

# Factsheet for Residents



## How to use Telecare Services

(Schemes with an on-site Scheme Manager)

### What is Telecare?

Your property has a Telecare system installed. The system provides you with a link to your Scheme Manager when they are on duty, and to a monitoring Call Centre when the Scheme Manager is not at work. This means that you can get help 24 hours a day, 365 days a year if you need it in the event of an emergency.

When you move into your home the Scheme Manager will show you the Telecare system, how to use it and what happens when you raise an alarm call.

You will notice an orange/red cord hanging in every room and usually in the hall there is a grey box on the wall. This is the system that connects you to the Scheme Manager when they are on duty and to our Telecare Service Provider at all other times. Your Telecare provider is.....(*insert local service details*).....

They have a team of experienced staff who will personally answer your alarm call if you pull your cord out of working hours. They will talk to you and assess the situation, providing any assistance you might need. The Call Centre will have your personal details, provided by you to the Scheme Manager and passed onto them with your permission. These details are kept securely and confidentially and only used if they need to contact someone to assist you e.g. next of kin, Doctor, Social Worker, Carer etc.

### How do I make a call?

To make a call please follow the steps below:

- Press the red button on the box or pull the cord
- The control box unit will make a beep sound and the red alarm button will flash

- A tone is heard and then the Scheme Manager or a Call Centre Operator will speak to you
- Speak normally to the Scheme Manager or Call Centre Operator and tell them what you need them for
- They will either visit you, or if it is out of working hours the Call Centre will arrange for a next of kin or for emergency services to call, depending on the nature of the problem you have.

The devices also have a privacy button. If the button is pressed in then the Scheme Manager or Call Centre can hear you. If the button is out then they cannot hear you. If you make an alarm call however by pressing a button or pulling a cord, they will always be able to hear you.

### **How do I raise a call with my personal alarm?**

If you have a personal alarm and you need the Scheme Manager or Call Centre in the event of an emergency, please press the button on the alarm. Help will be available 24 hours a day and 365 days a year however in case of an event where you are unable to get through you should dial 999.

### **How is the Telecare Service paid for?**

There are service charges within your rent to cover the Telecare Service as well as the maintenance contract that we have in place to ensure that the system works well. SAHA will provide you with a breakdown of these charges at the start of your tenancy, and then on an annual basis when the rents are reviewed each year. If you have any queries you can ask your Scheme Manager or your Housing Officer who will be pleased to assist you.

### **Further Information**

If you need any further information or instructions in the use of your Telecare system, please ask your Scheme Manager or your Housing Officer. There is a written procedure for staff to follow for the use of Telecare services and SAHA staff will have spare copies of user guides for your equipment if you need a copy.