

How to contact us



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Write to us at:
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31 Commercial Street
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Online link: <http://www.shetland.gov.uk/socialwork-health/documents/CC61OT-Telecare.pdf>

Occupational Therapy

TELECARE

Information for Carers and Professionals

Occupational Therapy Service
Community Care Service
Education and Social Care Department
Shetland Islands Council

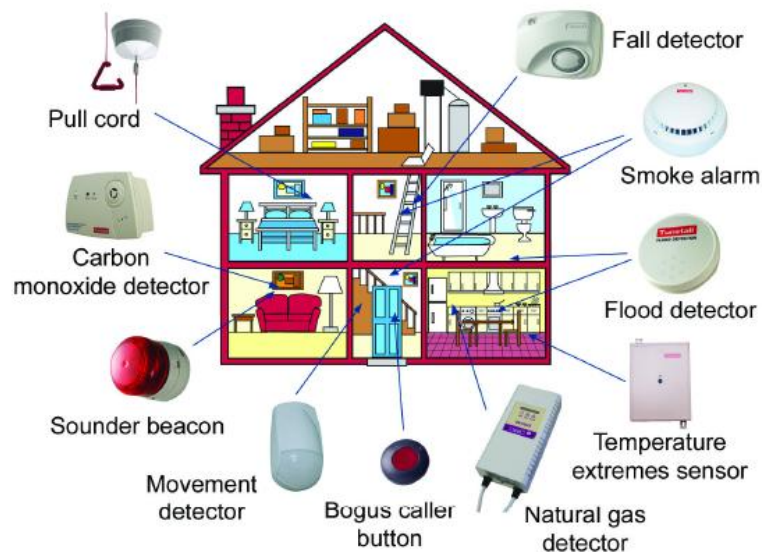


What is Telecare?

Telecare is a service that enables older or vulnerable people to live independently in their own homes.

Telecare uses information and communication technology that provides safety and security to both users and carers, with an emergency response service 24 hours a day.

The basic Community Alarm unit can be enhanced with a variety of unobtrusive sensors and detectors.



Telecare guidelines and referrals

It is important that Telecare users or their carers follow a few simple guidelines to ensure response can be prompt should an event occur at some point:

- Pendants or wrist-bands should be worn at all times. If this is not possible, a review should be requested (perhaps a fall detector would be more appropriate).
- Trigger buttons on the unit, pendant or wrist-band should be tested every month. This will raise comfort levels and confidence in use of the service.
- Smoke detectors should be tested regularly too, to ensure their batteries don't need replacing.
- Make sure a person's details and reliable responders are accurate and up-to-date. Report any changes to Tunstall Response Ltd.
Telephone: 0845 056 5456

If you think Telecare might be useful to you or a person under your care, please contact the Occupational Therapy Service. If Occupational Therapy is unable to help, they will direct you to a more appropriate agency.

(Note: For in-patient referrals please complete a standard referral form for the Occupational Therapists based at the Gilbert Bain Hospital).

Telecare services

The Community Alarm serves as a base unit for other Telecare devices. Alarms are activated by a pendant or wristband worn by the user, or by passive peripheral devices installed in the home.

The Response Centre communicates through the base unit with the user to assess the situation. They will contact a "responder" (a friend, relative or neighbour) to attend if necessary. In serious situations, emergency services will be called.

After an assessment, units will be installed by a Community Alarm Coordinator or an Occupational Therapist.

All that's needed is:

- An active telephone and telephone socket
- An electric socket within 8 feet of the telephone
- At least three "responders" who are physically capable of providing assistance.

Information about Telecare is available on the Shetland Islands Council website:

<http://www.shetland.gov.uk/socialwork-health/Telecare.asp>

Who is Telecare for?

Telecare has been found to be particularly useful to:

- People who are becoming increasingly frail and are at risk of falling.
- People who have little support and may need reassurance.
- People who are struggling to cope at home or may be regularly admitted to hospital.
- People who need support when dealing with environmental risks in the home such as fire or flood.
- People with special needs such as learning or physical difficulties, failing memory, dementia or epilepsy.
- Those who need links to other agencies.

Telecare can offer a safer environment that can prevent a user having to go into hospital, or to allow an earlier and safer discharge from hospital/care home.

Telecare is a free service. Service users are responsible for their normal telephone charges and line rental.

General Criteria

An assessor will determine the right solution to meet a service user's need, and use an established priority system to determine urgency.

Telecare will be provided if the assessor concludes it is necessary to:

- improve the individual's quality of life;
- maintain the individual in their own home and within the community;
- increase the safety of the individual and reduce risk from harm;
- support and enable carers to safely monitor the individual at home;
- facilitate safe hospital discharge or prevent hospital admission.

Factors to Consider

The Telecare solution will take into account the persons current and anticipated needs.

Careful consideration will be given to a persons comfort level when selecting appropriate Telecare devices.

Factors to Consider (cont)

Alarms raised from the equipment can be sent to a central Response Centre, or connected to a carer in the home or within a short distance.

The assessor will consider if the person needs to be assessed by other services to assist in meeting their needs or exploring alternative options.

Falls

Falls are one of the greatest obstacles to independent living for many people. They can lead to fractures and hospital admission.

Falls can be caused by many conditions, such as inner ear infections, dehydration, anaemia, low blood pressure or a general feeling of being unwell. In these cases, a GP should be consulted first.

Telecare can provide reassurance and confidence in maintaining active lifestyles with fall detection devices such as pressure mats, bed sensors, and infra-red monitors.