Hartlepool Borough Council
Child and Adult Services: Adult Social Care

Telecare alarms and detectors

Telecare is the name given to a wide range of equipment and services designed to help you live more safely in your own home. If you are worried that you or someone you care for may suffer a fall, forget to switch off water, electricity or gas, or be put at risk by leaving home unsupervised at unusual times of day or night, Telecare may help.

» How Telecare works

Telecare alarms and detectors use your normal telephone line and a special unit called a **Lifeline** to connect to Housing Hartlepool's Telecare control centre. When activated - either automatically or by someone pushing a button - your Telecare unit will sound and alarm at the control centre, and a member of staff will respond.

Telecare control centre staff are available 24 hours a day, every day. They are trained to help you and to provide a response which meets your needs. If the control centre receives an alert from an alarm or detector in your home, staff will try to contact you using the loudspeaker and microphone in the Lifeline unit first of all. Whilst Telecare is not an emergency service (like the fire or ambulance services) staff should respond to your alarm call within 2 minutes.

If you do not respond to the Lifeline, Telecare staff will send somebody from the Telecare response team to your home. They should arrive within 30 to 40 minutes of the alarm being raised.

» Types of Telecare alarm

There are different types of Telecare alarms to suit different people's needs. For example:

- **'Amie' and 'Gem'**

  These are personal alarm buttons which you can wear or carry with you around your home and garden. Simply push the button on the unit to call for help.

- **Fall detector**

  A fall detector unit will automatically raise the alarm if you suffer a fall in your home or garden. You can wear this unit on a cord around your neck or clipped to a waistband.

- **Property exit sensor**

  This type of sensor can be helpful if you or someone you care for is confused or

disorientated and/or is likely to leave home at unusual times of day or night. The unit automatically raises the alarm if someone leaves the property and does not return within an agreed time.

- **Smoke detector**

  Just like a standard smoke detector, a Telecare smoke detector sounds an alarm in your home if it senses smoke. The detector will also send an alert to the Telecare control centre.

- **Flood detector**

  A flood detector gives early warnings of leaks or overflows which may become floods or make floors slippery. The detector can provide peace of mind to people who worry that taps are not always turned off. They are usually placed near to sinks, baths and/or toilets.

- **Bed/chair occupancy sensor**

  This sensor sends an alert to the control centre when a person has left their bed or chair and not returned within an agreed period of time. It is a flat strip or pad which sits under your seat cushion or mattress.

» Contact us

If you would like to find out more about Telecare, talk to your care manager (social worker, occupational therapist or other professional) or contact the Early Intervention Team.

» Our opening times

We open at 8:30am every weekday. We close at 5:00pm Monday to Thursday. On Friday we close at 4:30pm

📞	Telephone:	01429 523390
📞	Text Service:	60006 (start your text with HBC)
@	Email:	**dutyteam@hartlepool.gcsx.gov.uk**
✉	Postal address:	Child and Adult Services
		Hartlepool Borough Council
		Civic Centre
		Victoria Road
		Hartlepool
		TS24 8AY

If you are worried about someone who is already on the Telecare scheme, or need to make emergency contact and cannot work your Telecare alarm, telephone the control centre directly on 0300 111 1000 (24 hours public number)

» About this factsheet

This factsheet tells you about what Telecare is and how it may help you or someone you care for. We issued this factsheet in February 2012 and updated in August 2017. We will check the information is up to date in August 2018.

You can download all of our factsheets from

www.hartlepool.gov.uk/factsheetsandpublications