

TELEHEALTHCARE SERVICE

Information Guide

24 hours
365 days







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TELEHEALTHCARE SERVICE ☺)

This guide has been developed to assist you and your significant others to utilise the Service and report any issues that may arise. It may be used as guidance but is not definitive in what we can offer.

What Is the Telehealthcare Service?

The Telehealthcare Service is provided by Halton Borough Council. The service provides a 24 Hour 365 day a year response service and is currently split into 2 service levels.



Basic

Telehealthcare with response

Enhanced

Telehealthcare with multiple environmental sensors and/or lifestyle sensors with response.

Who is the service for?

The service is for anyone who feels at risk or vulnerable in their own home. People choose to have the Telehealthcare Service for different reasons. You may live alone and want reassurance that you can contact someone easily if you have a problem. You may have difficulty getting around the house or have health problems. You may need to contact someone quickly if you are unwell or have an accident. The Telehealthcare Service gives reassurance and can get practical help to you when it is needed.

How can it help you?

Telehealthcare equipment can be installed to support your individual needs or risks and therefore enable you to remain living at home in the community.

How to contact the service:

You can contact us by any one of the following methods:



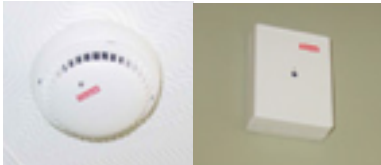


- pressing your pendant or the red button on on the alarm unit, 24 hours a day;
- telephone on 0303 333 4300, 24 hours a day;
- email at telehealthcare@halton.gov.uk;
- fax on 0151 511 6320;
- post at Telehealthcare Service, Municipal Building, Kingsway, Widnes, Cheshire. WA8 7QF;
- In person at any one of Halton Direct Link One Stop Shops:

7 Brook Street Widnes WA8 6NB





Rutland House Runcorn WA7 2ES
(next to library, Concourse Level)



Quick Reference Telecare Solutions Chart

Issue	Solution	Picture
Reassurance needed or has health concerns and may need to call for help	Community Alarm with personal pendant	
Requires a Community Alarm but does not have a Landline	GSM System	
Risk of Fire	Smoke Alarm, Temperature Sensors	
Risk of Flood	Flood Sensor	
Risk of Carbon monoxide	CO Detector	

Quick Reference Telecare Solutions Chart

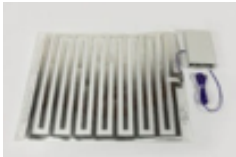





Issue	Solution	Picture
Risk of Hypothermia	Ambient temperature Sensor Monitoring	
Risk of Dehydration due to heat	Ambient temperature Sensor Monitoring	
Not Using Kitchen Appliances	Electrical Usage Sensor	
Risk of Daytime Falls	Fall Sensors Chair Sensor	



Quick Reference Telecare Solutions Chart

Issue	Solution	Picture
Risk of Black Out	Fall Sensor Vital Base	
Risk of no activity in Property	Passive Infra-Red Detector	
Risk of Night time Falls	Bed Sensor	
Risk of leaving Home	Property Exit sensor	
Risk of Epileptic Seizure	Nocturnal Epilepsy Sensor and daytime Fall Sensor	

Quick Reference Telecare Solutions Chart

Issue	Solution	Picture
Night Time Incontinence	Enuresis sensor	
System to alert onsite carer	Onsite Pager	
Forgetting to conduct a routine task such as taking Medication, Eating, drinking going to the toilet	Automated Reminder Function	
Risk of bogus callers	Bogus Caller Button	
Not Managing Long Term Health Condition	Telehealth Monitoring	
To establish a person's activity levels at home	Daily Living Activity Monitoring	



What does the equipment do?

The basis of the system is an alarm unit connected to the telephone line which when activated by you will automatically dial to a Contact Centre. A pendant is also supplied which is worn by you to enable you to summon help at the touch of a button wherever you are in your property.

There is also a range of equipment which is included in the higher service levels which monitors you or your environment for specific events and will contact us automatically. These include:

Wireless Smoke Detector

Falls Detector

Property Exit Sensor

Wireless Flood Detector

Wireless Temperature

Wireless Passive Infra-Extreme Sensor Red Sensor

Bed Occupancy Sensor

Chair Occupancy Sensor

Wireless Carbon Monoxide

Epilepsy Sensor

Carbon Monoxide Sensor

Pressure Mat

Wireless Pull Cord



For further information on any of these items of equipment please contact us for advice and if required, a data sheet(s) can be posted out.

How does it work?

When one of the items of equipment activates, such as a pendant or smoke detector, it will send a radio signal to the alarm unit, which in turn will call our Contact Centre. The operator will aim to answer the call within 30 seconds. The call monitoring equipment will tell the operator who you are and what equipment has activated.



We will attempt to make contact with you to resolve your problem. If we cannot hear you we will try to call you back and if we are still unable to make contact with you we will initiate the response protocol as agreed with you on your assessment.



When we speak to you, we will initially attempt to resolve your problem. If we are unable to resolve the problem we will contact someone who can, such as nominated next of kin, general practitioner, social worker, Telehealthcare officer, etc.

If we are sent as responders, we will aim to respond within 45 minutes, and access the property using the agreed access method. If you require assistance, we will provide you with any assistance you require, and if we are unable to do so, will make arrangements so that your problem is resolved, such as emergency services, general practitioner, etc.

All Telehealthcare Officers adhere to Halton Borough Council's Employee Code of Conduct.





Sensors activate wireless signal sent to community alarm

Community alarm dials out to the monitoring centre



Monitoring Centre receives call. All personal details appear on a computer screen. Operator will screen call



Monitoring Centre contacts responders if required and help is dispatched





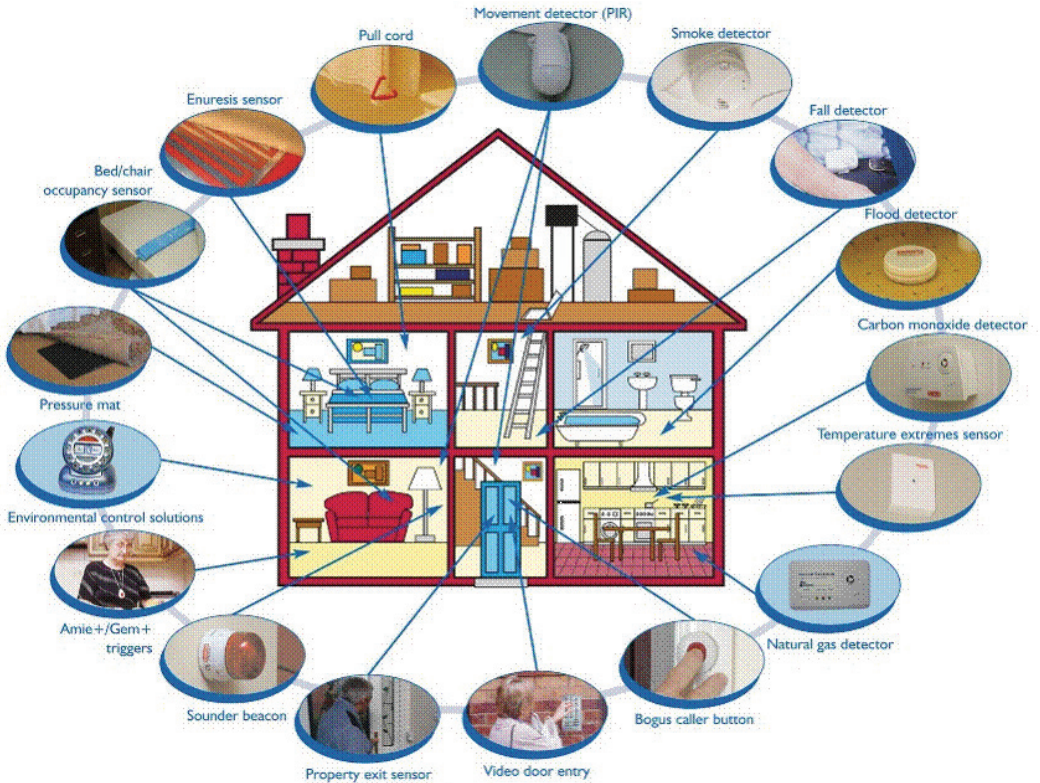
What is required of you?

As a user of Telehealthcare Service, it is your responsibility to:-

- maintain the equipment as detailed in the equipment data sheets.
- maintain an active telecommunication line and electricity supply, pay for such services and notify any malfunction to us straight away.
- ensure that the alarm unit is plugged in to the mains supply and telephone socket at all times.
- notify us when you are to be away from the property for more than 24 hours;
- pay Halton Borough Council promptly for the provision of the Service by the contact methods listed on page 5;
- arrange access to your property for the provision of the Service, either in the form of a keysafe or a key holder;
- test the equipment on an agreed basis;
- ensure the equipment is protected from damage and report any damage to us immediately;
- provide all information requested to the best of your knowledge to ensure the provision of the Service as outlined in the assessment;
- provide all information requested to the best of your knowledge to ensure the provision of the service as outlined in the assessment;
- any changes to the above information is notified as soon as possible;
- inform us if you have a complaint via the method on this page;
- if you identify that there is a fault with any of the equipment you must contact us straight away.



We recommend that you remain with the same telephone service provider for the duration of service as changing the provider may result in a temporary or permanent loss of service.



Use of data?

The data held about you is stored electronically on our call monitoring system and Halton Borough Council's Social Care system. This information is encrypted and password protected with access allowed to authorised personnel only. Paper copies of documentation are kept in locked storage cabinets and again accessed by authorised personnel only.

Your information will be shared within Halton Borough Council (of which Telehealthcare Service is a part), but will not be shared with any other service or organisation without your permission.

All calls made to and from both Telehealthcare Service and Halton Direct Link are recorded for training, monitoring and security purposes. Telehealthcare Service and Halton Direct Link adhere to Halton Borough Council's Voice Recording Policy.

How much does it cost?

The 2 service levels (see page 4) have different costs, each of which will be discussed with you. However, some service users who are in receipt of benefits may be eligible for the service to be funded.

The service is billed four weekly in arrears by Halton Borough Council's People and Economy Directorate. The invoice can be paid by Direct Debit, Credit or Debit Card in person or over the telephone, Cash at Halton Direct Link, Cheque by post or Standing Order.





Could we help your friends or family?

Betty is 83 and has some mobility problems which puts her at risk of falls.

Her family do not live locally. Betty wants to live as independently as she can in the comfort of her own home for as long as possible. The Telehealthcare Service allows her and her family that choice.



How do you apply?

Telehealthcare can be requested by contacting Halton Direct Link by the methods listed on page 5. You can do this by telephone, in person or in writing (by email, correspondence or fax). The advisor will ask for some information about you and pass the referral to us.

When we receive the referral, we will book an appointment with you, based on medical need and the requested timescale, to arrange assessment, demonstration and installation of the service.

Why do you need an assessment?

When we visit, we will complete an assessment with you, taking note of information concerning yourself (including any medical conditions), your property and any significant others you would like us to contact in the event of an emergency.

We will then tailor a package of equipment and services that would benefit you, based upon the assessment. We will then demonstrate the equipment that you and our Telehealthcare Officers have selected together.

If you are happy with the equipment and Service installed then the equipment will be left with you and the Service will start. If you decide to not have the Service, you are under no obligation to accept it.

The Telehealthcare Service accepts the role of an advocate.



What if your needs change?

We will contact you at least annually to confirm the details that we hold for you are correct and ensure that the service is meeting your needs. If they are not being met please make us aware and we will carry out a reassessment. If you find that your needs have changed prior to our annual check, please let us know.

How to cancel the service

If, once the Telehealthcare Service is installed, you decide that you no longer require it, there is initially a 21 day cooling off period. Following this, the service can be cancelled at any time, where a convenient appointment for both yourself and the Telehealthcare Service can be made for disconnection. To do this, simply contact us by one of the methods on page 5.

If you wish to make a complaint

If you would like to complain about the service, you can do this by contacting us in one of the methods on page 5.

We will listen to you and take down brief information about the complaint, and the outcome that you would like. The details will then be forwarded to a manager who will contact you to discuss the complaint further.

The manager will then resolve the complaint and notify you in writing of the outcome.

For further information on Halton Borough Council's complaints procedure please contact our customer service department on 0303 333 4300. A leaflet is included with the information you received at the start of service. You can also request a copy from us and you can download a copy from Halton Borough Council's website www.halton.gov.uk

Service user consultation

We welcome any comments or compliments, which can be passed to us via any of the contact methods listed on page 5. We also run a Service User Focus Group, if you or your significant others would like to become members of this group please contact us.

Telehealthcare Service

Municipal Building, Kingsway, Widnes WA7 7QF

Telephone: 0303 333 4300

www.halton.gov.uk/cas

If you need this leaflet in a different format such as large print audiotape, Braille or another language, please contact our Customer Services on 0303 333 4300

If your first language is not English and you would like information about our services in another language, please call us on 0303 333 4300 or email hdl@halton.gov.uk

اگر آپ کی پہلی زبان انگریزی نہیں ہے اور آپ ہماری خدمات کے بارے میں معلومات کسی دوسری زبان میں چاہتے ہیں تو براہ کرم ہمیں 0034 333 3030 پر فون یا hdl@halton.gov.uk پر ای میل کریں

যদি আপনার প্রথম ভাষা ইংরেজী না হয়ে থাকে এবং আপনি অন্য ভাষায় আমাদের সার্ভিসেস সম্পর্কে তথ্য জানতে চান, তাহলে দয়া করে আমাদেরকে 0303 333 4300 নম্বরে ফোন করুন অথবা যক্ষ্মা(যক্ষ্মা)ডুহ.মড়া.ন এই ঠিকানায় ই-মেইল করুন।

यदि आप की पहली भाषा अंग्रेज़ी नहीं है और आप हमारी सेवाओं के बारे में जानकारी किसी अन्य भाषा में चाहते हैं तो कृपया हमें 0303 333 4300 पर फोन करें या hdl@halton.gov.uk पर ई-मेल भेजें

如果你的母语不是英语，而你希望得到有关我们服务的其它语言版本的信息，请致电 0303 333 4300或者发送电邮至 hdl@halton.gov.uk联系我们。

Jeżeli angielski nie jest Twoim pierwszym językiem i potrzebujesz informacji o naszych usługach w innym języku, prosimy o zatelefonowanie do nas pod numer: 0303 333 4300 lub wysłanie maila do: hdl@halton.gov.uk



