

## 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. Simplicity is at the heart of the Telecare's 24-hour service while enabling you, a friend, relative or patient to remain or return home.



Maintain independence and join the Telecare community today to ensure that help is always available.

Telecare is a part of Argyll and Bute Health & Social Care Partnership's TEC Department (Argyll and Bute Council and NHS Highland)

## 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 health service providers or emergency responders including your own nominated key holders such as family, friends or neighbours – either in an emergency or as part of your day to day health and well-being care.



## Our Clients Include;

- People returning from hospital
- Those prone to falls
- People with disabilities or restricted mobility
- Vulnerable people of all age groups
- Unpaid carers
- Victims of domestic abuse
- Older people
- People who require the 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, we also work in partnership with 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.



## Equipment

There is a large range of equipment available, ranging from the robust manual triggers to durable epilepsy sensors. During your assessment, the Telecare Technician will discuss the equipment that may best serve your needs. Whatever equipment you have installed it will – in most cases – be linked to a base unit. The base unit may run off a sim card or through a land line.



Carr Gomm\* - please note Carr Gomm are not available in all localities of Argyll and Bute and have certain hours of coverage that they provide a service. The Telecare Technician will advise you of this in your assessment.

## Contact

For referrals (including self-referrals) or for more information there are various ways to contact the TEC department; by telephoning the Customer Servicepoint who will forward your details to your local Telecare office, through your health service provider (i.e. District Nurse or GP), Social Worker or self-referrals by accessing the online links below.

Customer Servicepoint telephone number – 01546 605517

## Search

Argyll and Bute Council telecare




Click – the link below

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

Scan – the QR code below with your QR scanner app / smart phone camera



## Use and Care of your Telecare Equipment

Equipment Guide	Sample image of equipment you may have	Instructions	Weekly	Monthly
Base unit LLvi		Red button to call Green button to cancel Yellow Home / away press – when away for a few days and again on your return	Gently dust with a dry duster	None
Base unit GSM		Red button to call Green button to cancel Blue – for engineer use	Gently dust with a dry duster	None
Trigger		Press centre 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 TEST call to the call handler.

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 otrzymaO ten dokument w innym jzyku 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 ਇੰਟਰਪ੍ਰੈਟਰ 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 – July 2021