

# Independent Living with Telecare and Community Alarm



Proud to Deliver

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languages and other formats on request.  
Please ask.



## What is Telecare?

Telecare is a home safety and personal security system that enables people to live independently in their own homes. It consists of a 24-hour telephone link to our community alarm service and state-of-the-art technology to help keep you safe.

## How could this help me?

- Speed of response – our highly skilled operators will respond to your call and make sure you get the help you need as quickly as possible
- personal service – friendly and dignified
- complete reassurance – 24 hours a day
- flexible – tailored to your needs and the risks you face
- easy to install.

## How does the service work?

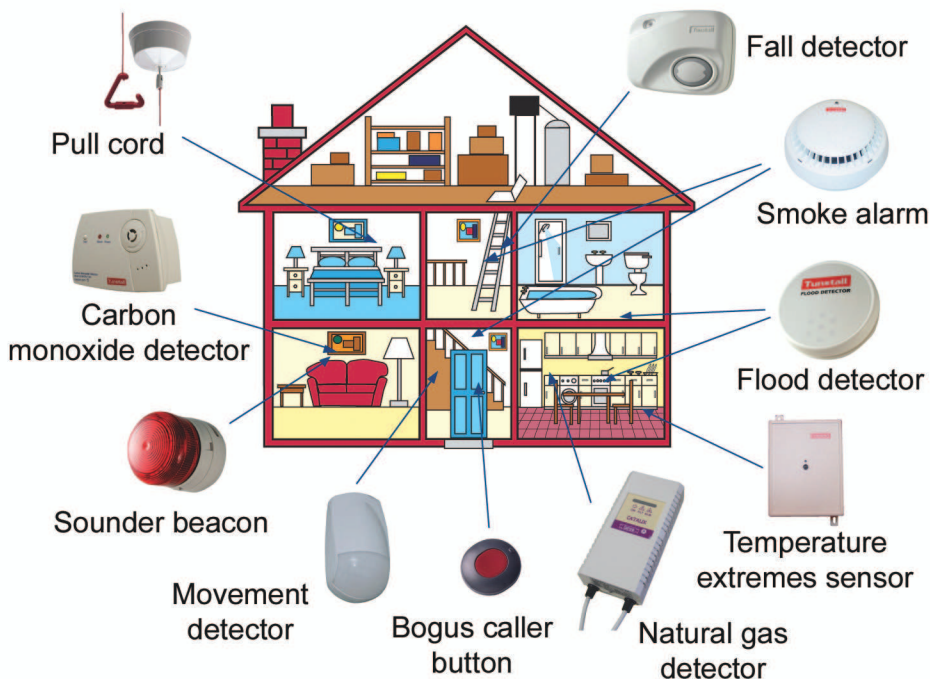
The basic community alarm service consists of a lifeline unit and a personal alarm button that you carry with you or wear around your neck. If you press the alarm button that you carry, or a button on the unit then it will contact the service operator who will speak to you through the unit and take whatever action is needed.

If you have the basic service the operator can telephone your doctor, the emergency services or call one of your family or friends to alert them to your problem. If you have the enhanced service then a mobile warden would respond to emergencies.

Community Alarm sensors are triggered by the vulnerable person, so he or she has to be conscious and aware of the threat. Telecare sensors may detect problems even if the person is unconscious, asleep, or has fallen while not wearing their pendant and is unable to reach it.

There are dozens of different sensors to detect problems. For example:

- smoke and heat detectors – to warn of fire, or leaving the cooker on
- fall detectors – raise an alert if you have fallen
- flood detectors – in case you leave a tap running or have a burst pipe
- movement detectors – these can detect that you might have an intruder or confirm that you are fit and well
- medication dispensers
- and many others.



## What else can it do?

Some elements of telecare can help you with day to day living rather than deal with potential problems. You may need a medication reminder and dispenser to prompt you to take your tablets. You might have a door security system so you can identify callers.

If you have a hearing loss or have a problem with your sight then you can have suitable warning devices fitted – such as a flashing light or a vibrating pillow sensor to wake you up when needed.

The service you have will be the service you need. The service is developing all the time and new devices are being added to the wide range already available.

### **Who can have the service?**

The service is for anyone in Cardiff, of any age, who would like to feel safer, more secure and independent in his or her own home, for example:



- those at risk of falls
- those older people with mental health problems and their carers
- people discharged from hospital who need extra help at home
- people at risk from, harassment or distraction burglary.

You can ask to have your care needs assessed and if you are eligible for services then the council could pay for installing the equipment. Or you can choose to have it installed and pay for it yourself.

## More about assessment

People who may need care services can ask for an assessment of their needs. Those who care for them can also ask for their needs (as a carer) to be assessed. If the assessment shows that you are entitled to support then we will discuss the services we can provide to meet your needs.

Currently Cardiff's adult services assesses and funds all telecare users as part of a community care package. The Community Alarm Service may be funded through housing support, or citizens may choose to fund this themselves. In the future, it may be possible for citizens to fund their own telecare service.

To find out more about assessments, who is entitled to a service and charging for services please ask for more of our leaflets.



## What should I do next?

If you think that you or someone you know needs community care services, telecare services or help and advice contact:

Contact & Assessment Team  
Social Care & Health  
PO Box 97  
Cardiff  
CF11 1BP

Tel: **029 2053 6444**  
Fax: **029 2053 6437**  
Textphone: **07971 709883**  
Minicom: **029 2053 6438**  
Email: [ascontactteam@cardiff.gov.uk](mailto:ascontactteam@cardiff.gov.uk)



Perhaps you are already having a service but feel that telecare would benefit you. If so please contact your care co-ordinator or your social care team. If you are not sure who to contact, ask the Contact and Assessment Team.

If you are thinking of paying for the service yourself and you want to find out how much it costs or find out more about the full range of telecare options contact:

Community Alarm Service  
Radyr Place  
Mynachdy  
Cardiff  
CF14 3HP

Tel: **029 2061 4852**

Email: **[communityalarm@cardiff.gov.uk](mailto:communityalarm@cardiff.gov.uk)**

We are committed to ensuring that services are accessible to all, regardless of racial and ethnic origin, gender, sexuality, disability, age, language or religious beliefs.

This leaflet is a general guide and is not a full and authoritative statement of the law. We believe that this leaflet is correct at the date published. Changes in the law or council policy may affect its accuracy.  
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