



Adult Social Care

CARE IN YOUR OWN HOME: A GLOSSARY



**HARTLEPOOL
BOROUGH COUNCIL**

Review Date: June 2025

Many modern care and support services have been designed to help people live their own homes as independently as possible.

As there are many different support services available we have written this factsheet to help explain what each of them does. If you have any questions please talk to the Social Worker, Occupational Therapist or other professional involved in your care, or contact Hartlepool Support Hub.

- **Assistive Technology**

The name used to describe services as **home call**, **Telecare** and **Telehealth**, where sensors or alarms are placed in a person's home to help ensure their safety.

- **Domiciliary Care**

See home care.

- **Home Call**

Sometimes called warden call, home call consists of an alarm and intercom in your home. If you wish to call for help, you can push or pull a cord to raise the alarm.

A member of staff will contact you by telephone or through the intercom, or visit your home if necessary.

- **Home Care**

Sometimes called domiciliary care, this is **personal care** in your home.

- **Home help**

Help with domestic tasks, such as cleaning and washing clothes.

- **Personal Care**

This is to help with taking care of yourself rather than looking after your home.

Training staff will visit you to help you with bathing, using the toilet, preparing and eating meals, taking medicines and getting in to and out of bed. This could be physical help or simply a prompt or reminder to do things yourself.

Staff can also help you to get out and about and will accompany you to the shops, library or other places in the community.

● Residential Care

This refers to care homes registered with the Care Quality Commission (CQC) in which people live and are cared for by the home's owners and/or employees. Residents usually have their own bedroom and eat meals in a communal dining area. Homes tend to have communal lounges and sometimes a communal garden too. Some residential homes offer registered nursing care. These residential care homes are sometimes called *nursing homes*. Some homes provide specialist care for people with certain conditions, such as dementia.

● Sheltered Housing

Sheltered housing complexes are groups of houses and/or flats. They are often, though not always, lived by older people. Sheltered housing complexes usually employ a warden who will check in on residents every day. Some wardens live in the complex as well as working there.

● Special Needs Housing

Homes which have been purpose-built or adapted or adapted to help people with disabilities live more independently. Features may include wheelchair-accessible showers or lowered worktops in the kitchen.

● Specialist Domiciliary Care

Like [home care](#) but offering specialised support to people with specific conditions of illnesses.

● Telecare

Similar to [home call](#), Telecare is a system of alarms connected to a call centre. Like home call, the most basic Telecare sensors raise an alarm if you push a button. Many other Telecare sensors, however, are activated automatically if the need arises.

There are various types of Telecare alarm designed to suit different people's needs. Examples include smoke and flood detectors, bed and chair occupancy sensors and fall detectors.


● Telehealth

A range of [Telecare](#) equipment designed to help you reduce the number of visits you make to your doctor. Examples include equipment to help you measure your blood pressure or glucose levels.

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care](#).

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**