Would you benefit from new technology?

You can get help from the East Lothian Community Alarm Telecare Service.

What is Telecare?

Telecare is one part of Technology Enabled Care which provides remote and continual monitoring of a person's safety and well-being, with the provision of assistance when a need is detected.

Telecare consists of various additional sensors and detectors that can be programmed into the community alarm to make an automatic alert call if the sensor detects a problem in the home. The Telecare equipment can sense risks such as smoke, floods and gas, can remind people to take pills and even call for help if they fall.

If any of the sensors detect something unusual it will trigger an alarm and send an emergency call through the telephone line, to our 24 hour alarm-receiving centre (ARC). Sometimes, if it is more appropriate the alert call can go direct to a carers own phone or to an on-site local alarm or pager if they are within the same household. If it is only linked direct to a carer, this is called 'Stand-alone Telecare'.

For alert calls directed to the ARC, trained operators will then find out what the problem is and if necessary send out appropriate help. This could involve contacting the emergency services, a nominated local key-holder such as a neighbour, friend or relative or a mobile response service. The mobile response service in East Lothian is called the Emergency Care Service and they have access to appropriate equipment to help lift someone if they have fallen at home, are uninjured but need help to get up.

Examples of type of equipment available:

There is a wide range of Telecare equipment available. Examples include:

• Gas, smoke, carbon monoxide and heat sensitive detectors.

• Flood detectors.

• Equipment that detects falls or a lack of movement, including a fall detector pendant or a bed occupancy sensor.

• Automatic medication dispensers or message reminders set up in the alarm.

• Sensors that detect people leaving the property at unusual times, called Property Exit Sensors, useful for those with dementia prone to wandering.

• Personal emergency alarms, can be used for example if someone has been a victim of a bogus-caller.

Community Alarm

One of the simplest pieces of technology used in the home is the community alarm and pendant.

Basic community alarm and pendant

Alarm Base Unit - which is connected to a phone line. The base units contain a speaker and microphone to enable person to have a conversation with the alarm receiving centre. If person does not have a landline it may still be possible to install an alarm. Alternative arrangements can be discussed when an application is made.

Pendant-This personal trigger alarm is worn around the neck or around the wrist, and is usually issued with a Community Alarm. An alarm can be raised even when not near the care alarm - up to range of 20 metres. The pendant is waterproof so can be worn in the bath or shower.

Environmental monitoring

Carbon Monoxide Detector - makes an audible alert when dangerous CO emissions have been detected. It also raises an alert at the receiving centre.

Flood Detector - Provides an early warning of flood situations, such as taps being left on. It also raises an alert at the receiving centre.

Natural Gas Detector -Provides an early warning of dangerous levels of gas. It also raises an alert at the receiving centre.

Smoke Detector (wireless) -makes an audible sound when detecting smoke. It also raises an alert at the Community Alarm Receiving Centre. It can be linked to a flashing beacon or vibrating alarm for people with a hearing impairment.

Temperature Extreme Sensor - Monitors for low and high temperature extremes. Helps minimise the risks associated with changes in temperature including the build up of heat in a kitchen and the risk of sustained periods of cold weather. It also raises an alert at the receiving centre.

Personal health and well-being

Bed/Chair Occupancy Sensor - provides an early warning by alerting that the user has left their bed or chair and not returned within a preset time period, indicating a potential fall. It can also be programmed to switch on lights, helping people find their way to and from bed easily when linked to a lamp controller.
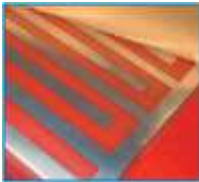
Enuresis Sensor - Placed between the mattress and sheet, this sensor provides immediate warning on detection of moisture, allowing effective action to be taken. The sensor may eliminate the need for carers to make physical checks, promoting dignity and independence.

Epilepsy Sensor - detects tonic clonic epileptic seizures. The sensor may eliminate the need for carers to make physical checks, promoting independence and dignity.

Falls Detector Pendant – This pendant is used for high risk fallers, who will not or cannot press the standard community alarm pendant. The pendant will automatically generate a call for assistance if a fall is detected. Fall detection technologies cannot analyse all situations, it is possible that some falls such as a soft fall, controlled fall against a wall or on a chair may not be detected.

PIR (Movement Detector) - A wireless movement detector that can be used for both activity and inactivity monitoring, for example, to check if a person has got out of bed or visited the kitchen.

Property Exit Sensor - This sensor specifically monitors for people leaving a building at unusual times of day or night. It is useful if someone is at risk of wandering due to Dementia. It will raise an alert at the receiving centre.

X-10 Lamp Controller - Can be used in conjunction with the Bed/Chair Occupancy and Property Exit Sensors in order to switch on lights when a sensor is activated.

Safety and security

Bogus Caller Button – Usually fixed near the door, this button will provide reassurance in the event of an unexpected caller. It sends a silent alert to the Community Alarm Receiving Centre, who will call the police.

Local Alarm / Pager – Care Assist

Suitable for use with on-site carers. Portable telecare alarm; receives alerts from telecare sensors and detectors and displays the type of sensor activated. Also suitable for use in small care units/ multiple occupancy. Can be programmed to let staff know either the location of the sensor and/or the name of the person the sensor is assigned to. Avoids need for a telephone line or monitoring centre service. Radio range of 200 metres. (line of sight).

Sensory impairments

DDA Solution - The DDA Solution combines a vibrating pager, under pillow pad and optional flashing beacon, which can alert either a carer or user (if hard of hearing or visual impairment) that a Telecare Sensor has been activated. They are for people who need a telecare service linked to the alarm receiving centre.

Note: If you do not require a Community Alarm but have equipment needs due to a hearing or visual impairment you should contact Deaf Action or RNIB.

DDA Vibrating pager - When a telecare sensor is activated, the alarm control unit sends a signal to the DDA transmitter, which alerts the wearer by vibrating an LED.

DDA Pager charger including pillow alert - The DDA pager charger is required to charge the pager. The cradle also links to a vibrating under pillow alert and when the pager is in the cradle, it automatically vibrates when an alarm is raised.

DDA Flashing beacon - The beacon works with the pager and flashes to indicate when a telecare alarm has been raised.

Other Assistive Technology Services provided by the Telecare Team:

Using Technology to assist with Medication Management:

Medication Dispenser– The dispenser may provide an effective solution to support medication compliance by automatically dispensing medication and providing audible and visual alerts to the user each time medication should be taken. If the user fails to access the medication,

an alert can be raised to the ARC or designated carer, if required. The dispenser requires to be filled by an informal carer or relative.

Message Reminder - Alternatively a voice message reminder can a be set up in the community alarm up to 6 times a day to remind people to take their medication, if the message is not acknowledged an alert call can be made to the ARC if required.

Lifestyle Monitoring assessment: e.g. - www.canarycare.co.uk or www.justchecking.co.uk

This is a separate stand-alone activity monitoring kit, which provides information on web accessed charts about an individual's routine at home. Used for assessment purposes **ONLY**, usually installed for up to 4 weeks. Referrer/ Assessor will be emailed a password to access the charts and should check these at least once a week. **Consent Form requires to be signed by individual or their power of attorney** (available from Telecare Team) and assessor/ referrer should inform Care Providers that the system will be installed.

Who is the Telecare service for?

This service is available to people of all ages who are vulnerable, have a disability or health issues. It also supports carers by offering reassurance that the person they care for is safe.

How do I apply for a community alarm?

Contact us on communityaccess@eastlothian.gov.uk or call us on 01875 824309.

How do I apply for Telecare?

Telecare equipment is only available following an assessment by a Health or Social Care worker for example a community care or social worker, occupational therapist or district nurse. You will be advised of any charges if applicable.

If you want an assessment for Telecare contact: Community Access Team on 01875 824309, communityaccess@eastlothian.gov.uk or ask any Health or Social Care worker currently involved to make a referral.

What does it cost?

In East Lothian, telecare equipment is currently provided on loan, installed and maintained free of charge, but there is a small weekly charge if the equipment is linked to the Community Response Team at the alarm-receiving centre for call monitoring. All equipment must be returned to the Telecare Service when no longer required.

How can I pay?

There are several ways to pay this charge which will be clearly explained on the invoice which is issued in October and April, in arrears. Unfortunately at present it is not possible to pay by Direct Debit.

- Pay online at www.eastlothian.gov.uk/payforit.
- At Council area offices - John Muir House - Haddington, Aldhammer House - Prestonpans, Bleachingfield Centre - Dunbar, Brunton Hall - Musselburgh, George Johnstone Centre – Tranent
- Post Office