



# Community Alarms and Telecare in Derbyshire

Using technology to help you stay independent and well

## **Introduction**

Derbyshire County Council Adult Social Care and Health uses a range of technology to support people to live independently for longer. We offer two main services:

- Community alarms
- Telecare

This leaflet explains more about the different services available, what they offer and how you might be entitled to receive them.

## **Community alarms**

Community alarm systems have a pendant or wristband you can wear that connects to a telephone line through a base unit. If you need help, for instance if you feel unwell, you can get help by pressing the button on the pendant or wristband. You'll then be able to speak to an operator at a monitoring centre using the speakerphone on the base unit. The operator will get in touch with your key contact or, if required, call emergency services.

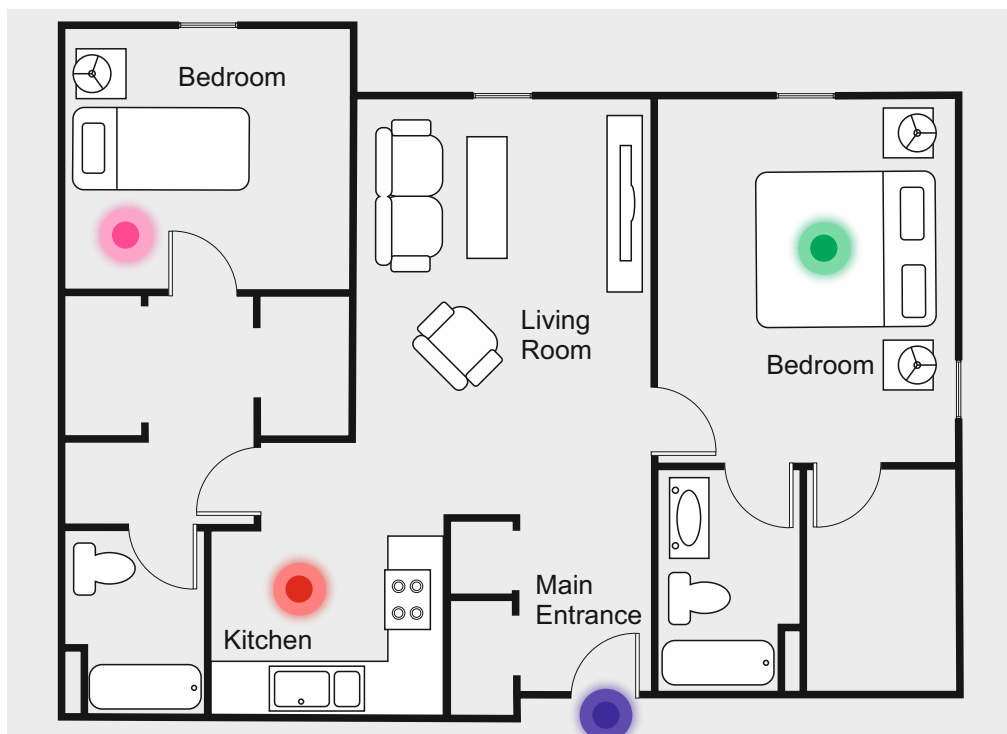
These services are available to everyone and are provided by a range of local organisations. Different options are available depending on where you live in Derbyshire\*. Please see page 6 for contact details of your local supplier.

## **Telecare**

Alongside basic alarms, there is a range of telecare equipment that can support people with identified social care needs and their carers.

Telecare is also usually supported by connection, via a telephone line, to a monitoring centre which can alert others if assistance is needed.

\*There is usually a charge for community alarms, how much will depend on your local provider.



Telecare equipment can be used throughout your home:

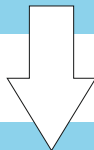
- motion sensors can reduce the chance of accidents and falls occurring by automatically switching on a light at night when you get out of bed
- sensors placed in your bed can alert a carer if you are having an epileptic seizure
- gas and water sensors can be used to alert if a tap or cooker has been left on
- sensors can be placed on an outside door to alert a family member or carer if you have left home without anyone knowing.

Telecare equipment operates 24 hours a day, every day of the year. The choice of equipment, monitoring service and response to alerts is tailored to your individual needs.

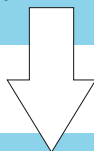
Telecare can form part of a care and support package or can be arranged privately. Speak to your local provider (see page 6,) or your Adult Social Care worker.

## How do community alarms and telecare work?

Client activates alarms - a telecare sensor is triggered or community alarm pendant pressed



Alert call received by operator - a trained operator will take the most appropriate action to support you



Appropriate action taken which could include contacting a family member, carer, neighbour, doctor or the emergency services, or by sending out a falls response service team

For telecare or a community alarm to work in your home a telephone line is usually required, but mobile networks can be used in some situations or as a temporary measure to allow time for a landline to be installed.

Some systems can be set to directly alert your family, friends, neighbours or carers (rather than a monitoring centre) to allow them to help you if you need it. Systems can provide reassurance and peace of mind to carers.

## Who is eligible to receive telecare services?

Any adult can access community alarm and telecare equipment and monitoring services.

If you currently have a support package in place, you may be eligible for telecare and/or a community alarm to be provided as part of this. You can discuss these options with your Adult Social Care worker.

You may be able to access the service for free:

- if you have unmet eligible social care needs under the Care Act (2014)
- for up to 6 weeks while you receive short term preventative or reablement support.

If you have been a user of the community alarm and telecare service before 1 November 2019, you will continue to receive the service whilst you remain living in your current property. Should you move house through choice or a change in personal circumstances, you will be reassessed for community alarm or telecare equipment in line with the Care Act (2014) eligibility criteria.

If you are not eligible for support you can still access the community alarm and telecare services but you would have to pay the full monitoring and equipment maintenance costs. This amount may vary depending on where you live in Derbyshire and the different services available to you.

If you do not currently have a support package in place but think you would benefit from the community alarm and telecare service, you can contact Call Derbyshire on **01629 533190** for more information.

Call Derbyshire may ask you a series of questions to establish your needs. You will be asked about your care and support needs, what you struggle with, and what you'd like to happen.

For more information about assessments and Care Act 2014 eligibility, please visit our website:

**[www.derbyshire.gov.uk/accessingcareservices](http://www.derbyshire.gov.uk/accessingcareservices)** or if you would like to know more about the assessment process and eligibility criteria please see the ore-assessment factsheet which can be found on our website at:

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



## **Support at home following a fall**

People who receive a community alarm or telecare service from one of the following organisations are eligible to receive the 24 hour a day falls recovery service.

### **Contact your local community alarms and telecare service**

Amber Valley **0300 456 2531**

Bolsover **01246 242309**

Chesterfield and North East Derbyshire **0300 323 0076**

Derbyshire Dales and Erewash **0333 014 3389**

High Peak **01298 813395**

South Derbyshire **01283 228789**

## Contributing to the cost of telecare and community alarm services

Derbyshire County Council runs a system called **co-funding**.

This means that you may be required to contribute to the cost of your adult social care services. This contribution could be from any means tested benefits you claim, or from significant capital you may have. Our aim is to ensure that services such as telecare are affordable and we will not ask for contributions from people on very low incomes. A member of the team will carry out a financial assessment and you will be given support to understand the process. You'll also be given help to claim any benefits that you may be entitled to.

For more information on co-funding, you can visit **[www.derbyshire.gov.uk/cofunding](http://www.derbyshire.gov.uk/cofunding)** or contact Call Derbyshire on tel: **01629 533190**.

## Finding out more

There is more information about telecare on our website at **[www.derbyshire.gov.uk/telecare](http://www.derbyshire.gov.uk/telecare)**

For further information or if you have any questions please contact Call Derbyshire on 01629 533190.



# Further Information

Derbyshire County Council Adult Social Care and Health department produces a range of information about its services and those provided by other organisations in the community.

We provide leaflets on a range of topics that can be downloaded or ordered from our website at [www.derbyshire.gov.uk/careinfo](http://www.derbyshire.gov.uk/careinfo), obtained from staff, a local area office or from your local library.

Leaflets available include:

- Guide to Adult Social Care – how we work and what we provide
- Keeping Adults Safe – what to look for and what to do
- Guide to Carers Services – support, advice and information for carers
- Guide to Handy Van Services – practical help in your home
- Guide to First Contact – signposting to services and support
- Care Services Directory – residential homes and home care services in Derbyshire
- Putting People First – comments, compliments and complaints.

Leaflets are available in standard, large print and Easy Read versions and upon request in other formats such as Braille or an alternate language, please email [adultcare.info@derbyshire.gov.uk](mailto:adultcare.info@derbyshire.gov.uk)

We also have videos, including BSL conversions on our YouTube channel at [www.youtube.com/derbyshirecc](http://www.youtube.com/derbyshirecc)

The Adult Social Care and Health Information Promise – a **FACT** you can rely on. We promise to provide you with:



**Free** information  
**Accurate** information  
**Clear** information  
**Trustworthy** information.

If you think we have broken our **FACT** promise, please let us know so we can make improvements.