



Telecare

Discreet safety and protection
options within the home

Telecare in the Vale of Glamorgan



SERVICE OPTIONS

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What is Telecare?

'Telecare' refers to a range of services and devices which use technology to enable vulnerable people to live with greater independence and safety in their own home. Telecare may be the only service an individual receives, or may complement other services as part of a care package.

Telecare devices may be linked to the 24-hour a day, 365-days a year monitoring centre at Contact OneVale (CIV) in Barry, where trained operators are quickly alerted to an accident or emergency and take appropriate action—whether by contacting the emergency services, contacting a nominated carer or relative (a “key responder”), or simply by providing assistance and reassurance via the monitoring equipment.

Alternatively, the Telecare service may be directly linked to a personal carer or relative, or may be 'stand alone' (e.g. an automatic reminder to take medication).

Benefits of Telecare

- a friendly and dignified service
- simple to use equipment
- provides peace of mind for the client and their relatives/friends

- eases the pressure of family or carer commitment and time
- reduces the level of support required to remain living at home
- provides a range of packages to suit individual needs and circumstances
- where appropriate, ensures that help is available at the touch of a button, 24-hours a day, 365-days a year, with instant access for emergency services personnel (where a key safe is fitted, or key holder is available)
- where appropriate, reports incidents to ensure a comprehensive health and social care service is provided (eg to the client's G.P.).

Who can benefit from Telecare?

Telecare is available to any member of the community, of any age, who would like to feel safer, more protected or more secure in their own home.

This may include:

- people with disabilities
- people living with serious or chronic illnesses
- people leaving hospital following major or minor surgery or illness
- people who simply wish to have greater personal security.

Telecare in the Vale of Glamorgan

There are currently two levels of service available:



I. TeleV consists of three set safety packages of equipment. These connect the client to the monitoring centre at CIV via user-friendly monitoring equipment attached to a conventional

phone and electrical socket. Clients are also provided with a wireless trigger pendant which can be worn around the neck, wrist or on a belt. Depending on the safety package chosen, additional sensors will automatically trigger an alarm call when smoke, extreme temperatures, carbon monoxide, potential falls, or intruders are detected.

TeleV is available to all residents of the Vale of Glamorgan for £4.50 per week, plus an initial fixed charge of £59.50 (installation fee). To obtain this service, or for more information, contact CIV using the details on the last page of this booklet.



2. TeleV+ provides a more bespoke, specialised service to help individuals manage greater risks to their safety and independence, perhaps as part of an overall care package.

Specialised equipment may assist with conditions such as: epilepsy; dementia and wandering; mobility or instability problems and falls; incontinence; nutrition and hydration concerns; the need for medication reminders, and reablement after leaving hospital. There is a range of 'stand-alone' equipment available that does not require linkage to the monitoring centre but which can often provide a more effective solution.

TeleV+ is primarily accessed via Unified Assessment by health and social care professionals, and individuals must meet critical or substantial eligibility criteria to obtain the service. **Clients may pay up to £7.50 per week for the service, depending on financial assessment.**

TeleV+ is also available to residents of the Vale of Glamorgan who do not meet the eligibility criteria described, as a **self-funded service charged at £7.50 per week.**

More information about the equipment available can be obtained from the Telecare team via CIV.

TeleV+ Reablement

TeleV+ Reablement sits within the Reablement team of the Vale Intermediate Care Service (VICS). A nationally innovative approach has been taken in the development of this service, intended to provide assistance to individuals recently discharged from hospital. The specially chosen equipment can be installed and removed from clients' homes quickly, for the period of the Reablement Service. The equipment will be primarily linked to the monitoring centre at CIV.

This service is free for up to 6 weeks, via referrals from VICS. After this period, clients may wish to pay to continue with a TeleV / TeleV+ service, or may request an assessment for TeleV+ from their health or social care worker.



What do I do next?

For more information about Telecare services, or to request an Information and Application Pack, call Contact OneVale (CIV) on 01446 700111.

More specialised information requests are referred on by CIV to the Vale Council's Telecare Support Officer, who is also able to visit individuals in their homes to discuss the best Telecare solution for them.

Need more information or advice?

Contact
Holwch



OneVale
UnFro

01446 700111

www.valeofglamorgan.gov.uk

If you require this leaflet in an alternative language or format, please contact the Innovation and Information Team on 01446 704851.

Prices quoted are correct as of April 2011
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