



# Telecare Service User Information



**Clackmannanshire  
Council**

[www.clacks.gov.uk](http://www.clacks.gov.uk)

Comhairle Siorrachd  
Chlach Mhanann

Using technology  
to promote people's  
independence, safety  
and wellbeing.

# What Is the Telecare Service?

Telecare describes a range of equipment and services that can give 24/7 monitoring support in your home and arrange a response to help you if need to summon help and assistance. Equipment, sensors and detectors matched to your individual needs help you stay safe and independent in your home and community. They can also offer relatives and carers peace of mind and reassurance.

## How to summon assistance

Either press your pendant or the red button on your unit. It is vital you wear your pendant at all times, so you can summon assistance. Your pendant can be worn round your neck, on your wrist or clipped to your clothing.

Sensors and detectors can also be installed. The equipment wirelessly monitors your safety and security and automatically triggers an alert to your unit if a dangerous situation arises.

We will be alerted to an alarm activation. One of our advisers will attempt to talk to you through the loud speaker in your unit and arrange the appropriate assistance for you. A response may be for them to contact your nominated key holders, your GP, NHS24, the Fire Service, Police or other nominated response services.

## Access your property

This is discussed during your initial assessment for Telecare services. This will include the fitting of a key safe to your property.



## Wanting to:

- Request assistance in the event of an emergency
- Update your details
- Update us if you are away from home for over 24 hours

## PRESS YOUR RED BUTTON ON YOUR UNIT OR YOUR PENDANT

### Our staff

Our staff will always wear photographic identity badges and Council uniforms.

### Checking your equipment

Our staff visit approximately every 6 months to check your equipment and your personal information. However, we would encourage you to press your pendant every month to reassure yourself that your equipment is working.

### Leaving home for more than 24 hours

If you are going on holiday, into hospital or just away from your home for more than 24 hours, press either the pendant or your unit's red button – our advisors will update our records accordingly.

## Contact us

If you or your family would like more information about Telecare, please contact us:

Clackmannanshire Council,  
Kilncraigs, Greenside Street,  
Alloa. FK10 1EB

Phone: 01259 452498

## Telecare Bill enquiries

Most Telecare services incur a small weekly charge. If you have a query about your Telecare bill, please contact us:

Phone: 01259 226833

## Telecare equipment

If you have an enquiry about an appointment for either an install or uplift:

Phone: 01259 226833

## Complaints

If you are unhappy about our service, please let us know by contacting the MECs Manager on 01259 226833.

If we can not provide a satisfactory response, we have a Complaints Procedure leaflet, which is available from Council offices and also available online.

Alternatively you can contact the Care Inspectorate:

Springfield House,  
Laurelhill Business Park,  
Laurelhill Road,  
Stirling. FK7 9JQ.

Phone: 01786 432940

這文件內容是有關 成人護理服務。如你需要，我們可以用你的語言幫助你了解此文件的內容。請携同此文件到議局辦公室接待處查詢。辦公室地址如下：

Niniejszy document udziela informacji na temat Opieki Społecznej dla Dorosłych.

Jeśli chcieliby Państwo skorzystać z pomocy w zrozumieniu tego dokumentu w swoim języku, proszę go ze sobą zabrać do Biura Rady Miejskiej (Council Office) i zapytać w recepcji. Mogą Państwo znaleźć Biura Rady Miejskiej pod poniższymi adresami:

Kilncraigs  
Greenside Street  
Alloa.  
FK10 1EB

یہ دستاویز کے بارے میں معلومات فراہم کرتا ہے۔ ایڈٹ یعنی بالغ افراد کے لئے کیئر سروس  
اس دستاویز کو اپنی زبان میں سمجھنے کے واسطے اگر آپ کو مدد کی ضرورت ہے تو ہمارے مہربانی اسکونسل آفس  
لے جائیں اور ریسپشن پر پوچھیں۔ کونسل کے دفاتر کے پتے نیچے درج ہیں۔



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