What is Telecare?

The term ‘Telecare’ describes a range of devices which help provide care and reassurance to allow people to remain living at home.

The devices can raise an alert within the home as a reminder or to call someone to help. Alternatively devices can be linked to a community alarm system and send an alert to a monitoring centre where they can then arrange for help regardless of the time of day or night.

Although it is a relatively new concept, Telecare is already used throughout North Somerset to enable people to reduce their risks associated with living independently, help increase their confidence to remain in their home and provide peace of mind to family and carers, knowing help will be called when it is needed.

How much does it cost?

When you contact us to find out if you are eligible for support, we will always do an assessment of your situation to find out what your needs are. This is important because our teams support people in a variety of situations, so we need to work with you to make sure you get the right level of support.

For people with eligible needs for health and social care services, Telecare devices are supplied on loan, free of charge, following an assessment of need. A weekly charge is made for the Alarm linked to the 24 hour monitoring centre at Carelink.

Not everyone is eligible for support, and the support that you receive will depend on your circumstances

Care Connect and Carelink can provide you with details of services, which can be on ‘stand-by’ to support you should you need them to visit. These services charge a small weekly fee to be available to help at any time.

Where can I buy Telecare equipment?

We can only arrange services for people that meet our eligibility criteria, but we will always give you advice and information about available services.

You can buy Telecare devices privately if you wish. For more information go to www.gadgetgateway.org.uk - which will inform you of providers nationally and in your area, or visit a local disability equipment shop who will be able to help.
Alternatively you can visit one of the following resources for guidance, and advice on purchasing equipment

- **askSARA** For advice and products to make life easier with links to telecare products. Website: [www.asksara.org.uk](http://www.asksara.org.uk)

- **Gadget Gateway** - Formerly (askTARA) Guidance and advice on assistive technology and services to help you maintain independence for longer. Also identifies suppliers by region. website: [www.gadgetgateway.org.uk](http://www.gadgetgateway.org.uk)

- **Telecare Services Association – TSA** Website designed to help service users, carers and family learn more about Telecare. Website: [www.telecare.org.uk](http://www.telecare.org.uk)

- **Tunstall Telecare equipment and services provider.** Website: www.tunstall.co.uk/products Telephone: 01977 661234 (Mon-Fri, 9am to 5pm)

- **Carelink Monitored alarm system.** Help at the touch of a button 24 hours every day. Telecare items can be linked to provide immediate response. Website: [www.n-somerset.gov.uk/careconnect](http://www.n-somerset.gov.uk/careconnect) Telephone: 01934 888 801

This publication is available in Braille or audio formats on request. Help is also available for people who require council information in languages other than English. Please contact: **Public Information on 01275 884 022.**

For information on all council services, visit the web site at: [www.n-somerset.gov.uk/telecare](http://www.n-somerset.gov.uk/telecare)

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