

# Telecare Services

## TELECARE ALARM INFORMATION SHEET



A Telecare alarm offers security, peace of mind and helps to maintain independence by providing a 24 hr emergency response service at the touch of a button.

Directorate of Social Services

## **OUR MISSION STATEMENT**

Caerphilly Careline aims to deliver, through service industry standards set by the Telecare Services Association, high quality, affordable services that are inclusive and accessible to all vulnerable people, irrespective of housing tenure.

## **WHO CAN USE THE SERVICE?**

The Community Alarm Service is available to older and / or disabled people and other vulnerable persons living in Council accommodation or private accommodation in the County Borough.

## **WHO OPERATES THE SERVICE?**

The Telecare Services department of Caerphilly County Borough Council operates the service. Alarm Calls are connected to our Monitoring Response Centre in Caerphilly which is staffed 24 hours a day, every day of the year, by a team of caring operators who are fully trained to respond promptly to your calls and take whatever action is needed.

## **HOW DOES IT WORK?**

The Telecare Alarm comes in two parts:

**The base unit:** This plugs into your telephone line and automatically dials the Monitoring Response Centre when activated. It has a sensitive microphone and powerful loudspeaker that enables you to speak to the operator wherever you are around your home.

**A pendant:** A button that can be worn around the neck or on your wrist. Using the pendant you can remotely activate the base unit from anywhere in your home or garden, within a 50 meter range.

Help can be summoned by pressing the red button on the base unit or the pendant. The base unit will then automatically dial the Monitoring Response Centre.

## **WHAT HAPPENS WHEN I MAKE AN EMERGENCY CALL**

As soon as the Monitoring Response Centre receives your call, the computer will display all the personal information previously supplied by yourself, such as the name and address of your doctor, relatives, friends and key holders together with information about your health. As soon as we know what sort of help you need we respond as quickly as possible. Whether it's a doctor, a neighbour or just a friendly voice when you are feeling low, we are here to help.

If you are unable to talk we will still arrange for help to come to you.

## **Telecare Services Association Accredited**

Telecare Services Association (TSA) is the industry body for telecare and telehealth. In order to achieve and maintain accreditation we must undergo an annual assessment by an independent auditor to ensure we meet the standards set by the Code of Practice. We were the first Monitoring Response Centre in Wales to achieve accreditation and have retained it ever since.

## **IS THERE A CHARGE?**

### **Private Residents**

A lifeline unit may be leased from the Council and a monitoring charge is payable weekly.

### **Council Tenants**

A lifeline unit is provided free of charge but a monitoring fee is payable and this is added to the weekly rent.

Please see our charges leaflet for more information.

## **FURTHER INFORMATION**

If you would like to know more about this service, please complete the form below and return it to:

Telecare Services

Caerphilly County Borough Council

Plas Hyfryd, 74 Ffordd y Maes, Caerphilly,  
CF83 2BH

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

Phone: \_\_\_\_\_

Alternatively, you may wish to telephone:

**01443 873663**

Or email us at:

**[caerphillycareline@caerphilly.gov.uk](mailto:caerphillycareline@caerphilly.gov.uk)**

More information is also available via the council's website

**[www.caerphilly.gov.uk](http://www.caerphilly.gov.uk)**