How Telecare Equipment Could Help You and Your Family

Support for Carers

What is Telecare?

Telecare equipment uses alarms and sensors in the home to raise an alert in an emergency or if assistance is needed. The following examples demonstrate how telecare may be beneficial for carers and families.

Examples of How Telecare Can Help

Mrs. E. is 86, lives alone and has a community alarm. Her family live nearby. She has been diagnosed with Parkinson's disease, is partially sighted, a diabetic and her mobility is very poor. She was hospitalised recently and on discharge, following a telecare assessment, a bed occupancy sensor (in addition to the existing pendant and alarm) was provided to give additional monitoring overnight. The bed sensor is active during the night monitoring Mrs. E if she gets up. It monitors the time she spends out of bed and if this exceeds the preset safe period then an automatic alarm call is made via the community alarm to the alarm monitoring centre. They can check via the alarm if she is alright and if she has had a fall they can arrange for an ambulance or call her relatives. She is able to summon help in an emergency in between her homecare and family visits by pressing her community alarm pendant. Mrs. E. and her family now have the additional reassurance at night, that if she was to fall the bed occupancy sensor would automatically raise an alarm. This means Mrs. E's family do not have to stay at the property over night.

Mrs. T aged 64, lives alone and collapsed unexpectedly several times, due to heart problems. The uncertainty and risk of fainting or falling

made Mrs. T feel vulnerable and frightened when alone and made her daughters very anxious. Mrs. T was provided with a community alarm and a fall detector. This works by sensing when the wearer is in a fall position rather than being upright, which is ideal for Mrs. T as it requires no action from her to send an alarm. She now feels safe, confident and reassured that if she is unwell help can be summoned by pressing the pendant herself or in the event of a collapse that the fall detector would automatically alert the alarm monitoring centre. The family also feel more relaxed and able to go about their daily routine. They are happy that she does not have to rely on her ability to reach a telephone if unwell.

Mr. B. aged 87 lives alone with early stage dementia and has suffered several mini strokes. He also has arthritis. He has a community alarm. Mr. B's daughter was concerned that electrical appliances were being left on and that in the event of a fire her father would be unlikely to escape or raise the alarm. Following an assessment a smoke alarm that would automatically contact the alarm monitoring centre (through the community alarm) was provided. This gave re-assurance to his daughter since his ability to understand or to evacuate the house unaided was in question. Mr. B's daughter feels more confident that if there was a fire it would be detected much sooner and assistance called for without delay.

Mrs. D. aged 70 suffers from Alzheimer's. Her son was concerned as several times she had left taps running in the bathroom with the plug in. This had resulted in the ceiling in the flat below collapsing. Her son was concerned that her increasing forgetfulness could result in her having to move into a care home. The telecare assessment recommended a flood detector on the floor by the bathroom sink to act as an early warning if the taps left on caused an overflow. The team also noticed that Mrs. D had burnt the toast and was unaware of this. It was therefore suggested that the addition of telecare smoke detectors as well as the flood detector would greatly enhance her safety, help reduce the risks and bring added peace of mind to her son.

How Do I Find Out More?

In Moray, Telecare is available to any adult or a carer with an assessed need.

- To ask for a carers assessment or to find out about support for carers in Moray please contact Quarriers Carer Support Service at 44 High Street, Elgin, telephone 01343 556031.

- To ask for more information about the community alarm or telecare or to ask for a referral contact the (Social work) Access Care Team in Elgin on 01343 563999 or by email at accesscareteam@moray.gov.uk

- In addition, examples of occupational therapy equipment and telecare equipment are on display at the Independent Living Centre, Moray resource Centre, Maisondieu Road, Elgin. To make an appointment with the occupational therapists telephone 01343 559461.

There is a small charge for the telecare service if connected to the 24/7 alarm monitoring centre.

September 2013.