




# Help when you need it most

Using telecare to promote independence and reduce risks in the home

[www.rbkc.gov.uk](http://www.rbkc.gov.uk)



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA



**This leaflet is about simple equipment that you can have installed in your home, which may help to increase your independence. It is often referred to as telecare.**

## **What is telecare?**

Telecare is technology you can use to raise an alarm if you have an emergency in your home. The alarm alerts the Community Alarm Service (CAS), who will check that you are alright. In Kensington and Chelsea, the CAS is run by the Tenant Management Organisation (TMO), on behalf of the Council.


Many people have found that telecare gives them peace of mind and reassurance that if anything does go wrong, help will arrive quickly.

It can help friends and family who look after you. They feel able to leave the house for longer periods of time or have a good night's sleep, knowing that they will be alerted if needed.

## **Who uses telecare?**

All sorts of people! Telecare can help people who are at risk of falls or have memory difficulties. It can also help anyone who feels vulnerable in their own home, including people with physical or learning disabilities or people with sight or hearing impairments.

If you have recently come out of hospital, you may find telecare can help you feel safer in your home while you get back on your feet and increase your independence.



It can help people to remain in their own homes, rather than move into sheltered housing or a care home.

## **What equipment is available?**


There are several types of telecare equipment. This includes:

- A basic alarm which you wear as a pendant or on your wrist, at home. By pressing a button on the alarm, you can raise an alert.
- Sensors which raise an alarm if they detect fire, gas or carbon monoxide, or if the bath or sink is over flowing.
- Burglar alarms and bogus caller alarms so you can get help if you are worried about someone trying to get into your home.

- Equipment for people who may fall or suddenly become ill and are not able to use the basic alarm. For example, bed sensors, falls detectors and epilepsy sensors.
- Memory aids for people who find it difficult to remember things. We also provide “memo minders” which allow you to record messages with daily reminders.

## **What happens when an alarm is raised?**

When you have telecare equipment installed, you will be given two options. You can choose whether a trained officer from CAS, or a friend or relative, will come to your home when an alarm is raised.



If you would like to be linked to CAS, staff will ask for a key to your home, so that a trained officer can come to help you if the alarm is raised and you cannot get to the door. This is called a **visiting service**.

Some people give CAS the name and telephone number of a least two relatives, neighbours or friends who are key-holders. When the alarm is raised, CAS will get in touch with them so they can come to help you. This is called a **monitoring service**.

If you have a carer who lives with you, all the alarms and sensors can be linked to a pager. For example, a bed sensor linked to a live-


in carer's pager reduces the need for "check visits" through the night. Your carer can sleep knowing they will be alerted if they are needed.

## How much does telecare cost?

- There is no charge for the cost of equipment, installation and maintenance.
  - There is a small service charge, which is usually
    - > £23 per month for the visiting service
    - > £13 per month for the monitoring service\*
- \* Charges correct at time of going to print.



**“I feel as though I am not living alone. It’s a great friend to me.”**



There is **no service charge** for up to six weeks if you are:

- receiving the Council's Enabling Service, which helps people regain their confidence and independence following a stay in hospital
- receiving NHS Kensington and Chelsea's Falls Service, which helps people at risk of falls
- having rehabilitation
- coming out of hospital.

If you still need telecare at the end of the six week period, and wish to continue, the charges on page 4 will apply.

## **How can I get telecare?**

If you live in the Royal Borough of Kensington and Chelsea, telecare can be provided through Social Services. You will need to be assessed by a social worker or occupational therapist. They will help you to decide what telecare you need and make a referral.

If you do not have a social worker or occupational therapist you can call Social Servicesline on **020 7361 3013** or email **[socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)**

If you ever have any concerns about the service you receive, you can talk to your social worker or occupational therapist or our Customer Care and Complaints Team on **0800 587 0072**.



## How can I find out more?

If you would like more information, you can talk to your social worker or occupational therapist or contact:

### **Community Alarm Service**

Tel: **020 7605 6509**

Email: **[tcommunityalarmsservice@kctmo.org.uk](mailto:tcommunityalarmsservice@kctmo.org.uk)**

### **Telecare workers**

Tel: **020 7598 4477** (North of the borough)

Tel: **020 7361 4002** (South of the borough)

Email: **[Telecare@rbkc.gov.uk](mailto:Telecare@rbkc.gov.uk)**



## English

Information from this document can be made available in alternative formats and in different languages. If you require further assistance please use the contact details below.

## Arabic

يمكن توفير المعلومات التي وردت في هذا المستند بصيغ بديلة ولغات اخرى. إذا كنت في حاجة إلى مزيد من المساعدة، الرجاء استخدام بيانات الاتصال الواردة أدناه.

## Farsi

اطلاعات حاوی در این مدارک به صورتهای دیگر و به زبانهای مختلف در دسترس می باشد. در صورت نیاز به کمک بیشتر لطفا از جزئیات تماس ذکر شده در ذیل استفاده کنید.

## French

Les informations présentées dans ce document peuvent vous être fournies dans d'autres formats et d'autres langues. Si vous avez besoin d'une aide complémentaire, veuillez utiliser les coordonnées ci-dessous.

## Portuguese

A informação presente neste documento pode ser disponibilizada em formatos alternativos e em línguas diferentes. Se desejar mais assistência, use por favor os contactos fornecidos abaixo.

## Somali

Macluumaadka dokumentigan waxaa lagu heli karaa qaabab kale iyo luuqado kala duwan. Haddii aad u baahan tahay caawinaad intaas dhaafsiisan fadlan isticmaal xiriirka faahfaahinta hoose.

## Spanish

La información en este documento puede facilitarse en formatos alternativos y en diferentes idiomas. Si necesita más ayuda por favor utilice la siguiente información de contacto.

## Social Servicesline

Tel: **020 7361 3013**

Email: **socialservices@rbkc.co.uk**