



Aberdeenshire
Health & Social Care
Partnership

Community Alarm and Telecare



Aberdeenshire
COUNCIL



NHS
Grampian

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Introduction

Community alarms and Telecare cover a range of devices and services that use modern technology to keep you safe in your own home and help you to maintain your independence. They add to the support and assistance you may already be getting from family and friends, and from

other professional services such as care at home and occupational therapy.

This booklet explains what community alarms and Telecare systems are, how they help, how to go about finding out more about them and how to apply.



What is a Community Alarm?

The community alarm scheme allows you to call for help in an emergency at any time, day or night.

The community alarm connects to and uses your own telephone line to contact a trained operator in the Regional Communication Centre (RCC).

You wear an alarm button which, when pressed, sends a signal through the community alarm to the control centre. This alerts operators who are on duty 24 hours a day. They will speak directly without the need to lift your phone and ask what kind of help you need. If, however, they cannot make contact, they will arrange for someone to check what you need. On occasion it may be necessary for the Regional Communication Centre to override your wishes as they have a duty of care and they may be required to contact emergency services.

Don't worry if you press the alarm button by mistake. The Regional Communication Centre advisors will respond and reassure you.

You will be asked to nominate up to three contacts from your family, friends or neighbours who are happy to respond in an emergency situation to come and help you, or enable other services to gain access to your home to assist. If you do not know anyone who would be able to do this, alternative arrangements may be made.

A telephone line is required and you will need to ensure that all costs are covered to ensure that it remains live. A 13 amp electrical socket will need to be near your telephone socket.

Testing and Key Safe

Testing:

It is recommended you test your alarm monthly, by pressing your alarm button.

When the Regional Communication Centre ask if you are alright, tell them 'Yes, I am testing the alarm, as requested'. This is expected, so do not worry. Regional Communication Centre will check and confirm that everything is alright and then end the call.

Key Safe:

A key safe, sited discreetly, with a spare key for your home is useful for your emergency contacts, health staff or emergency services.

Regional Communication Centre can also contact the emergency services on your behalf if required. If all resources to access your home have been exhausted and they are concerned for your well-being, they may contact an emergency joiner or Police Scotland to assist with gaining access which may involve forced entry. Aberdeenshire Council will not be liable for any costs incurred.



Telecare provides a range of additional systems that can alert you when something needs your attention, or alert others to assist when needed. Telecare is designed to support and maintain a person's independence at home. The equipment is unobtrusive and is installed in your home by trained technicians with minimal disturbance. It can be installed or taken out as required.

Telecare has been proven to help the following groups:

- People living with specific long terms conditions, notably dementia and COPD.
- People faced with moving from home to residential or nursing home care.
- People at risk of falling at home, or at risk from other household dangers such as fire or flood.

- People requiring rehabilitation and/or intermediate care services to enable them to return home successfully.
- People who are frequently visiting hospital A & E departments.
- People suffering from social exclusion as a result of fear of crime, social or health reasons.
- People with learning difficulties or cognitive impairment.
- People with sensory impairments.
- People with physical impairments.
- Other groups of vulnerable people of all ages, including lone workers, victims of crime, domestic abuse, racial abuse, even witness protection.
- Carers, both formal and informal.



Examples of Telecare alert systems:

- Fall detector
- Smoke detector
- Flood detector
- Gas detector
- Heat detector
- Bed occupancy sensor (which can raise an alert if you get up from bed and do not manage back within an agreed time).
- Door sensor or property exit sensor (which can raise an alert when the door is opened).
- PIR (passive infra-red) sensor – movement detector.
- Personal trackers – to locate a person outwith their home.

These are systems where you do not need to actively do anything for them to be effective in summoning assistance.

In order to reduce the number of false alarms, please ensure caution when cooking etc. as this may activate the smoke or heat detector.



What type of equipment would help me to do things for myself?

Examples of systems that support independence:

- Door opening system.
- Curtain/blinds closing system (can be on a remote dawn/dusk alert or via a control).
- Remote telephone call answering.
- Aids to help you use a personal computer.

These are active systems where you are in control of operating them. Technicians may be required to record messages on some of the sensors/detectors advising you of risks – this would be for your own safety.

These are just some examples of Telecare services available. There are many others which might meet your needs. These will be discussed further with you when you apply.



How can Telecare help me?

Telecare:

- Offers a safer home environment.
- Enables you to stay in your own home with greater control over your lifestyle.
- Provides reassurance and access to immediate support and help when needed.
- Can support you when you come home from hospital.

Who is entitled to a community alarm and Telecare services?

You may be eligible if you need care and support to live independently at home, whatever your age, and if you have increasing frailty, dementia, a long-term health condition, a physical disability, sensory impairment, mental health problems, or problems with substance misuse.

In particular, if you need to be able to summon help quickly in an emergency, you may receive these services. Services are provided to those people in the greatest need first. Council staff use eligibility criteria to judge your priority for services. These criteria are available on the Social Care and Health pages on Aberdeenshire Council's website:

aberdeenshire.gov.uk

Independent Advocacy

If you would like support with your interactions with the Council or NHS Grampian, an independent advocate may help you. They can help you gain access to information and help make your views and wishes known. Support can also be provided at meetings.

You can contact Advocacy North East by telephone on: 01467 651604 or email:

admin@advocacyne.org.uk

How do I apply?

If you think, you, a relative, neighbour or friend, may benefit from, and be eligible for a community alarm or Telecare service, you can apply by making a referral to us.

This can be done by:

- calling the Customer Service Centre on 0345 608 1206, Advisors will process your personal details, and details of your three key-holders and forward this to the administrator at the Joint Equipment Centre.
- choosing to complete an assessment form, available from the Community Alarm and Telecare pages on Aberdeenshire Council's website: aberdeenshire.gov.uk
Please send your completed form to: Joint Equipment Centre, Burghmuir Place, Inverurie, AB51 4FW, or email: jointequipmentcentre@aberdeenshire.gov.uk

- discussion of your needs with health or social care professionals who are involved with support at home and who will enable you to make an informed choice about the equipment you may need.

After your referral is received by the Joint Equipment Centre, an appointment will be made for a technician to visit your home to install the community alarm and/or other Telecare equipment as requested.

You and family members will receive instruction of how the equipment works and be able to speak to the advisors at the Regional Communications Centre in Aberdeen who respond to the alarm, sensors, detectors and alerts when help is required. The service will be regularly reviewed to make sure you are happy with the service, and that it continues to meet your needs. To report a fault please call the Regional Communications Centre on 01224 620610.

Termination / equipment uplift:

If, up to 4 weeks after installation, you change your mind about receiving the service, you may request removal of the equipment, no charge will be attributed to you.

If you wish to terminate the service:

To request equipment return and uplift, please call 0345 608 1206 or return the equipment to a local Council office or Joint Equipment Centre with customer details.



Will I have to pay?

There is a weekly charge for Community Alarm and Telecare and invoices will be sent annually. Payments can be made at any local collection office or service point and can be made in full or by regular installments; either by Cash/Cheque or Direct Debit. Detailed information on how to make payment can be found on the reverse of the invoice that will be sent.

Aberdeenshire Council operates a Charging Policy for all Community Care Services which is based on a persons ability to pay. Depending

on your individual circumstances you may be entitled to Financial Assistance towards the cost of your Community Alarm and Telecare Service. Further information can be found on Aberdeenshire Council's website: www.aberdeenshire.gov.uk

The charges for Community Alarm and Telecare are applicable until the equipment is returned.

Please note the alarms, the alarm button, Telecare equipment and peripherals remain the property of Aberdeenshire Council and the Council may pursue the recovery of costs for the loss or damage to any of the equipment through negligence.



Data:

Personal data may be required to be checked, reviewed or stored by Aberdeenshire Council and those partners with whom we have a Data Sharing Partnership agreement (by reference to the Data Protection Act 2018). Personal information is treated confidentially and stored securely at all times.

Written or electronic records relating to you may be requested by you under the Data Protection Act 2018 by making a Subject Access Request.

Consent to the voice recording of all alarm calls to the Regional Communications Centre is required.

Comments, Complaints or Compliments:

Should you have a comment, complaint or compliment regarding the service you have received relating to the supply, delivery and installation of the equipment then please contact Claire Trail on 01467 535770 or email claire.trail@aberdeenshire.gov.uk

Alternatively any complaints, compliments or comments can be made in person at any of our Council Offices, in writing or via our website:

www.aberdeenshire.gov.uk

Click on 'Contact the Council' then follow the instructions for 'Have your Say'.

We value any comments, compliments or complaints and use information from them to help us improve our services.

If you feel you are being mistreated:

There are a number of ways in which a person may be mistreated, harmed or distressed:

- Physically e.g. assault, threats of assault, neglect, abandonment, misuse of medication
- Psychological or emotional abuse
- Sexual abuse
- Financial or material abuse
- Discriminatory abuse
- Acts of neglect or omission

These people may include:

- A family member
- Friend
- Neighbour
- A paid carer
- A health carer or professional
- Work colleague

If you are worried that you or someone you know is being harmed, is suffering from neglect or is being abused it is important to tell someone.

Telephone 01467 533100 office hours or 0345 608 1206 out of office hours. Information and advice will be offered so the person can decide what practical help they need or what action they wish to take. If they are unable to make a decision, care will be taken to support and protect them.

Valuing Diversity

Aberdeenshire Council values the diversity of our clients and wants our services to be useful to every client regardless of gender, age, ethnic origin, religious belief,

impairment, marital status, sexual orientation or any other individual characteristic which may unfairly affect a person's opportunities in life.



If you need information from this document in an alternative language or in Large Print, Easy Read, Braille or BSL, please telephone 0345 608 1206.

1. Jeigu pageidaujate šio dokumento kita kalba arba atspausdinto stambiu šriftu, supaprastinta kalba, parašyta Brailio raštu arba britų gestų kalba, prašome skambinti 0345 608 1206.

2. Dacă aveți nevoie de informații din acest document într-o altă limbă sau într-un format cu scrisul mare, ușor de citit, tipar pentru nevăzători sau în limbajul semnelor, vă rugăm să telefonați la 0345 608 1206.

3. Jeśli potrzebowali będą Państwo informacji z niniejszego dokumentu w innym języku, pisanych dużą czcionką, w wersji łatwej do czytania, w alfabecie Braille'a lub w brytyjskim języku migowym, proszę o telefoniczny kontakt na numer 0345 608 1206.

4. Ja jums nepieciešama šai dokumentā sniegtā informācija kādā citā valodā vai lielā drukā, viegli lasāmā tekstā, Braila rakstā vai BSL (britu zīmju valodā), lūdzu, zvaniet uz 0345 608 1206.