

■ Telecare eligibility

Telecare is available to any Highland resident who would benefit from it.

To get Telecare you need at least two responders (friends, family or neighbours). They should live at different addresses and within 30 minutes of your home.

Alternatively, you can get Telecare if there is someone in your home who can answer alarms calls on a pager.

■ Telecare charges

There is a weekly charge for the Telecare service, although it may be free for those on a low income, under 18, or receiving palliative care.

■ Next steps

You can self-refer for basic Telecare at www.nhsh.scot/telecare using the online referral form. If you don't have internet access at home, why not visit your local library, most have free equipment and internet access.

For enhanced Telecare, please contact your Adult Social Care team for an assessment. Find your local team at www.nhshighland.scot.nhs.uk/Services/ASC/Pages/SinglePointofAccess.aspx.

The Highland Care & Repair Handyperson Scheme will install and maintain your Telecare service.



To find out more, or if you have any questions, please contact us:

nhshighland.telecare@nhs.scot

01478 614211

www.nhsh.scot/telecare

Social media: @NHSHighlandTEC

**Stay safe and
independent at
home with
Telecare**

■ What is Telecare?

Telecare is an alarm system that ensures you get the help you need in case of an emergency at home, like a fall.

Telecare can help a wide range of people including those who are:

- Worried about falling.
- Older and living alone or spending long periods of time alone.
- Living with dementia.
- Living with mobility restrictions.
- Needing extra support after a stay in hospital or a life changing event.
- Living with a learning disability.
- Informal carers in need of extra support or peace of mind.

■ How does it work?

When the Telecare equipment detects a need for help, it will raise an alarm call to the Highland Hub in Inverness.

A Hub operator will talk to you, assess the situation and arrange for help.

If needed, the Hub will contact somebody you know (one of your responders) by telephone and ask them to visit and provide help.

If you need emergency intervention the Hub will call the emergency services. They may also ask one of your responders to attend.

Alternatively, alarm calls can be sent to a CareAssist pager carried by someone in your property.

■ The Telecare equipment

Our basic Telecare package includes a base unit and a small waterproof red button, which can be worn around your neck or wrist. If you need help, you simply press your red button.



For people with complex needs, a range of enhanced Telecare equipment is available, including bed sensors, automatic fall detectors, door sensors, medication dispensers and more.



**Telecare can give peace of mind for you and your family
24 hours a day, 7 days a week, 365 days a year.**