



Living Independently Through Telecare and Mobile Responder Service



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Introduction

This brochure aims to provide you with information on the technology which is now available to help keep people safe and independent in their own homes. There is a wide range of equipment available which can meet the many differing support needs of people who may be at risk of accident or injury in their own homes. It will also give an overview of the Orkney Mobile Responder Service and their duties. This brochure is intended to raise awareness of Telecare and the Mobile Responder Service, and will explain how they can be accessed.

The book is divided into two main sections:

Section 1 is about 'Telecare' equipment. This refers to a range of equipment which is linked to a response centre and which can be used to alert the need for an intervention to keep someone safe. The Telecare unit is linked to the response centre via a phone line and when activated the response centre can decide on the response needed to deal with the situation.

Section 2 gives information about the Mobile Responder Service, their purpose, duties and a person's eligibility to the service. This takes the form of answers to frequently asked questions.

Orkney Islands Council is seeking to improve the quality of life for residents in Orkney by making them safer at home and consequently reducing the risk of an admission to hospital and decreasing the length of time that people have to stay in hospital. Telecare is a key contributor to our strategy.

Section1: What is Telecare?

Telecare has been described as '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'.

In practical terms it involves the installation of an alarm unit attached to the telephone line which can have a range of sensors and monitors wirelessly connected. If one of the sensors is triggered a response centre can talk to the client or directly to a nominated contact to initiate an appropriate response to the alarm.

Who is it for?

Telecare is mainly for people who:

- Have long term health conditions.
- Are becoming frail or liable to fall.
- Have memory difficulties.
- Are vulnerable.
- Are at risk of domestic violence.
- Feel unsafe in their homes.

What are the benefits?

Telecare is a safety net and the benefits of Telecare are:

- A safer home environment.
- Reduced risk of hospital admission.
- Earlier discharge from hospital.
- Immediate response to emergency.
- Reassurance and security for clients and carers.
- Reduction in the need for professional intervention.
- Support for independent living in the community.

What Equipment is available?

Community Care Alarm

The unit plugs into a power socket and phone socket and dials the call centre when any of the Telecare devices are triggered.

Key Features include:

- High clarity hands-free speech, for clear and easy voice communication.
- Up to 22 Telecare devices can be connected to the unit, when activated the individual one activated is communicated to the call centre. (i.e. fall sensor activated).
- Low battery conditions of any attached sensors automatically monitored and reported to the call centre.

Door Contacts

The security and safety of vulnerable users can be ensured discreetly and remotely by monitoring if they attempt to leave their property.

Using magnetic contact devices the opening of doors will be automatically alerted to the call centre, who can contact the appropriate person. Times of activation are fully programmable allowing the best settings to be achieved for each individual.



Smoke Detector

When smoke is detected, the unit provides a loud audible warning to the user, alongside automatically sending an emergency alarm signal through the Care Alarm to the call centre.



Personal Trigger

The Verso Portable Button is a light-weight and discreet personal alarm trigger which can be worn on the wrist, around the neck with a wide and comfortable strap, or on clothing or belt clip. When pressed, an alarm is raised. This allows emergency calls to be raised if the button on the Care Alarm is out of reach, or even in another room.

Passive Infrared Movement Sensor

The PIR can look for movement within a defined time. If the user has not moved within that period, due possibly to a fall or feeling unwell, an alert to the carer/monitoring centre will be raised.



Medication Dispenser

At pre-programmed times the medication dispenser carousel rotates to allow the user to take the appropriate medication. An intermittent audible alert tone is provided as reminder. The unit knows when the pill has been removed from the dispenser, so if the medication has not been taken after a preset time, a radio link to the Care Alarm will automatically call the control centre. The unit only dispenses the dosage due at that time thereby reducing the risk of 'double dosing'.



Chair Sensor

The pressure pad can be placed beneath a cushion in a chair. An alarm is raised as soon as pressure is taken off the pressure pad, and indicates that the user is potentially at risk.

Bed Occupancy Monitor

To assist in reducing and detecting falls at night. This simple to use monitor can be programmed with any combination of up to for 3 different timed alarms.

Alarm One - makes a call if the person leaves the bed and does not return to bed after a pre-set time (up to 1 hour).

Alarm Two - makes a call if the person is not in bed by a set time (time set to meet individual needs).

Alarm Three - makes a call if a person is not out of bed by a set time (time set to meet individual needs).



There is a pad that is located in the bed under the mattress, or a pressure mat can be used under the sheets if the standard under mattress pad is unsuitable due to mattress /bed types or occupants weight. The unit can also automatically turn on lights when the user gets out of bed (i.e. lighting a pathway to the bathroom), once the user has returned to bed, the unit turns off all the lights.

Low Temperature detector

A thermostat located within the property allows monitoring of the ambient temperature within the dwelling. If this remains too low over an extended period an emergency alarm is automatically raised. Time periods are fully programmable allowing the best settings to be achieved for each individual.

Fall Detector

To assist in reducing and detecting falls. It has been designed with wearability in mind and can be worn around the neck or attached to the user's belt or clothing. The unit is designed to automatically alert a carer or the monitoring centre should the wearer fall.



Heat Detector

In certain locations of a property, the kitchen for example, it can be found that smoke detectors give too many false activations. Installing a dedicated heat detector can solve this problem while retaining a high level of protection to provide reassurance for the user. Should a fire occur, causing a rapid rise in temperature, the unit will activate once 58 degrees Celsius is reached. A local alert will be sounded plus an automatic call to the call centre will be placed.

Enuresis Sensor

Provides an early warning system for individuals who are prone to incontinence while sleeping. A sensor pad placed between the bedding and mattress allows detection of excess amounts of moisture.

Flood Detector

This Sensor will provide an early warning of any potential flood situations which could avoid large repair bills, inconvenience and insurance costs.



Epilepsy Bed Sensor

This sensor will detect Tonic-Clonic (Grand Mal) seizures through a detector equipped with a movement sensor that is positioned between the bed base and mattress.

How do I apply?

Telecare is available from the Council to people in Orkney. If you think that you would benefit from the use of a Telecare system in your home you should in the first instance contact Orkney Islands Council and ask for the Community Care Duty Worker.

Following an assessment a Telecare worker will advise what equipment may be of benefit to you. They may contact you to arrange another visit if they need to.

With your permission, anyone who already helps you, for example a relative or close

friend, may be included in the discussion.

Once a package has been agreed, a member of the Community Responder Team will arrange to come and install the equipment.

You will be shown how it all works and what you need to do next will be explained to you. Your equipment will be connected via your phone line to the call centre who provide the 24/7 response who feel unsafe in their home and feel that they would benefit from the re-assurance Telecare can provide.

How does it work?

The Telecare worker will recommend a package to meet your needs. During the assessment process details will be taken of emergency key holders who would be contacted directly if the response centre is alerted to an activation of the system.

This could be a family member, carer or the Council's Community Responder Service (Responder Service is available mainland Orkney only).

If for example a smoke alarm is activated the response centre will directly alert the fire service unless it is advised that it has been a false alarm. Help is only a phone call away and you don't even need to dial.

Two Case Studies

Dementia Couple Case Study: Peace of mind for carers

Margaret is a 77 year old female who is suffering from advanced dementia. She lives with her husband in their own occupied house. Margaret tends to like to go to bed early and this gives her husband some time to himself to relax downstairs.

The presenting issues are that Margaret regularly gets out of bed and finds her way downstairs; her husband has some hearing loss so is usually unaware that she is out of bed until she is behind him in the lounge. He is finding it increasingly hard to be able to relax in the evening because of the constant worry of Margaret falling down the stairs.

Following a Telecare assessment a Chubb Carer Alert and a pressure on sensor and pressure mat was installed.

The pressure on mat was fitted next to Margaret's bed which activates the Carer Alert as soon as Margaret puts her legs out of bed onto the pressure mat. This enables her husband to go upstairs and settle Margaret back to bed before she puts herself at risk on the stairs.

Margaret's husband now feels able to relax again in the evening knowing that the Carer Alert will let him know if Margaret is out of bed.

Maximising Independent Living

Miss F lives alone and has moderate dementia. Her family live close by and are concerned about her as she sometimes leaves the house at night as she does not know what the time is. On several occasions she got lost and had to be brought home by the police. She is also at risk when cooking and has been known to leave the cooker on resulting in pots being burned and a risk of fire. Miss F also has home carer visit her each day to ensure she has adequate meals. Her family visit when they can.

Miss F has said that she does not wish to move into residential care. A 'Telecare' package was installed to help to keep her safe at home. A property exit sensor has been installed along with a heat sensor and smoke detector. When Miss F opens the door during the evening or at night the response centre is alerted and they speak to her and encourage her to go back inside. If activated, the passive smoke detector and temperature extreme sensors will also alert the response centre. The centre staff can speak to Miss F through the Care Alarm unit, and call for her key holder or the Responder Service, if it is needed.

Section 2: Responder Service

Q. What is the mobile responder service?

A. The service consists of a team of trained staff with access to a fully equipped vehicle, who will provide both routine and emergency responder services to people in their own homes throughout the Orkney Mainland and connected South Isles. It is available 24 hours a day, 365 days a year.

Q. What is the purpose of the service?

A. The service aims to ensure that you have a reliable way to get assistance in an emergency. You will either have an alarm unit with a trigger device or a passive danger sensor.

The team will:

- Respond to Community Care Alarm calls where there is no key holder, or where the responder service is the preferred option of the service user.
- Respond to alerts set off by Telecare sensors or by the Telecare service user.
- Provide a checking service when this has been assessed and agreed with the service user.

Referral and Eligibility

The service is available to you if you have been assessed as needing:

- Community Care Alarm.
- Telecare equipment.
- Check-up visit.

You can make a referral for yourself or for someone known to you, for any of these

services, by phoning the Community Care Duty Worker on 01856873535.

Q. What might you do if I call you?

A. When the Community Care Alarm or Telecare unit is set off, a call is automatically made to staff at the call centre who will pass to the responder for a home visit if appropriate to the responder service (they may ask you questions first.) On arrival at your home, the responder will assess what is needed and take the most appropriate action.

Q. What might you do if one of the passive danger sensors goes off?

A. Once installed, the dispersed alarm will automatically alert staff at the Call Centre when there is a danger. At that point, they can speak directly through the equipment and talk about what is happening and the appropriate action to take.



They will also get in touch with someone you know who can reassure you in the situation (this could be a mobile responder when they are highlighted in your response plan).

Q. How many staff are there to provide this service?

A. There is a responder on call 24 hours of the day.

Q. How will I recognise these staff?

A. The Responders wear distinctive blue tops and their vehicle has the Community Responder logo on the side. The Staff always wear their identity cards to confirm who they are.

Q. If I have an emergency how will a mobile responder get into my house?

A. Before we will agree to provide you with the service we need keys for your home so that the mobile responder can respond to an emergency in your home. These keys will be kept in the responder vehicle (some people choose to fit a key safe outside their property. In this case the responder service will only require the code to access your key. The Telecare team can provide you with details of how to get one).

Q. What happens if they can't get in using the key?

A. Entry is mostly very simple so long as you remember not to put extra locks or chains etc on your doors and also give us new keys if you change your locks. Sometimes though, it might be necessary for entry to be forced and we would normally ask the Police to assist with this. If this is necessary we will make every effort to leave the property secure until a more permanent repair can be arranged.

Q. How secure are my keys in these vans?

A. Keys are kept in secure locations at all times. They are numbered and coded in such a way that only staff members know who they belong to.

Q. So how will the staff know what is wrong with me?

A. In some cases they won't. If you have the type of equipment which gives you voice contact with the control room, the Operators will be able to pass on any details to the staff. If your equipment only registers on the Call Centre computer, a Mobile Responder will be sent out to find out what the problem is.

Q. If I have a fall what might staff do?

A. They will check to make sure you have no apparent injury, which might be made worse by moving you.

If the decision is made to move you, the staff will have equipment which they will use to assist you.

They also have a few other pieces of equipment such as sliding boards and slip sheets, which they have been trained to use.

Q. How long will it take for someone to come when I call?

A. If a mobile responder needs to come, they will try, whenever possible, to be there within 45 minutes.

This response time is obviously affected by many factors including the other calls that have come in, road conditions and the distance you are from the mobile responder's current location. We endeavor to keep within these response targets but staff are also advised that they must obey the laws of the road. Any anticipated delay would be communicated to you by the Call Centre staff.



Q. What information about me do you need?

A. We will need to know your name, address and also information about your GP, next of kin and any medical conditions.

This allows the operators to help when you call, and also the responders when they visit. The service only records information which is necessary to provide you with a safe and efficient service. All information is strictly controlled to offer privacy to service users.

Q. What if any of my information changes?

A. We send Mobile Responders to do routine visits around twice a year, in order to make sure that our information about you is up to date. You can also help us by letting us know if anything changes by ringing Orkney Islands Council on 01856873535 during normal office hours and asking for the Telecare Team.

Q. How do I know how good your service is?

A. The care services that we provide are subject to registration and inspection by Social Care and Social Work Improvement Scotland. The current inspection report can be made available on request from the Responder team by telephoning 01856873535 or through the Orkney Islands Council website.

Q What if I am unhappy about the way I have been dealt with?

A. We would welcome your comments if your service is going well or you feel there are improvements that could be made. If however you have a complaint about any aspect of your service, you are requested to contact the Responder coordinator in the first instance, and they will attempt to resolve the matter quickly and informally. Any complaints made directly to the service will be acknowledged and feedback will be provided in writing.

A. If you feel you do not wish to contact the service direct or you feel your concerns have not been addressed satisfactorily by the service you can at any time make a formal complaint through Orkney Islands Council's policy and procedure for dealing with complaints. How to do this is explained in the organizations "Representations and Complaints Leaflet" which can be obtained from Orkney Islands Council. You also have the right at any time to raise a concern directly with Social Care and Social

Work Scotland. The address of the local office is:

Care Inspectorate
Great Glen House
Leachkin Road
Inverness
IV3 8NW
TEL: 0345 600 9527

www.careinspectorate.com

Telecare and Responder Contacts

For general enquiries regarding the Community Responders please contact:

Orkney Health and Care, Responder Service, Orkney Islands Council, School Place,
Kirkwall, Orkney, KW15 1NY.

Telephone: 01856873535.

Need more information?

Please supply your name and address if you would like further information sent to you.

Name:

Address:

Please give details of the information you require:

Please return this page to: Orkney Health and Care, Telecare and Responder Service, Orkney Islands Council, School Place, Kirkwall, Orkney, KW15 1NY.