# Technology Enabled Care Service (TECS)

Renfrewshire
Health & Social Care
Partnership

You can contact them at:

The Scottish Public Services Ombudsman,

4 Melville Street,

Edinburgh EH3 7NS

or FREEPOST EH641, EH3 0BR

Phone: 0800 377 7330
Email: ask@spso.org.uk

We can make this information available in other formats and in other languages. If you need this service please phone 0141 618 2584.

| Social Work Services | | |
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| **Team** | **Phone** | **Address** |
| Technology Enabled Care Service (community alarms and telecare) | 0141 618 2584 | Mile End Centre 30 Seedhill Road Paisley PA1 1SA |
| Alarm Receiving Centre | 0141 950 1025 | Bield Response 24 |

## How are comments, complaints or compliments about the service made?

Renfrewshire Health and Social Care Partnership welcomes feedback on any aspect of Home Care Services from service users, or anyone acting on a service user's behalf.

Comments, complaints or compliments about the service can be made by telephoning the local area office number listed, or by writing to:

The Complaints Officer,
Renfrewshire House,
Cotton Street,
Paisley PA1 1WB

Email: complaints@renfrewshire.gov.uk

Web: www.renfrewshire.gov.uk

Phone:0300 300 0300

You can also discuss any complaints with:

Care Inspectorate
Central and West Region,
1 Smithhills Street,
Paisley PA1 1EB

We will deal with your comment or complaint quickly and efficiently. If you are not happy with how we have dealt with your complaint, you can contact the Scottish Public Service Ombudsman within one year of making your first complaint. The Scottish Public Service Ombudsman will not normally accept your complaint until you have been through our complaints procedure.

## Aims and objectives of the Technology Enabled Care Service (TECS)

- Renfrewshire Health and Social Care Partnership aims to support individuals in maintaining their independent lifestyle in the community by providing a response service in emergencies.

- The service will be sensitive and responsive to the race, culture, religion, age, disability, vulnerability, gender and sexuality of the people receiving a service.

- Our aim is to deliver a high quality service which provides support and care with dignity, respect and choice for service users, carers, relatives and representatives.

Renfrewshire Health and Social Care Partnership is registered with the Scottish Commission for the Regulation of Care (The Care Inspectorate). All Renfrewshire Council employees have a duty to comply with legal obligations contained within the Health and Safety at Work Act 1974.

## Our service objectives

- To provide a 24 hour response service to support people in their own homes.

- To provide reassurance to service users and carers.

- To contact emergency services such as ambulance, fire or police on behalf of the service user.

- To reduce admission to hospital, residential or nursing home care.

- To assist in the early discharge of people from hospital.

- To provide a quality, cost effective service that meets service user needs.

- To deliver an integrated service that compliments other support being provided.

- To enable more people to remain independent and safe at home.

**Renfrewshire Council provides a Technology Enabled Care Service to help people live as independently as possible within their community.**

The service is available to any Renfrewshire resident who is assessed as being at risk due to age and/or disability and/or social circumstances.

## Do's and Dont's

**Do:**

- Wear your pendant in your garden (pendant works up to 50 metres from your unit);

- Wear your pendant in the shower/bath (pendant is waterproof);

- Let us know if your circumstances change;

- Test your pendant once every month;

- Let us know if you go away on holiday, to stay with family or if you need to go into hospital;

- Let us know if your telephone line is disconnected or restricted from making outgoing calls;

- Ensure power cards have sufficient credit; and

- Ensure your telephone handset is replaced on the receiver when not in use and if using a pay as you go SIM card ensure this is topped up with sufficient funds.

**Don't:**

- Wear your pendant in bed; or

- Unplug the alarm from the telephone point or turn off your electricity supply to your alarm.

## Fault reporting

If you experience any difficulties with your alarm, phone the alarm receiving centre on 0141 950 1025. A responder will visit you to check your alarm. If there is a fault and it can't be fixed, the unit will be replaced at no cost to you.

## Cancellation/withdrawal of alarm

If the service is no longer needed you can use the alarm to inform the alarm receiving centre. They will arrange for a responder to visit your home and uplift the unit and any other alarm equipment.

Renfrewshire Technology Enabled Care Service reserves the right to restrict or withdraw the Community Alarm Service if there is a failure to comply with the terms and conditions as detailed in the service user agreement.

Renfrewshire Council requires service users to take reasonable care of the alarm unit and you may be responsible for the cost of any loss or damage to the unit.

**This includes people who are:**

- Living alone or living with another vulnerable person;
- Living with a carer or carers where their service is essential to maintain the care arrangements;
- Carers who require support to help look after a dependent;
- Disabled due to a clinical/medical condition such as MS, epilepsy or a heart condition;
- Responsible for a child/children who may be at risk due to the medical condition of their carers;
- Vulnerable when living alone due to a history of domestic violence; and
- Isolated or housebound due to disability, regardless of age.

The service is a 24 hour, 365 days a year emergency service, which is currently supported by an alarm receiving centre and responder service. All alarm calls result in immediate voice contact being made with staff in the alarm receiving centre via your telephone line. The operator on duty will deal with your call and where appropriate pass your call to our responder team to visit you. If you prefer, the operator on duty will contact your nominated keyholder.

Service users should be aware that all alarm and telephone calls to the alarm receiving centre are recorded and are chargeable. Call rates are dependant on your telephone provider and can vary. Please check with your provider.

## Telecare

Telecare is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living.

Telecare involves the placing of discreet sensors around a service user's home to monitor for environmental risks such as smoke, floods and personal risks such as falls, dementia, confusion and learning disabilities.

The sensors work in conjunction with a Community Alarm Unit to offer a comprehensive way of managing risks to a service user's health and home environment, **24 hours a day, 7 days a week**. **Activation of these sensors will normally result in a response from the Responder Team unless families/carers request to be the nominated response. The Technology Enabled Care Service is one of the home care services.**

Telecare installations are assessed on the service users individual needs and a tailor made Telecare package is designed around these needs.

## Telecare Sensors

The following sensors are available and can be used in certain situations where a particular need has been identified:

- **Triggers**—Personal radio triggers supplied with a standard alarm installation.

- **Door Contacts**—For use when there is evidence of someone going out at inappropriate times e.g. during the night.

You should always test your pendant after any electrical power failure in your home (please note your alarm unit has a minimum 24 hour back-up battery).

## Routine check visits/review

Every six months a responder will contact you to test your alarm and to make sure that the information we have about you is up-to-date. During this visit the responder will ask you to confirm your details are correct, and if necessary, the responder will update your information and inform the alarm receiving centre. Information the responder needs to know about includes:

- Change of keyholder.

- If you have had a keysafe installed.

- Change of address of next of kin or nearest contact.

- Change of GP.

- Change of telephone number.

- Any newly diagnosed medical condition.

This information is very important for the alarm receiving centre and for the responders to be able to deal with any emergency you might have.

## Installation of your alarm

After you have been assessed as requiring a community alarm/telecare, a member of staff will telephone you to make an appointment to install your alarm. This will be at a time that is convenient to you and you may want a relative or friend present at the time of installation.

This is a very simple procedure and should take only 30 minutes (60 minutes for telecare).

A follow-up visit will be arranged for two weeks after the initial installation.

## Testing your alarm

Once your alarm has been installed the responder will show you how to use the system and should encourage you to test your pendant through to the alarm receiving centre once a month.

You can easily test your pendant by pressing the red button located in its centre or pressing the red button on your alarm base unit. Pressing these buttons will put a call through to the alarm receiving centre. The operator will speak to you and confirm that your alarm is working.

**The regular monthly pendant test is very important.** If your pendant is not regularly tested the battery backup could lose power which could result in future alarm calls not connecting to the alarm receiving centre.

Remember, if you have a change of keyholder or telephone number you can update the information by using your alarm to inform the alarm receiving centre.

- **Smoke Detector**—For use where it has been identified that someone is at risk from fire, through cooking issues or smoking.

- **Heat Extreme Detector**—For use where it has been identified that someone is at risk from temperature extremes. This sensor is for high/low temperatures.

- **Flood Detector**—Used to detect water spillage i.e. forgetting to turn taps off.

- **Fall Detector**—Used for people with epilepsy or those with mobility problems.

- **Pressure Mat**—Used for people with dementia who may be at risk when they get out of bed during the night. Can be used for carers to identify if a person is awake and moving around the home.

- **Bed Monitor**—The sensor is used to detect when service users get out of bed during the night and fail to return after a specified period of time has elapsed. The installation can be set up to switch on lamps or main hallway lighting, minimising the risk of falling in the night.

- **Pill Dispenser**—Provides an effective solution to support medication compliance by automatically dispensing medication and providing audible and visual alerts as to each time medication should be taken.

- **One Touch**—A GPS safe walking device to support safe walking in the community allowing families to stay in touch.

- **I Care Assessment Tool**—Monitors activity within a home over a 4 week period with information via the website.

## How the service works

You may need help for a variety of reasons:

- If you fall;
- If you have a medical emergency;
- If you feel afraid or insecure;
- If you require emergency assistance with toileting; or
- If you feel vulnerable for any reason whatsoever. Do not hesitate to use your alarm.

All you have to do is activate your alarm by pressing the button on your pendant or the red button on the alarm unit. A member of staff at the alarm receiving centre will answer your alarm call.

**You do not need to use your telephone.**

If you can, please talk to the operator and explain what is wrong. If you aren't able to talk or you can't hear the operator, don't worry, help is available and a responder will come to your home.

The Renfrewshire Technology Enabled Care responder team is available to help 24 hours a day 365 days a year.

The responder who comes to your house will assess your situation and advise the alarm receiving centre operator. Depending on the circumstances, the operator will take responsibility for contacting the emergency services if needed or your GP, family member or next of kin. In the event of an emergency, if you would prefer to have your nearest relative or a friend contacted rather than a responder, this will be recorded on the information held by the alarm receiving centre. In exceptional circumstances it may be necessary to overrule your decision regarding calling your GP or the emergency services.

If you would like to be assessed for a community alarm/telecare, you should contact the ASeRT team on 0300 300 1380. You will be expected to provide details of your full address and postcode, telephone number (including STD code), next of kin and local keyholder. Don't worry if you do not have anyone to nominate as a contact or keyholder, the Technology Enabled Care Service can take on this role for you. You will also be asked for details of your doctor and your medical conditions.

**Please note** – *Under the Freedom of Information Act 2005, the public have a statutory right of access to all information held by Public Authorities.*

An annual charge is made for all households receiving the service. Payment of the charge can be spread over the year and paid by instalments. You can do this by contacting the Finance Recovery Team on **0141 618 2547** or by email at **sundry–income.finit@renfrewshire.gov.uk**. Details of the charge will be provided in the written service user agreement. The charge will commence following the installation of your alarm. Please let us know if the account is to be sent somewhere other than your home address.