

- **Are there any ethical considerations?**

When considering locator devices or lifestyle monitoring, there are ethical issues which need to be considered ensuring that there are no issues regarding a person's privacy. This can especially be the case when the person has been assessed as lacking the mental capacity, to enable them to agree to the installation. As a result, both of the above can only be provided by us following a comprehensive social care assessment by a social worker or care coordinator. The use of such equipment must be in the cared for person's best interests. Lifestyle monitoring systems can be used on a short term basis to assist social workers and care coordinators in the assessment process.

When used appropriately lifestyle monitoring systems can ensure that the social care received by the cared for person is specifically tailored to their needs. It can help care planners to reduce unwanted or badly timed care calls, by monitoring the individual's lifestyle preferences and existing skills. Where used responsibly, lifestyle monitoring can actually protect privacy, dignity and independence.

If you would like a social care assessment for the person you care for please contact our social care team.

#### How much does the service cost?

The Dudley Telecare Service is incorporated within the property rentals for council tenants, so no extra charge is made for the service. For owner-occupiers and private rental tenants the cost is £13 per month, plus VAT. If you are VAT exempt then your charge will simply be £13. This is a standard charge, which is not dependent on the number of Telecare solutions installed.

#### How can I get a telecare package?

Our telecare solutions can be installed into any home within the community. All that is needed is a telephone line and a plug socket within two metres of this. Referrals for the service can be made by people themselves, their relatives or advocates, staff from health, social care, housing or voluntary agencies. A request for the service is simply made by calling the Dudley Telecare Service, where a member of our team will take personal details, together with information about specific needs.

An appointment will be made for a telecare officer to visit the individual in their home, with the carer in attendance, for an assessment visit. The officer will then suggest a suitable telecare package to meet the individual's support needs.

The necessary equipment will then be installed – often on the same day, tested and explained in full to the carer and the cared for person. A telecare officer will make contact with users, after a 6 week post installation period, to check that everyone is completely happy with the service and equipment.



#### Further help and information

Carers UK provides a 'Spotlight on Telecare'. This addresses the advantages and disadvantages of various pieces of equipment and considers how this technology may develop in the future. Visit their website at [www.carersuk.org/Information/Makinglifeeasier/Telecare](http://www.carersuk.org/Information/Makinglifeeasier/Telecare) or call **0161 953 4233** to request a copy.

The Telecare Services Association has a website with useful advice for carers about various telecare options and providers. Visit their website at [www.telecare.org.uk](http://www.telecare.org.uk) or call **01634 846 209**.

The Disabled Living Foundation gives free, impartial advice about all types of disability equipment and mobility products for older and disabled people and their carers. Visit their website at [www.dlf.org.uk](http://www.dlf.org.uk) or call **0845 130 9177**.

'Just Checking' provides lifestyle monitoring systems for the Dudley Telecare Service and many other councils.

Visit their website for a series of case studies from carers and a demonstration of how the system works. [www.justchecking.co.uk](http://www.justchecking.co.uk)

#### How do I contact Dudley Telecare Service?

Simply give us a call on **0300 555 2040**, for more information or advice, or to request a home assessment visit.

Also visit our website at [www.dudley.gov.uk/telecare](http://www.dudley.gov.uk/telecare)

The service can be applied for online.

Dudley  
Telecare  
Service

providing a **protective** bubble  
for life's emergencies

a carer's guide to  
Dudley Telecare Service

Dudley  
Metropolitan Borough Council



The pressure of caring for another person can be hugely demanding. It can have a great impact upon a carer's time, physical and emotional energy and independence. It is often difficult for a carer to get out and about and carers tend to have little time to themselves. Equally the person being cared for can struggle with their lack of privacy and independence.

The challenges that each carer faces are unique to their own circumstances. Many carers however can benefit from telecare assistance. Dudley Telecare Service provides a range of telecare alarm solutions, which can really help to provide some independence to those being cared for, as well as giving carers some relief and a real peace of mind.

### What is telecare?

Telecare is a technology based system that offers continuous, automatic monitoring of individuals and manages risks. It can help provide real peace of mind and independence. All sorts of telecare devices are available, to suit a range of needs. These pieces of equipment can be installed in the home of the person being cared for and are linked to our emergency monitoring centre, via a telephone line.

Each piece of equipment has built in sensors to monitor and then alert our monitoring centre of any potential accidents, emergencies, or simply if some assistance is required.

If sensors are triggered a call is automatically made to our trained operators within seconds. The Dudley Telecare Service operates 24 hours a day, 365 days a year.

### How does telecare work?

Each piece of telecare equipment is programmed to an individual alarm and works by sending radio signals. This means installations are discreet with no trailing wires. The person being cared for can activate a support call to Dudley Telecare Service at any time simply by pressing an emergency pendant, or if a sensor activates on a piece of equipment then a call will automatically be activated at the monitoring centre.

Alternatively the carer might prefer calls to be transmitted to their pager or mobile phone so they can respond to the situation themselves.



### How can telecare help carers?

The purpose of telecare is not to replace the carer, but to support them in a range of ways. It can enable them to leave the house or to get a good nights sleep. It will provide the reassurance that if an emergency does occur they will be alerted. It can also provide peace of mind for those carers who don't live with the person being cared for.

Telecare can also provide the cared for person with more independence and control over their own day to day life.

Our service can help carers to manage difficult situations in a more effective way, making for an improved quality of life. Our telecare solutions are tailored to the individual's needs, are flexible according to circumstances and really can transform lives.

### What telecare solutions are available?

A whole range of telecare devices are available. An individual home assessment will take place and a package of solutions will be developed, tailored to individual needs

#### Devices include:

- Individual pendent alarm
- Pull cord alarm
- Home pager alert
- Automatic flood detector
- Automatic smoke detector
- Door exit sensor
- Bogus caller button/panic alarm
- Epilepsy sensor
- Enuresis (incontinence) detector
- Falls detector
- Bed/chair occupancy sensor
- Automatic pill dispenser/reminder
- Sounder beacon
- Temperature extreme sensor
- Pillow alert
- Movement detector

#### In addition to these, Dudley Telecare Service offers two specialist packages:

- **Locator device**

If an individual is prone leaving their home, locator devices will help to locate them. A mini-tracker device is fitted to the cared for person's belt and this communicates their location to the carer's mobile phone, using GPS technology. These devices can increase the freedom of the cared for person, whilst providing the carer with the reassurance that they have the ability to act if something should go wrong.

- **Lifestyle monitoring system**

A lifestyle monitoring system enables people with dementia to continue to live independently. It monitors a person in their home, and provides a chart of daily activity via the internet.

The system highlights what a person is still able to do for themselves in the familiarity of their own home and helps to build a picture of their daily patterns and routines. Lifestyle monitoring can provide carers with the reassurance that an individual is following their usual pattern of life, without any intrusion or undermining of independence. The system can help carers to plan social visits at the most appropriate time and enables them to manage care effectively.