



## Argyll and Bute Telecare Service

Telecare is an alarm service which can be used to call for help in the event of a fall, feeling unwell or when in need of emergency assistance or support. This is a 24-hour service which enables you, a friend, relative or patient to remain or return home. It is not a personal care service and inappropriate use may result in Telecare being withdrawn.



Telecare is part of Argyll and Bute Health & Social Care Partnership's Technology Enabled Care Service.

## TEC Explained

**T**echnology **E**nabled **C**are – can support you to self-manage your health and well-being by using reliable systems such as alarms, sensors and home monitoring to allow you to live safely and independently at home. Our technology can connect you to nominated key holders such as family, friends or neighbours or to our commissioned responder service. There may sometimes be a short delay in answering your call but all calls are responded to.

## Our Clients Include;

- Older adults returning from hospital
- Those prone to falls
- Adults with disabilities or restricted mobility
- Vulnerable people of all ages
- Unpaid carers
- Victims of domestic abuse
- Older adults
- Those who require reassurance to increase their independence





## The TEC Team

We are based throughout Argyll & Bute. Once we receive a referral our team will carry out an assessment to recommend which equipment is right for you. We will arrange to install the equipment and will continue to monitor this and your circumstances to ensure that our services continue to meet your needs. This is achieved by regular reviews and/or updates from you and any care providers you have. We work with Argyll and Bute Care and Repair who assist with installation work and maintenance, Carr Gomm who provide a responder if there is no key holder available\* and with NHS Highland – who offer clinical advice to the TEC team.



## Cost

There is a cost for the service – the person dealing with your referral will explain this and payment options, or you may refer to the website link below for the current cost. For those who receive Telecare installation as part of a hospital discharge, the service is free for the initial 6 weeks.



## Equipment

There is a large range of equipment available, ranging from manual triggers to durable epilepsy sensors. During your assessment, the Telecare Technician will discuss the equipment that may best serve your needs. We are currently installing digitally capable equipment however there are options still available for people who live in an area with poor mobile signal.



Carr Gomm\* - please note Carr Gomm are only available on the mainland and the Island of Bute at time of printing.



## Contact




For referrals (including self-referrals) or for more information please contact Argyll and Bute Council on **01546 605517**. You may also ask your GP, Occupational Therapist, Social Worker, Care Provider or Carers Centre representative if you have one to assist with a referral.

<https://www.argyll-bute.gov.uk/social-care-and-health/argyll-and-bute-telecare-service>

You can also scan the QR code below with your QR scanner app / smart phone camera to access the web link above.



## Use and Care of your Telecare Equipment

Equipment Guide	Sample image of equipment you may have	Instructions	Weekly	Monthly
Base unit LLvi		<b>Red</b> button to call <b>Green</b> button to cancel <b>Yellow</b> Home / Away press – when away for a few days and again on your return	Gently dust with a dry duster	None
Base unit GSM		<b>Red</b> button to call <b>Green</b> button to cancel <b>Blue</b> – for engineer use	Gently dust with a dry duster	None
Trigger		Press <b>centre</b> button to call – all triggers are shower proof (do not submerge in water)	Gently wipe with a damp soapy cloth and dry	Press and raise a <b>TEST</b> call to the call handler.



**A&B** | Transforming  
**HSCP** | Together  
Argyll & Bute Health & Social Care Partnership



If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

Ma tha sibh ag iarraidh an sgrìobhainn seo ann an cànan no riochd eile, no ma tha sibh a' feumachdainn seirbheis eadar, feuch gun leig sibh fios thugainn.

**Gaelic**

Jezeli chcieliby Państwo otrzyma0 ten dokument w innym języku lub w innym formacie albo jeeli potrzebna jest pomoc Uumacza, to prosimy o kontakt z nami.

**Polish**

यह दस्तावेज़ यदि आपको किसी अन्य भाषा या अन्य रूप में चाहिये, या आपको आनुवाद-सेवाओं की आवश्यकता हो तो हमसे संपर्क करें

**Hindi**

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

**Urdu**

ਜੇ ਇਹ ਦਸਤਾਵੇਜ਼ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਗੱਲਬਾਤ ਸਮਝਾਉਣ ਲਈ ਕਿਸੇ ਟਿੰਟਰਪ੍ਰੋਟਰ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਤੁਸੀਂ ਸਾਨੂੰ ਦੱਸੋ।

**Punjabi**

本文件可以翻譯為另一語文版本，或製作成另一格式，如有此需要，或需要傳譯員的協助，請與我們聯絡。

**Cantonese**

The information contained within this document was correct at the time it went to press – October 2023