

TELECARE: SENSORS THAT CAN CALL FOR HELP WHEN YOU CAN'T...



**You will be connected to an experienced call handler.
They work 24 hours a day 7 days a week to give you the help
and support you need.**

**For more information and to discuss how we can help,
call the Staying Put Agency on 0800 5875 184,
email stayingputagency@middlesbrough.gov.uk
or visit us online at middlesbrough.gov.uk/spa**


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MIDDLESBROUGH
Staying Put Agency

WHAT IS TELECARE?

Telecare is peace of mind for you and your loved ones. It is a way of managing the risks of a person living at home. It can help you live independently in your own home with the peace of mind that you have equipment in place if it is needed. The sensors will raise the alarm to the local contact centre in the event of an emergency.

HOW DOES IT WORK?

The Telecare alarm is fitted at the telephone point, a mains power supply is also needed. If a sensor is triggered it will generate a phone call through the unit to the contact centre. The advisor will attempt to speak to the client, if they do not get a response or it is an emergency they will arrange the appropriate assistance.

WHO WOULD BENEFIT FROM TELECARE?

Anyone might benefit from Telecare services, in particular:

- Older or vulnerable people
- Someone with a disability, to support them to live at home independently
- A person being discharged from hospital

HOW CAN YOU GET TELECARE?

To have Telecare you need to be assessed for the service and the equipment.

Contact: Social services department on 01642 726004

Email: socialservices@middlesbrough.gov.uk

If it is for a hospital discharge we have an Agency caseworker based at the hospital who will be happy to come and speak to you.

Contact: Staying Put Agency on 01642 729526 or 07789 744531

Email: telecare@middlesbrough.gov.uk

HOW MUCH DOES TELECARE COST?

You may be asked to contribute towards your Telecare services; it will depend on your financial situation.

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