How the Westminster Community Alarm Service and Telecare can help you

Promoting safety and security at home

City of Westminster
CHILDREN & COMMUNITY SERVICES

Westminster
Primary Care Trust

NHS
What is the Community Alarm?

The alarm is a special unit that can be easily linked to your telephone. At the press of a button, you can be connected to staff who work in Westminster’s emergency link office 24 hours a day.

As well as the alarm unit, most people also have a personal alarm trigger button that can be worn like a pendant or a watch.

You can use the alarm to get help if something happens to you like a fall, being unable to get out of bed due to illness, or if you feel unsafe.
When you trigger the alarm you will be connected quickly to staff at the emergency link office. They will have information about you which you will have provided when the alarm was installed. This means they will immediately know your name and about your general circumstances. You can talk to them directly and explain what has happened. If necessary they will arrange for someone to come and help you. This could be someone you know like a friend or relative or a member of staff from the trained response team. You can arrange for the response team to hold a set of your house keys if you wish.

**What is Telecare?**

The community alarm system requires you to be able to press the alarm trigger. Sometimes however, being able to alert someone without having to press an alarm button can be useful.

Telecare involves additional gadgets called sensors. These can be set up so that the alarm office can be called automatically. They can be used for detecting excess smoke, floods in the bathroom or if the house is too cold (no heating on) or too hot (cooker left on). This can be particularly useful if you have some memory difficulties.
A Smoke Detector can be linked to the alarm system so that it automatically lets the emergency link office know if there is a fire in the home.

A Flood Detector is sensitive to water and can be useful if there are frequent floods in the bathroom.
The Falls Detector worn attached to a belt, can be helpful, if when you fall, you find it difficult to use or reach a pendant trigger.

The Temperature Extreme Sensor can pick up when there is a sudden increase in temperature, for example, due to overheated kitchen appliances. It can also be valuable to alert someone if the home temperature gets too low.
Your Service in Westminster

What are the benefits?

With an alarm and possibly other Telecare equipment installed, specific to your needs and your lifestyle, you will feel much safer when moving around and carrying out activities at home.

It can be very useful in helping you to get the right assistance quickly. It can also give reassurance to you and your family or carers about your safety and security.

Telecare is provided in addition to any care services you may need, it does not replace them.

How can I get an alarm or Telecare equipment?

If you are a Westminster resident, you can be referred for an alarm or equipment as a result of an assessment by health or social services. The person who carries out your assessment will be able to explain what is available, and in many cases will be able to refer you direct to the alarm service.

If any of the sensors or other equipment might be beneficial, your assessor, or another colleague, will explore these options with you. This will ensure that together you choose the best solution to meet your individual needs.

Any equipment provided as a result of your assessment, will be installed by the Emergency Link Office, or Emergency Response Team. They will also show you how the equipment works.
Is there a charge?
If you already receive care from social services, and you have been assessed to pay for that care package, there is no extra charge for the community alarm or other sensors.
If you do not have any care services, there will be a charge for the service. There will also be an extra charge if you do not have a care package but need to arrange for the emergency response team to hold a set of your keys.

Where can I see this equipment?
If you would like to look at an alarm system and other sensor equipment, you can visit the flat at the Disabled Living Foundation’s Demonstration Centre (380-384 Harrow Road, W9 2HU). The centre has a display of the equipment and this can be very useful to get a better idea of what is involved. You can make an appointment to visit the centre by telephoning the Disabled Living Foundation on 0845 130 9177. The text phone number is 020 7432 8009. For further information you can visit the Disabled Living Foundation’s web site www.dlf.org.uk or email advice@dlf.org.uk

Who do I contact for more information?
You can talk to your care manager, nurse or therapist, and they will be able to explain more about what is available.
You can also contact the Senior Passport Line, the single telephone number for information on care services for older people on 020 7641 1444
Translation Information
If English is not your first language and you do not have a relative or friend who can translate this document for you, we can arrange to send you a translation. Please write to the address below, giving your name, address and first language.

We can also provide this leaflet in large print, Braille, audiotape, or in other accessible formats.

Chinese
如果英语不是你的母语，而且你没有亲戚或朋友能为你翻译这份文件，我们可以安排寄给你一份翻译。请写信到以下的地址，告诉我们的姓名、地址和母语。

Bengali
যদি ইংরেজী বা আপনার প্রথম ভাষা না হয় এবং আপনার কোন পরিদর্শিত ভাষা সাধারণত নাম থাকে, তবে আপনার জন্য এই ডকুমেন্টে অনুবাদ করতে পারি, তাহলে আপনাকে এই একটি অনুবাদ পাঠাতে পারি। অনুবাদ করে নিজের টিকিনর লিখুন, আপনার নাম, টিকিনর ও প্রথম ভাষা উল্লেখ করে।

Arabic
إذا لم تكن الإنجليزية هي لغتك الأصلية، ولا يوجد لديك من القريب أو أصدقاء ممن يستطيعون مساعدتك في ترجمة هذه الوثيقة، فمن الممكن أن ترغب في مترجم، يرجى الكتابة إلى العناوين أدناه مع ذكر اسمك وعنوانك ولغتك الأصلية.

Urdu
اگر انگریزی اپنی اصلی بیشتر ہو تو اب کمک کی کوئی اپنی روش ہے، اسی طرح، اگر کوئی کمک کے لئے ہے تو اپنی کمک کے لئے مفت ہے،

Telecare Project Officer
Westminster Children and Community Services,
Mezzanine Floor, 215 Lisson Grove, London NW8 8LF
Phone: 020 7641 4067

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