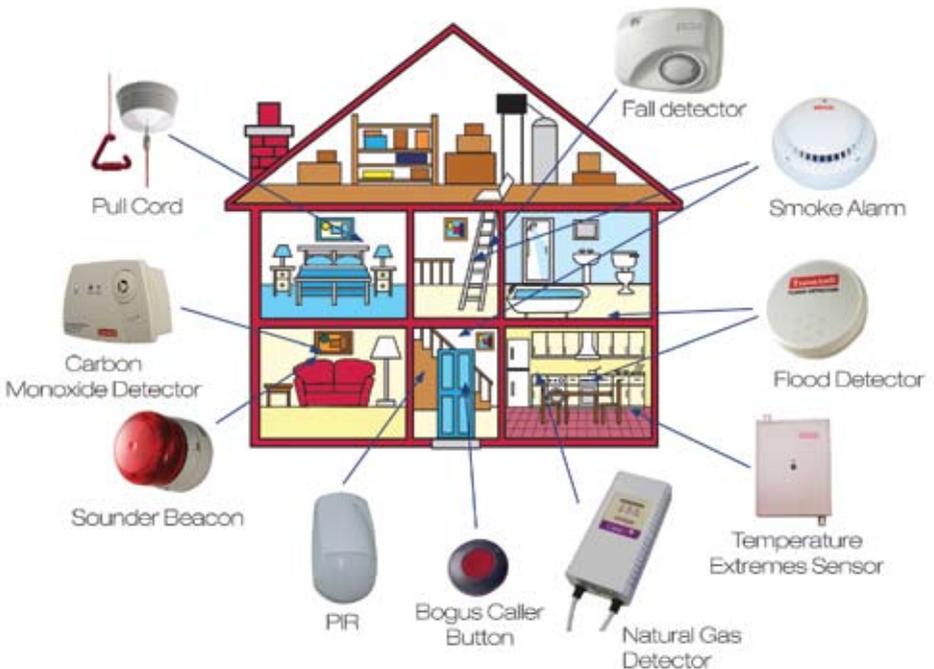


This leaflet can also be made available in Braille, large print, on disc and tape. For further information contact the Communications Unit on 0141 287 8897.

If you require this information in other languages, please contact the Glasgow Translation and Interpreting Service on 0141 276 6850, who will give advice.

What is the Telecare Service?

Glasgow City Council's Telecare Service is an emergency support alarm service which operates 24 hours a day, 7 days a week, 52 weeks a year. The service is delivered by trained call handlers and response teams based in the specially designed Direct Response Service Centre located close to the city centre. The service is mainly used as an emergency contact service by people who live alone but can also support people who have serious mobility and/or medical problems.



How does the Telecare Service work?

You will need to have a phone line and a modern telephone socket connection before the Telecare equipment can be installed in your home. The equipment consists of a box with a microphone and speaker and an alarm pendant, which is worn round the neck to allow you to contact the service when you cannot reach the alarm unit. By pressing this or the alarm key on the unit a call is sent automatically through your phone line. A call handler from the alarm service will speak to you through the speech unit on the alarm unit. He or she will be able to identify the type of alarm call you have sent and view the information that you have provided. This means if you require the Police, Fire Brigade or your relatives they can be called to help you.

What can the Telecare Service do for me?

The Telecare Service can provide you and your family/carers with reassurance and peace of mind to stay in your own home. It is unlikely to replace all the care and support services you may already be receiving. It is there to complement these services and can arrange

help in an emergency. For example, if you need a doctor or help when you've fallen the service can quickly arrange appropriate assistance. Staff from the service will also visit your house to help you if required.

Are there other Telecare devices available to help me?

Besides the core alarm unit some people may have quite specific needs where other devices programmed to the alarm unit would be of particular help. Examples of these include sensors which alert support staff if there has been no-one moving about the house for a period of time; devices that identify significant changes in temperature, for example to highlight if a cooker has been left on; pill dispensers which can remind you when to take important medication. If such a device could help you, trained staff will discuss this with you and the appropriate specialist equipment will be programmed into your core alarm unit.

Do I pay for receiving the Telecare Service?

You will not have to pay for the actual Telecare equipment installed in your home but you may have to meet the cost of the service you receive. Any charge will be calculated for the service in accordance with Glasgow City Council's Non Residential Charging Policy and will be based on your ability to pay rather than the actual cost of the service received. No charges will ever exceed the cost of the provision of the service to the Council.

How much do I pay?

We will undertake a financial assessment to establish any charge due for the service. Assistance will also be available to maximise your benefit income to help meet this payment. Following an assessment you will be notified of the amount you are required to pay.

How do I apply for the Telecare Service?

You or someone on your behalf will need to complete an assessment form so that we can decide if you meet the criteria for the service. Factors we take into account include your age, your medical conditions, the care you currently receive and your mobility. Forms are available by contacting the Telecare Service directly on 0141 276 2018 or by emailing drsc@glasgow.gov.uk. Alternatively you can contact the Community Care team at your local Community Health and Care Partnership (CHCP).



What kind of information do I need to supply?

To help provide the best service possible we need some information about your personal circumstances to inform staff on how to provide the most effective help in emergency situations. If this information is already held by social work, you can simply give permission for it to be shared with the Telecare Service (which is operated by the Council's Direct and Care Services). If not you will be asked to let us know about your medical condition, doctor's contact details and other services that you receive. You will also be asked to supply a number of emergency contacts. If you have no emergency contacts, we will need to discuss how to access your home in an emergency.

Is the information I provide used for any other purposes?

The information that you supply is kept secure under the conditions of the Data Protection Act. To provide the service effectively, with your consent, it is sometimes important to pass on medical information to doctors and hospitals so that the most appropriate treatment can be provided in an emergency. All Telecare and telephone calls to and from the Telecare Centre are recorded. Copies of these recordings may be passed to the emergency service agencies to assist with necessary enquiries.

Would you like to comment on or complain about the service you get?

If you would like to make a suggestion, comment or complaint about the service you have received from us please speak to a member of staff at your local social work office. Any comments we receive help us plan our future services. You could also pick up a leaflet called 'Comments, Compliments, Complaints' at your local office.

If we are unable to resolve your complaint to your satisfaction, you will then have the right to refer the matter to the Scottish Public Services Ombudsman by writing to Freepost EH641, Edinburgh, EH3 0BR or telephoning 0800 377 7330. You must do this within 12 months of first being notified of the matters you are complaining about.

Produced by:
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