



Telecare equipment has a key role to play in supporting people to live independently in their own home for as long as possible.

It offers reassurance to the individual and gives carers peace of mind and confidence to have a life outside of caring.

What is telecare?

Telecare is a range of discrete sensors and alarms which can be placed in the home to raise an alert in an emergency or when assistance is required.

Equipment can detect if something untoward happens and will send an emergency alarm through the telephone line to the monitoring centre which is staffed round the clock.

It can also send an alert directly to a carer.

The most well known piece of equipment is the community alarm where the person presses an alarm button when they need assistance.

There are other types of sensors which automatically trigger an alarm.

The Moray Council Adult Community Care team providing the community alarm and telecare equipment is called the Moray Lifeline.

How can it help?

Telecare is not right for everyone but it can help people with a range of support needs which may put their independence at risk.

Equipment can raise an alarm quickly in a range of situations such as:

Falls - a small device worn around the wrist, as a pendant or attached to clothing, can detect a fall and alert either a carer in the home or the 24 hour telecare monitoring centre. A bed occupancy sensor can alert a carer immediately that a person has got out of bed so they can be on hand to prevent a fall or guide them back to bed.

The sensor can also be set to raise an alert if the person has not returned to bed after a period of time – perhaps because they have fallen and need help.

Wandering – a door sensor can be used to warn if someone has left their bedroom or the house during the night or not returned after a certain amount of time.

Epilepsy – a bed based sensor will be triggered by a convulsive seizure while a built-in microphone can pick up on sounds.

Smoke detector – should memory problems mean someone may forget a pan left on a cooker or forget what to do in case of a fire, then a sensor can automatically call for help.

Benefits for carers

Caring for someone can be very demanding and stressful. Family carers have reported that telecare has improved their own quality of life.

It can enable the carer to have time away from the home, with the peace of mind that should anything happen they will be contacted immediately.

It can reduce the need for “just in case” checks.

Moray trial of Safer Walking (GPS) trackers

Safer Walking trackers are an emergency locator. They can be pendant worn, wrist worn or small pagers, similar to mobile phones.

Trackers may be beneficial in helping minimise risk for those who enjoy walking and are keen to maintain their independence but are easily lost or confused.

The trackers use GPS (global positioning systems) like car Satnav systems. The GPS receiver links with satellites through mobile phone networks and allows the system to locate the tracker device. The location can then be traced on a map via the internet or by contacting the call monitoring centre.



Depending upon the model of tracker used, it can be set up to send different types of alerts. Some devices double up as an emergency alarm button or have a mobile phone function and others can be programme only to trigger an alert when the wearing has travelled out with a pre-set geographical area.

Four service users and their families in Moray trailed the Buddi tracker. The equipment was well received although there were some limitations such as being in an area with good mobile phone signal coverage and the need to be confident the service user would carry the tracker when they went out.

What the carers said

"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."

"I just feel - as does my sister and brother – my mum has like a new "bodyguard" i.e. the alarm to protect her. And we are so grateful."

"This has been the single most positive help we have had in managing my husband's dementia – he is able to feel independent and to enjoy walking whenever he feels like it. 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!"

Accessing the Moray Lifeline Service

It is important you get the right telecare solution for your particular needs.

If you already have a social worker, community care officer or community occupational therapist, ask them about telecare.

You can also contact the Adult Community Care Access Care Team using the details at the bottom of the page to arrange to have your needs assessed.

If you are eligible for the Moray Lifeline Service, the equipment will be provided and installed free of charge. If you need the equipment to be linked to the 24 hour call monitoring centre, there is a charge of £16 per quarter.

Further help and advice

The Independent Living Centre in Moray Resource Centre, Maisondieu Road, Elgin, has a range of telecare items on display and can arrange for assessments. Contact the centre on 01343 559461.

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

www.moray.gov.uk/communitycare

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