

Patient Information Leaflet

Accessible Telecare

North West Assistive Technology (NWAT) – Therapies

Leaflet provided by:

Name:

Grade/designation:

Disclaimer to staff: The distribution of this leaflet is only permitted by members of North West Assistive Technology (NWAT).

Disclaimer to clients: This leaflet aims to provide basic information on telecare. It is purely a guide and can become outdated as newer functions are added by the manufacturer. Also, the telecare equipment available is subject to the supplier. To ensure you have the most up-to-date information, please contact your local council and refer to the resources in the 'Reference' section below.

If you have been provided with this leaflet by someone other than NWAT, please contact NWAT on 0151 529 2022 or nwat@liverpoolft.nhs.uk.

Why have I received this leaflet?

Reasons why you have received this leaflet may include:

- You have asked how you could call for attention if there was an emergency (i.e. calling an ambulance, the police, fire service, etc).
- You have asked how you could call for attention of someone for an emergency or health reason (e.g. choking, falls, seizures, issue with breathing equipment, etc) if they were in another room or outside.
- You have asked if there are any alternatives to a call bell system in your care home, sheltered accommodation, respite, hospital, etc.

Please note that **NWAT does not provide telecare systems as NWAT are not an emergency service**. This leaflet is to provide information on telecare only.

What is telecare?

- Telecare is a broad term used to describe technologies that enable the unwell, disabled or elderly to live independently at home.

- Telecare systems include remote monitoring and emergency alarms, often known as 'Lifelines' or 'Carelines'.

Who provides telecare?

- Councils will have an approved telecare supplier; therefore, you can contact social services directly or through a social worker to have a telecare system installed.
- Charities and private companies also provide telecare systems.

Can I use the equipment NWAT have given me to call for help?

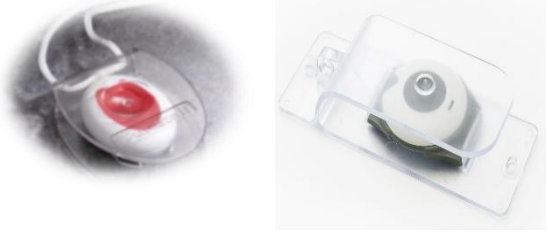
- NWAT equipment **must not** be relied upon for emergency purposes as NWAT are not an emergency service. This means that if the equipment fails, it will take at least 48 hours for NWAT to visit and investigate the problem.
- There is no guarantee that the issue will be fixed immediately as equipment is not always available.
- Telecare is an emergency service – they have a duty to respond to fault calls within four hours and have a stock of equipment available for repairs.

I can't press the pendant on my telecare system and have no other way of calling for help.

Telecare providers have several alternatives to the standard pendant, such as:

- **Switches**

A wide variety of buttons/switches can be provided by suppliers such as Inclusive (www.inclusive.co.uk). These different switches can accommodate many needs including activation by different parts of the body (finger, chin, head, foot, elbow, etc) and various sensitivities (e.g. reduced strength, involuntary movements, etc.).

	Easy press buttons – a large, easy to press button for individuals with poor dexterity
	Possum Swytch - a 'carrier base' designed to securely hold a variety of pendants. Large, easy to press button to activate pendant alarm in 'carrier base'

	Jellybean button – can be used in conjunction with telecare and ideal for those with dexterity problems.
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- **Voice control**

Some telecare providers can also link systems in with smart speakers or other voice-controlled means such as:

	Yorbl Vita – a digital alarm system
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(N.B. Please discuss what options are available with your telecare provider or social services)

My voice is weak and I struggle to be heard by telecare.

- Telecare technicians can try solutions such as moving the hub closer to you or using a Tunstall Sound Boost.
- This will enhance your communication with the monitoring centre because you are closer to a microphone.



I want a system that contacts a family member/friend/carer for emergency purposes; not a call centre.

- Telecare may be set up so that when triggered, it will contact a family member/friend/carer on their phone instead of a call centre.
- If you want a system that contacts someone in a different room, telecare can offer pager systems such as Tunstall Care Assist. This can also be adapted for people who cannot press the standard buttons.



I live in a care home and cannot use their call bell. Can NWAT help?

- NWAT do not link into nurse call bell systems as NWAT are not an emergency service.

- It is the responsibility of the care home to liaise with the provider/manufacture of their call bell system. The provider/ manufacturer should be able to offer alternatives to the standard call bell button such as Jellybean buttons or Pillow switches and will support with repairs and maintenance of the system.
- Care homes can also investigate accessible paging devices such as the MedPage or Assist X in addition to/instead of the call bell.

I cannot use my telecare system, but I have other ways of calling for help if there were an emergency.

- If you are using telecare as a back-up or additional way of calling for help, NWAT can investigate linking your telecare system in with your NWAT equipment.
- This cannot be guaranteed for various reasons; therefore, NWAT always asks that you discuss alternative options with your telecare provider or social services before this is investigated.

If this leaflet has not addressed your concern, please contact NWAT on 0151 529 2022 or nwat@liverpoolft.nhs.uk to discuss further.

References

- Easylink UK (22/12/2022). Nurse Call Systems. <https://www.easylinkuk.co.uk/product/product-nurse-call-systems>
- NHS (22/12/2022). Personal alarms, monitoring systems (telecare) and key safes. <https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/personal-alarms-security-systems-and-keysafes/>
- Possum (11/03/2024). Swytch. <https://www.possum.co.uk/products/swytch/>
- Steeper (22/12/2022). Assist X Mobil. <https://www.steepergroup.com/assistive-technology/steeper-assistive-technology-products/environmental-control/assist-x-mobil/>
- TEC Services Association (22/12/2022). Home page. <https://www.tsa-voice.org.uk/>
- Tunstall (22/12/2022). Telecare Products & Solutions. <https://www.tunstall.co.uk/our-products/product-catalogue/>

Further information

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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