

# Moray Lifeline

## Community Alarm and Telecare Service

**Moray Lifeline is the name of the community alarm and telecare service.**

**Our equipment provides round the clock monitoring and support and a way of summoning help in an emergency.**

Telecare can help people continue to live safely in their own home.

It can help maintain your independence and give you more confidence, as well as giving peace of mind and support to relatives and families.

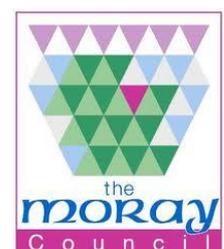
Telecare can help ensure a minor event does not turn in to a crisis.

**The service may help:**

- Those who live alone or are regularly left alone
- Anyone who might not cope in an emergency on their own
- People with a long term conditions or dementia
- Anyone at risk of falling
- People who have sensory impairment, physical disabilities or learning disabilities

We are particularly keen to promote telecare to people over 75 who might benefit from the service.

June 2014



**Safer at Home: extra peace of mind for people living in their own homes**

Our unobtrusive equipment can raise an alert:

to our monitoring centre manned 24 hours a day or

direct to the telephone numbers for family members or friends or

to a pager carried by a live in carer/family member.

For those who don't like the feeling that someone has to keep "checking up" on them, it can allow greater privacy with checks only being triggered by an alarm.

Telecare may provide a welcome solution for carers.

It may help carers manage challenging situations and go some way towards relieving stress, or allowing greater flexibility whilst carrying out a carer role.

#### **How does it work?**

The alarm base unit plugs in to your home telephone line and a nearby electrical socket.



The user wears a personal trigger, which can be worn as a pendant, on a wristband or clipped to clothing.



The personal trigger will raise the alarm if pressed anywhere in the house. It is completely waterproof, so it can be worn in the bath or shower.

When the alarm is activated it will automatically make a telephone call to the monitoring centre.

The trained operator will speak to you through the loud speaker on the base unit, to find out what type of help you need. They will summon help from your named keyholders and, if necessary, the emergency services.

You will be asked to nominate two keyholders such as relatives, friends or neighbours. They should ideally live close by and must be willing to be contacted in an emergency to come and help you.

If you are not able to identify two keyholders, your social work professional will discuss other options with you.

#### **Additional Telecare**

Other sensors can be installed to monitor a person's safety and automatically raise an alarm should a dangerous situation arise, such as:

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- **Fall detector** – if you fall the alarm will be raised without the need to press your trigger. You can wear it as a pendant, on your wrist or have a detector which clips on to clothing.



- **Bed occupancy sensor** – placed under the mattress and alerts if you have got out of bed or have not returned. Helpful if you are at risk of falls or wandering at night.



- **Wandering alert / door exit system** - will raise an alarm if you have left the house or a particular room. It may also include a mini tape recorder which can play back a message to remind the person not to go outside, to lock the door or to take their keys.

- **Seizure monitor and portable alarm**

The epilepsy bed sensor is positioned under the mattress and detects convulsive seizures. It is also equipped with a microphone to pick up on specific sounds made. It will send an alert to a radio pager carried by a family member in another part of the house.



- **Smoke detector** – will trigger the alarm automatically without the user needing to raise the alert.



- **Magi Plug and Flood Detector**– for those who forget to turn off running taps, the Magi Plug can replace a normal plug in the sink or bath.



When a certain depth of water is reached, the internal section opens allowing water to be released down the plughole. The flood detector will make a noise and raise an alert if it detects wet on the floor.

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- **Movement sensor linked to pager or lights**

The sensor can be set to detect if you have risen from bed or if you fail to return after an excessive period of time.

It can be linked to turn on a light to make it safer when the person gets up during the night.

It can raise an alert to a carer if it does not pick up on any movement, in case you have fallen or have not got out of bed because you are unwell.



### **Is there a cost?**

The equipment is provided and installed free of charge.

If you choose to have the equipment linked to the 24 hour call monitoring centre there is a charge for the service – this is £16.46 per quarter (as at April 2015).

### **Comments from people who use Telecare**

*“The alarm service has made a huge difference to my life. I no longer feel isolated.”*

*“It’s simple to use and the response time and the kindness and efficiency of the staff is excellent. Thank you for a wonderful service.”*

*“I feel so much happier knowing my mum will have help straight to her if she needs it and if no one is with her.”*

*“This has been the single most positive help we have had in managing my husband’s dementia – he is able to feel independent ... I am, therefore, given space to leave him on his own for short periods – I was not able to do this before ... – leaving us both feeling more relaxed /less stressed. An amazing and wonderful device!”*

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### **Further help and advice**

- To request further information or ask for an assessment contact the Access Care Team using the details below.
- To see telecare equipment on display contact the Independent Living Centre at Moray Resource Centre, Maisondieu Road, Elgin - to make an appointment telephone 01343 559461.

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**For further information on any community care service, contact the Moray Council Adult Community Care Access Care Team on 01343 563999 or email: [accesscareteam@moray.gov.uk](mailto:accesscareteam@moray.gov.uk)**

**To see the full collection of adult community care fact sheets, visit <http://www.moray.gov.uk/communitycare/leaflets/> or visit any Moray library or access point.**