Telecare (includes Community Alarm Services) (P04)

Torbay Disability Information Service
Torbay and South Devon NHS Foundation Trust
St. Edmunds
Victoria Park Road
Torquay
TQ1 3QH

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Document Information

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Important:
Please ensure that you are using the latest version of this information sheet. To check this, go to our information sheets page on the Trust website at [www.tsdhc.nhs.uk/disinfosheets](http://www.tsdhc.nhs.uk/disinfosheets) or call the Disability Information Service on 0300 456 8373.
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About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

The information should be used as a guide only, as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay and South Devon NHS Foundation Trust) cannot guarantee the accuracy of the information or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website page:

www.tsdhc.nhs.uk/disinfosheets

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

Information can be made available in other formats and languages. Please let us know what your needs are.

Torbay Disability Information Service
St. Edmunds
Victoria Park Road
Torquay
TQ1 3QH

Telephone: 0300 456 8373
Email: dis.torbay@nhs.net
Introduction

What does this Information Sheet cover?
This information sheet gives an explanation of what telecare is and who would find it helpful, and provides an overview of telecare products and information. It gives details of local telecare services (including community alarm services) and signposts to national services and sources of further information, such as helplines and publications.

Who will find this Information Sheet useful?
You will find this sheet useful if you are someone who is:
- living alone and needs to get help in an emergency
- vulnerable to falls
- a relative or carer

How do I use this Information Sheet?
Please use this information sheet as a basic guide and contact services that are listed direct for further information.

Symbols
For ease of reading, the sheet includes the symbols below:

= publication
= address
= telephone
= web address
= email address

Getting help from Torbay and South Devon NHS Foundation Trust

Please note that if safety is an issue, especially if you are experiencing falls, or if you are finding it difficult to manage with day-to-day living, it is advisable to contact the Trust on (01803) 219700 and ask for an assessment of your needs. If you live outside Torbay contact Care Direct on 0345 155 1007.
What is Telecare?

Telecare provides a range of equipment and services that support an individual’s safety and independence in their own home. Telecare equipment makes it possible for people to call for help and assistance when needed. A common definition, used in government publications and by Tunstall, is:

*Telecare is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living.*

The Department of Health describes telecare as:

*Any service that brings health and social care directly to a user, generally in their homes, supported by information and communication technology. It covers social alarms, lifestyle monitoring and telehealth.*

Telecare covers social alarms, lifestyle monitoring and telehealth (remote monitoring of health vital signs, e.g. blood pressure and heart rate, to help with diagnosis, assessment and prevention). Telecare services range from a basic community alarm service that can respond to an emergency and provide regular contact by telephone to an integrated system that includes detectors or monitors (i.e. motion, falls, fire and gas) that trigger a warning to a response centre.

Telecare equipment can sense risks such as smoke, floods and gas, can remind you to take pills and even call for help if you fall. If any of these problems occur, a help centre can be contacted automatically so that it can be arranged for someone to come to your home or contact your family, doctor or emergency services. The system can also warn you of problems by sounding an alarm, flashing lights or vibrating a box which can be kept in your pocket or under your pillow.

For further definitions and information about telecare, visit the websites below (see also ‘Further Information’, pages 17-18).

Living Made Easy: [www.livingmadeeasy.org.uk/telecare](http://www.livingmadeeasy.org.uk/telecare)

Telecare Aware: [www.telecareaware.com](http://www.telecareaware.com)

Telecare Services Association: [www.telecare.org.uk](http://www.telecare.org.uk)
Is Telecare right for me?

Whilst telecare has many benefits, it is important that its use is considered carefully and that any benefits are weighed up against possible disadvantages.

Disadvantages of telecare include the effect on privacy of monitoring devices and concerns that some devices may be used to do things that an individual is still able to do for themselves and thus contribute to them losing these skills sooner than would otherwise have been the case.

It is particularly important that the user, whether this is yourself or the person that you care for, fully understands how the telecare system works and consents to its installation – this can be particularly relevant when equipment is used to support individuals with mental health difficulties such as dementia.

When considering the ethical use of telecare it may be helpful to consider the following:

- What would the purpose be for you (or the person you care for) of using a telecare solution?
- Would there be any alternatives to telecare to solve the problem? For example, if someone gets lost when they go out an alternative would be for someone to walk with them.
- Is there more than one telecare solution available to solve your problem? Some of these will be more suitable to your needs, preferences and situation than others.
- What are your living arrangements? How much support is there from family and carers?
- What is the nature of your disability? For example, is it progressive? Do you have ‘good’ and ‘bad’ days?
- Is the telecare equipment safe and reliable?
- How will the usefulness of the telecare equipment and service be reviewed and evaluated? If it doesn’t work for you, will it be easy to stop using it or to change it to a more suitable system?

For further information and advice about whether to choose telecare, you may find it helpful to refer to the page about ‘ethical issues with assistive technology’ on the Disabled Living Foundation’s ‘Living Made Easy’ website at www.livingmadeeasy.org.uk/telecare (see also page 18).

Further information and advice about the use of telecare to support the independence of people with dementia, including ethical guidance, is given on the ‘AT Dementia’ website at www.atdementia.org.uk (see also page 17).
Telecare Equipment

Community alarms are probably one of the best known forms of telecare equipment. This section provides information about community alarms and also gives descriptions of other types of telecare equipment. For details of local community alarm and telecare services, please see page 13.

Community Alarms

About Community Alarms
A community alarm is an addition to your telephone that enables you to get help quickly at the touch of a button. This help is available to you whenever you need it for 24 hours a day every day of the year. When you call for help, a member of staff at the Centre will speak to you and arrange for the help you need.

Help with Telephone Repairs
Please note that BT provide a free Priority Fault Repair Scheme to people who have a chronic long-term illness or disability – see page 17 for details.

How does an alarm work?

The alarm is triggered
The way the alarm works depends on the type of alarm you have. Some work by pushing a button which you carry around with you in your home. Some buttons are worn around your neck. Some are like a wristwatch and others can be clipped to your clothes or carried in a pocket. Pressing a button sends a radio signal to the alarm unit, which is linked with the telephone system. Some buttons are on the alarm unit itself.

Other systems work automatically if they sense smoke, an intruder, or even if you haven't moved around for a while.

The unit calls for help
Once the signal has been triggered, the alarm unit calls someone for help – this might either be a relative or friend you have named who lives nearby, or the alarm may alert a special response centre.

Your call gets through
If your call is to a response centre, your details automatically appear on a screen so the staff know the call for help is from you. They usually try and make contact with you but if there is no reply, they will send someone to help
you quickly. If your unit is set up to contact a friend or family, the unit calls their numbers directly.

**Someone arrives to help**
If your problem cannot be dealt with over the phone, someone will arrive to help you. This may be a friend, relative, warden from the response centre, or one of the emergency services.

**What to think about when choosing an alarm**

⇒ **Where can I get an alarm?**
Alarms are not usually sold in shops although you may see advertisements in magazines or newspapers. The main ways to get one are listed below (but some ways are open only to certain groups of people):

- **Torbay and South Devon NHS Foundation Trust**
  See ‘Getting help from Torbay and South Devon NHS Foundation Trust’ on page 4.

- **Commercial Firms**
  Some alarm firms sell or rent alarms directly to the public. Others sell only to local authorities or other organisations.

- **Housing Associations/Commercial Retirement Properties**
  Some housing associations and commercial retirement property development schemes have alarm systems for their tenants or as part of the overall service of the property development.

⇒ **Do I buy or rent?**
If you are not getting an alarm through Torbay and South Devon NHS Foundation Trust you will need to decide whether to buy or rent - see Rica’s Community Alarms guide (Further Information section, page 18).

⇒ **What will it cost?**
Charging for community alarms differs between the providers so ask for full details of what it will cost you when comparing different suppliers.

⇒ **Who do I want my calls to go to?**
Will you want your calls to go to family and friends nearby or to a response centre?

**Other questions are:**
⇒ How comfortable is it?
⇒ How easy is it to use?
⇒ How well does it work at different distances away from the alarm unit?
Does the alarm unit have a button (important if you lose the portable trigger)?

Does it have a cancel button?

Does the alarm unit show if the unit is working and how it is working? Also does it show if it has a speech system and/or built-in telephone, how long the battery back-up lasts, etc.?

Other Telecare Systems

As well as community alarms, there are a range of other telecare systems that can be used either with other systems as part of a package or on their own. Some of the most common telecare solutions are listed below. If you are interested in any of the systems in this list that include monitoring, please ask your telecare supplier for details. For information about alerting schemes and systems that are not telecare enabled, please refer to our information sheet 'Keeping Safe and Warm at Home', P13.

Activity/Non-Activity Monitors

Activity monitoring systems monitor your daily activities in your home. Personal locators are carried by you and enable authorised individuals such as relatives or carers to find out your location by logging onto the internet from a computer. A carer can therefore see if you have not gone into your kitchen all day, or have gone out and not returned. If they have any concerns after viewing this data they can ring you or visit you to check that you are OK or offer assistance.

Bed or Chair Occupancy Sensor

A bed occupancy sensor is a pad which when placed under your mattress can detect when you’ve left your bed and start a timer. If you don’t get back into your bed within a pre-set time your telecare system will trigger an alarm to your help centre. This means that if you leave your bed for a short time, e.g. to visit the toilet or go for a quick snack, the alarm will not be activated but if you fall and do not return to bed the alarm will be raised. Many bed occupancy sensors can be combined with a radio controlled electric socket to automatically turn on a bedside light when you get out of bed. This helps to minimise the risk of falling in the dark.

The chair occupancy sensor works like a bed occupancy sensor but is placed on a chair or wheelchair.

Both bed and chair sensors can be configured to trigger a pager which could alert a carer or relative that the individual has left their chair or bed.
Bogus Caller Button
Bogus caller buttons are also called ‘panic buttons’. A bogus caller button can be installed next to the front door or beside your bed. This allows you to simply press the button, automatically raising an alarm at your help centre, if you fear that a bogus caller or burglar is trying to break into your property. The call centre can then listen to the situation and intervene, perhaps calling the police, if necessary.

Carbon Monoxide Detectors
These detectors provide an immediate alarm when they detect dangerous levels of carbon monoxide (exposure to this could quickly cause headaches, dizziness, nausea, convulsions and death). The alarm will sound in your home and your help centre will be alerted via the control box.

If a telecare carbon monoxide detector is not installed as part of your telecare system, you could still fit a standard carbon monoxide alarm, which will sound an alarm if it detects carbon monoxide but these will not automatically alert your help centre. In addition to having a carbon monoxide alarm, ensure that you have adequate ventilation.

Door Entry Systems
These systems enable you to open your front door with a remote control system and/or enable a carer or the emergency services to open your front door with either a remote control or by contacting your help centre.

Epilepsy Sensors
These monitor vital signs, such as your heart rate and breathing pattern, whilst you are in bed to detect if you experience an epileptic seizure. Upon detection of a seizure, an alarm call is automatically sent to your help centre and/or a carer or relative to ensure that appropriate action is taken. In this way, the sensor reduces the need for carers to make physical checks, reducing your sleep disturbance and promoting your privacy.

Fall Detectors
A fall detector is an alarm system with a portable transmitter that is activated when the user falls and has been lying down for eight seconds. It alerts the carer by either sending a signal to a portable pager or triggering an autodial alarm.

Fire or Smoke Alarms
Telecare smoke alarms will automatically sound an alarm in your home and send an alarm call to your help centre if they detect smoke. This gives you early warning that you should leave your property and the reassurance that help is on its way. Even if you do not have a smoke alarm as part of your telecare system you should still have at least one working standard smoke
alarm in your home which will sound an alarm if it detects smoke but please note that these will not automatically alert your help centre.

**Flood/water Detectors**
These sensors can provide early warning of overflows and leaks that may grow to become a flood. If the sensor detects water it will trigger the control box to alert the help centre. These sensors can be especially useful for people who sometimes forget to turn their taps off and worry about the sink or bath overflowing. They will also alert you to burst pipes and leaks.

**Gas Shut off Valves**
Leaking gas is dangerous and can result in explosions. Gas shut off valves cut off the gas supply when triggered by a gas detector sensor connected to a telecare control box. The control unit has a key operated switch for turning the gas supply back on once the reason for the leak has been resolved. These valves are particularly useful if you are likely to have memory problems and may forget to light a gas ring or gas fire.

**Incontinence Sensors**
These are also called enuresis sensors. They provide early warning for individuals who experience incontinence while sleeping. If it detects excess amounts of moisture an emergency alarm call can be transmitted.

**Medication Management (Reminder Systems)**
Telecare enabled pill dispensers can prompt you when to take your medication and dispense the tablets you are due to take. If you do not take the tablets then your help centre is automatically notified by your telecare system and contact a carer, friend or relative who can remind or assist you. This can be helpful if you have to remember to take tablets at several different times each day or you cannot remember whether or not you have taken your medication.

As the unit only dispenses the tablets at the required time, the risk of taking a repeat dose is reduced.

**Property Exit Sensors**
These sensors are placed above a front and/or back door and can detect if you or someone else leaves the property and doesn’t return within a certain period of time. If you do not return within the preset time period then your help centre is automatically contacted and can alert your relatives or another appropriate person or service. This sensor is therefore useful if you sometimes become disorientated or confused and may go out at inappropriate times or often become lost after going out.
Temperature Extremes (Temperature Range Sensors)
These will detect extremes of temperature and automatically alert your help centre. This is ideal for detecting a fire in the kitchen where a smoke alarm would give false alarms, e.g. when using a toaster. The sensor will also sound an alert if the temperature becomes too cold, for example if the heating breaks down.

Wise and Smart Homes
For a very safe and secure environment, you could have your home developed into a ‘Smart’ or ‘Wise’ home. This type of home provides a complete telecare environment as it has the most important electrical appliances and services within it controlled or monitored from a command station.

A smart home could be helpful to:
- People who are less mobile, making the home environment easier to control, reducing the risk of falls and increasing independence.
- People who are forgetful, as the environment is monitored and certain tasks can be undertaken automatically. For example, the system may switch lamps and heaters on and off and open and close curtains.
- Families and carers, as it can be used for some of the tasks that they might be asked to do, and provides reassurance that the person will be able to manage without help when they are on their own.

For further information, see:

Choosing Equipment to help with Memory and Safety and Personal Alarm Systems and Telecare (Disabled Living Foundation, page 17).
Local Community Alarm and Telecare Services

The following services are based in Devon and are available on a private basis to residents of Torbay. For details of other community alarm and telecare service providers, see the Telecare Services Association (TSA) website at www.telecare.org.uk (see also page 18). Please note that if you are purchasing a community alarm service you will probably be able to claim exemption from VAT – for further details about VAT relief, see page 14.

Services in Torbay

Torbay Lifeline Alarm Service
St Edmunds, Victoria Park Road, Torquay TQ1 3QH
☎ 0300 456 4861
✉ www.torbaylifeline.co.uk  enquiries.torbaylifeline@nhs.net

Community Alarm Service: Community alarm systems to rent for people in Torbay. Also covers South Hams, Devon and some parts of Cornwall.
Cost: From a one-off set up fee of £30.00 (over 13 weeks) and a weekly rental charge of £3.19 or £41.47 a quarter. VAT may be applicable. NB. There is an extra rental cost of 99p a week for each additional pendant.

Other Services: Detectors for smoke, floods, carbon monoxide, falls; bogus caller buttons, temperature extreme sensors, property exit sensors, bed and chair occupancy sensors. Also able to provide epilepsy and enuresis sensors. ‘Care Assist’ programme for carers also available to purchase or rent. Also supplies and fits key safes (see pages 15-16 for details).

Further Details: TSA Code Compliance: Installation and Monitoring Modules.

Other Services in Devon

Age UK Personal Alarm Service
Linhay House, Linhay Business Park, Ashburton TQ13 7UP
☎ 0800 011 3846 (free phone) or via Age Concern Torbay, 12 Dendy Road, Paignton TQ4 5DB  ☎ (01803) 555181
✉ www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms
✉ alarms@ageuk.co.uk or sales@ageuk.co.uk

Community Alarm Service: Service using 2 named contacts (family, friends, neighbours) who are called by the emergency response centre if you request assistance (ideally within 15-20 minutes travelling distance but can be up to half an hour). Pendant or wrist options available.

Cost (prices exclude VAT):
Option A: Installation fee of £129 plus £45.10 per quarter.
Option B: Installation fee of £385 plus £105.53 per annum.
**Option C:** Lifetime fee of £899.

**Option D:** Self-installation: £69.00 and quarterly charge of £45.10.

**Further Details:** Offers free no obligation demonstrations in your own home. Premium member of TSA (i.e. code compliant in all services offered).

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**Call24**

Call24 Telecare Response Centre, 2 Ker Street, Devonport, Plymouth
PL1 4GE
☎ 0800 085 0407 (free phone)
✉️ [www.call24hour.com](http://www.call24hour.com) ✉️ [enquiries@call24hour.com](mailto:enquiries@call24hour.com)

**Community Alarm Service**

Service for people living in Torbay, South Hams, Plymouth, Devon and parts of Cornwall. Range of pendant or wrist options.

**Cost (prices exclude VAT):**
- Rental charge from £3.26 per week or £42.38 per quarter.

**Other Services:** Provides support for customers who may be at risk from health related conditions, including risk of having a fall, epilepsy and dementia. Support is also available for environmental risks, including alerting should a fire start, alerting should the temperature drop below a safe level and alerting of carbon monoxide. Also supplies and fits key safes.

**Further Details:** Installation can be done within 2 weeks of request. Short term packages available. TSA Code Compliant in all areas of the business.

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**VAT Relief**

If you’re disabled or have a long-term illness you won’t be charged VAT on products designed or adapted for your own personal or domestic use (including personal alarm call systems). You will need to confirm in writing that you meet these conditions at the time of purchase. There is no one official form, but suggested templates for the declaration are included in VAT Notice 701/7: VAT Reliefs for Disabled and Older People, available online at: [www.gov.uk/government/publications/vat-notice-7017-vat-reliefs-for-disabled-people](http://www.gov.uk/government/publications/vat-notice-7017-vat-reliefs-for-disabled-people)

NB. Assistive equipment centres usually have their own forms.

For information and advice on the VAT reliefs available for people with disabilities and older people, contact the VAT Disabled Reliefs Helpline on **0300 123 1073** (see also page 17). You can also refer to VAT notice 701/7 (see above) for more detailed information.

**Further buying advice can be found in our ‘Equipment Centres’ information sheet (P07).**
Key Safes

If you would like to have a community alarm or other telecare service but you do not have a friend, relative or neighbour who could be a key holder you may find it useful to have a key safe.

A key safe is a small box that stores a key and is designed to be fixed to the wall outside your house, preferably within a discreet location. The safe is opened by a digital code that must be punched in. Although familiar numbers such as a birth date are easier to remember, for security purposes it is recommended that the code is between 5 and 7 digits long. A key safe provides a useful way of giving access to the home to regular callers, eg. carers and relatives, and also provides a ‘spare’ should the homeowner leave the house without the key.

Please note that some makes of key safe are cheaper than others. However, for maximum security it is advisable to purchase a key safe that is police approved and meets the British Loss Prevention Standard LPS 1175 (this is the same standard that all front doors, locks and other security devices have to meet) - at present the C500 is the only police approved key safe in the UK. It is worth remembering, also, that the security of your key safe may determine whether it is approved by a home insurance provider - installing a C500 key safe will not invalidate your home contents insurance.

Key Safe Suppliers

Age UK Torbay
☎ (01803) 555181  🌐 www.ageuk.org.uk/torbay

Age UK Torbay offer handy person services via their Home Maintenance Register. The charity is able to provide contacts of tradespeople who have been vetted to undertake small household jobs for vulnerable people over 55 in Torbay, who are unable to manage themselves due to disability or infirmity of age. Services include the supply of C500 key safes for £60.00. Also able to refer customers to tradespersons who can fit these from a cost of £20.00.

Community Alarm Services

Community alarm services may be able to supply and fit key safes, including the Torbay Lifeline Alarm Centre:

Torbay Lifeline Alarm Service
☎ 0300 456 4861  🌐 www.torbaylifeline.co.uk

Torbay Lifeline Alarm Centre is able to supply key safes (Supra C500). The cost of purchasing a key safe from the service is £71.94. If the key safe is installed at the same time as a community alarm there is also an installation
fee of £6.00. If the key safe is done as a separate installation to that of the alarm an installation fee of £30 would apply. Prices correct as at 30.10.15.

Disability Equipment Suppliers
The following disability equipment shops in Torbay supply key safes:

Cavendish Healthcare, Unit 1, Babbacombe Business Park, Babbacombe Road, Torquay TQ1 3UP
☎ (01803) 220378  🆘 sales@cavendishhealthcare.co.uk
⛄ www.cavendishhealthcare-torquay.co.uk
Prices: C500 Key safe, £99.00 (including VAT); installation, £35.00.

Lighthouse Healthcare, 4 Gillard Road, Brixham TQ5 9EG
NB. No showroom – telephone enquiries only.
☎ (01803) 858587
Prices (excluding VAT): Key safes, from £19.95 to £69.95 (for Supra C500 key safes), installation £18.00.

Pluss Mobility Centre (Exeter)
☎ via main call centre, (01392) 224440  ☀ www.pluss.org.uk
Prices (excluding VAT): Key safes, from £55.00. Key safe and installation: £84.00. Supplies Supra C500 key safes.

The Key Safe Company (formerly Supra UK Ltd.)
☎ (01905) 770333  ☀ www.keysafe.co.uk  🆘 sales@keysafe.co.uk
The Key Safe Company can provide a wide range of key safes, and is the sole UK distributor of the Supra range of key safes, including the police approved C500 key safe, and related products. It can also provide an installation service at a cost of £48.00 including VAT.

Locksmiths
Most locksmiths are able to supply key safes. The following locksmiths are the only members of the Master Locksmiths Association in the Torbay area who are currently listed on their website.

Crimehalt Fire and Security Ltd., Marble Court Business Park, Lymington Road, Torquay TQ1 4FB
☎ (01803) 324858 or Freephone 0800 068 3478
⛄ www.crimehalt.co.uk  🆘 admin@crimehalt.co.uk

Keys and Locks Direct Ltd., 190 Union Street, Torquay TQ2 5QP
☎ (01803) 294264
⛄ www.keysandlocksdirect.co.uk  🆘 info@keysandlocksdirect.co.uk
Further Information

AT Dementia
Trent Dementia Services Development Centre, 9 Newarke Street, Leicester LE1 5SN
☎ (0116) 257 5017
спектакль www.atdementia.org.uk ♦ info@trentdsdc.org.uk

Gives information about the use of assistive technologies and telecare to support the independence and leisure opportunities of people with dementia.

BT
☎ 0800 800 150 (voice) or 18001 0800 800 150 (text)
спектакль www.bt.com/includingyou ♦ via website

BT provides a range of services for people with disabilities, including:

- A free Priority Fault Repair Scheme for people who have a chronic long-term illness or disability – once you are registered, BT will deal with reported faults as soon as possible, day or night, 365 days a year. Call 0800 800 151 or 18001 0800 800 151 (text) for an application form.

- Various home security and monitoring products and services. For further information, call BT or visit their website.

See also section on ‘Telephone Services’ in DIS information sheet P13, 'Keeping Safe and Warm at Home'.

Disabled Living Foundation (DLF)
Ground Floor, Landmark House, Hammersmith Bridge Road, London W6 9EJ
☎ Helpline: 0300 999 0004
спектакль www.dlf.org.uk ♦ helpline@dlf.org.uk

Publishes a range of factsheets on its website, including ‘Personal Alarm Systems and Telecare’ and ‘Choosing Equipment to help with Memory and Safety’.

HM Revenue and Customs
☎ Helpline for VAT Reliefs for Disabled and Older People: 0300 123 1073

For VAT information. Produces VAT Notice 701/7: VAT Reliefs for Disabled and Older People (available online – see above).
Living Made Easy
www.livingmadeeasy.org.uk/telecare

Living Made Easy is a website provided by the Disabled Living Foundation that includes a comprehensive section on telecare. This section provides information and advice on telecare and telehealth, including definitions of telecare and information about the different kinds of services, equipment and systems available. For further advice, please contact the Disabled Living Foundation Helpline on 0300 999 0004 (see also page 17).

Rica (Research Institute for Consumer Affairs)
Unit G03, The Wenlock Business Centre, 50-52 Wharf Road, London  N1 7EU
☎️ (020) 7427 2460       Textphone: (020) 7427 2469
Fax: (020) 7427 2468
✉️ www.rica.org.uk       ✉️ mail@rica.org.uk

Provides detailed advice about choosing an alarm in its Community Alarms guide, available on the Rica website. See also contact details provided by the Telecare Services Association of community alarm suppliers available in different local authority districts (see below for details).

Rica’s guide to Community Alarms refers to a range of different systems, giving the good and bad features of alarms tested. It includes checklists so that you can check if an alarm unit you are thinking about buying has all the features you need. Note that it is vital to refer to up to date information as new models are being introduced into the market all the time.

Telecare Services Association
Suite 8, Wilmslow House, Grove Way, Wilmslow, Cheshire   SK9 5AG
☎️ (01625) 520320
✉️ www.telecare.org.uk       ✉️ admin@telecare.org.uk

The Telecare Services Association (TSA) is the representative body for the telecare and telehealth industry within the UK. It provides information and advice about telecare and telehealth, together with contact details of services around the UK on its website.

Telehealth & Telecare Aware
✉️ www.telecareaware.com

Website that provides information for people who are interested in telecare and telehealth, including definitions and examples of telecare, latest telecare news and details of forthcoming telecare events.
Other Titles in this Series
Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p. 3).

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Further Information and Advice

Torbay Disability Information Service

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 20 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

No referral is necessary. Simply visit our office, call us on 0300 456 8373 or email us at dis.torbay@nhs.net

We offer:
- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Over 40 web-based information sheets covering the questions that we get asked most frequently.
- Appointments for help with social security forms (PIP, ESA, etc.) for people with diagnosed mental health conditions.
- An access point for the Mental Health User and Carer Involvement Worker (appointments only).

Opening hours: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

Signposts for Carers

Signposts for Carers is Torbay’s dedicated telephone support service providing specialist information and advice to unpaid carers in Torbay. Contact Signposts in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

Opening hours: Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

📞 (01803) 666620    ✉️ signposts@nhs.net
Was this information sheet useful?

We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take a moment to answer the questions below and send your response to us either by email at dis.torbay@nhs.net or by post.

Our address is:
Torbay Disability Information Service
St. Edmunds
Victoria Park Road
Torquay TQ1 3QH

Q: Where did you get this information sheet from?

Q: How old are you?

Q: Was the information easy to read and helpful? (Please tick one box only)

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Q: How might we improve it?

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Q: What local disability related support do you struggle to find out about?

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Note: Please contact us on 0300 456 8373 if you need help or have questions about the contents of this information sheet.
This document can be available in other languages and formats. For more information telephone 0300 456 8373.