

Information about Cumbria County Council's Telecare service



About the service

Cumbria County Council offers a Telecare service to support people to live independently in their own home. Telecare is based around a pendant worn around the neck or wrist. This provides access to a 24-hour monitoring service offering an instant response at the touch of a button from anywhere in your home or garden. The service is provided on behalf of Cumbria by Welbeing who provide Telecare services across the UK.

Telecare can be linked to a series of alarms or sensors in key parts of your home offering an immediate early warning if something is wrong e.g. smoke detector.

What is Telecare?

Telecare is for vulnerable people living at home, especially those who:

- would find peace of mind from being able to summon help in an emergency;
- have dementia or memory loss;
- are at risk of falling;
- may be regularly admitted to hospital;
- need help managing risks in the home e.g. smoke, fire, flood, natural gas, carbon monoxide.
- have a sensory impairment; or
- have learning disabilities.

How does it work?

The equipment is installed simply and quickly into your home. All that is needed is a telephone line and a nearby electric socket. When you feel at risk, vulnerable or simply need reassurance – you can connect with the contact centre at just the press of a button. You then speak to trained staff, if they cannot get in touch they will summon help. Help can be from keyholders, friends, family, care agencies or the emergency services.

How to get the service

If you already have a social worker or occupational therapist, please ask them about Telecare. If you do not have a social worker, please contact your local Cumbria Adult Social Care office.

We may be able to arrange Telecare for you in one of two ways:

- 1 You can get Telecare as a **preventative service** - help you remain as independent as possible long term and to try to prevent you needing more support in the future. The cost is £5.95 per month.
- 2 You can get Telecare as part of a package of ongoing support arranged following an assessment of your needs. The cost is £1.75 per week included as part of your **personal budget** (subject to financial assessment).

Cumbria County Council does not charge its customers for Telecare equipment or installation, the above costs are for monitoring and maintenance of equipment.

About Welbeing

Welbeing provides Telecare services in Cumbria on behalf of Adult Social Care. Welbeing is a provider of high quality alarm monitoring services based in the UK, with a state of the art industry Platinum accredited Telecare response centre. Welbeing works in partnership with Eden Independent Living ,who is based in Penrith, to deliver parts of the Telecare service.

Contact

Please contact your local Adult Social Care office:

Allerdale:	01900 706301	workingtonssd@cumbria.gov.uk
Carlisle:	01228 221590	carlisledd@cumbria.gov.uk
Copeland:	01946 506352	whitehavenssd@cumbria.gov.uk
Eden	01768 812233	penrithssd@cumbria.gov.uk
Furness	01229 407446	barrowssd@cumbria.gov.uk
South Lakes	01539 713378	kendalssd@cumbria.gov.uk

Or visiting the Cumbria County Council's website at www.cumbria.gov.uk/adultsocialcare.

Welbeing can be contacted direct on 01323 644422 www.welbeing.org.uk

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