndownsocialcare@dorsetcc.gov.uk](mailto:ferndownsocialcare@dorsetcc.gov.uk)



**North Dorset**

Bath Road, Sturminster Newton, Dorset DT10 1DR

Tel: 01258 472652

Fax: 01258 473161

Email: [northdorsetsocialcare@dorsetcc.gov.uk](mailto:northdorsetsocialcare@dorsetcc.gov.uk)

**Purbeck**

19 Bonnets Lane, Wareham, Dorset BH20 4HB

Tel: 01929 553456

Fax: 01929 556319

Email: [purbecksocialcare@dorsetcc.gov.uk](mailto:purbecksocialcare@dorsetcc.gov.uk)

**Sherborne**

Non-visiting office

Tel: 01935 814104

Fax: 01935 817207

Email: [sherbornesocialcare@dorsetcc.gov.uk](mailto:sherbornesocialcare@dorsetcc.gov.uk)

**Weymouth & Portland**

Jubilee Retail Park, Jubilee Close, Weymouth, Dorset DT4 7BG

Tel: 01305 760139

Fax: 01305 774622

Email: [weymouthsocialcare@dorsetcc.gov.uk](mailto:weymouthsocialcare@dorsetcc.gov.uk)

