

East Lothian Community Alarm Telecare Service

Keeping you safe and secure
in your own home with
help in an emergency
at the touch of a button.



Who is the service for?

This service is available to people of all ages who are vulnerable, have a disability or health issues. It also supports carers by offering reassurance that the person they care for is safe at all times.

What we offer

The Community Alarm Telecare Service provide an alarm unit and pendant or wristband to help support and enable people to be independent in their own homes.

At the press of a button, you will be put in touch with our helpful alarm centre staff if you require assistance. They in turn can contact the person you have chosen to hold your house keys. If necessary they can also telephone the emergency care service, a doctor or the emergency services.

Alarm unit



Wristband

Additional support

The Community Alarm Telecare Service also provides a wide range of more enhanced equipment which can provide additional support. Telecare equipment consists of various sensors and detectors that can sense risk and alert the alarm centre including:

- Environmental monitoring equipment such as smoke detectors, gas detectors, extreme temperature sensors
- Health and personal care monitoring equipment such as automatic fall detectors, bed occupancy sensors to monitor for overnight falls risk, technology to assist with medication reminders, door sensors that detect people leaving the property at unusual times - useful for those with dementia.



Smoke detector fitting

How to apply for a community alarm

To apply for the community alarm and pendant service call the Community Access Team on **01875 824309** or email **communityaccess@eastlothian.gov.uk** to request an application form. You will need to give the Council the names of two or three people who can be trusted to hold keys to your house and visit in an emergency. It may still be possible to fit an alarm even if you do not have a local contact who can be a key holder. Alternative arrangements can be discussed when you apply. If the service is suitable for you, we will arrange to visit and show you how to use the equipment; you will be told what the service can do for you.

What does it cost?

There is a small charge for this service. Current details are available from the Community Access Team on **01875 824309** or email **communityaccess@eastlothian.gov.uk**

Applying for additional support

Enhanced telecare equipment is available following an assessment by a health or social care worker. This will be used to make sure that the recommendations are appropriate and will address your particular needs. It will also take into account the views of your partner or carer. There is no additional cost for the enhanced telecare equipment.

To request an assessment call the Community Access Team on **01875 824309** or email **communityaccess@eastlothian.gov.uk**



Versions of this leaflet can be supplied in Braille, large print, audiotape or in your own language. Please call Customer Feedback on 01620 827827.

East Lothian Health & Social Care Partnership



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