

Tameside Community Response Service

SUPPORT FOR CARERS

Need help? Just press!

Emergency Response
24 hours a day 365 days a year



Are you an informal Carer?

Many people don't think of themselves as 'carers'. They see themselves simply as a husband, wife, father, mother, son, daughter or friend looking after someone who they love.

Caring for a partner, relative or friend can be hugely rewarding, but it can be emotionally draining and isolating at times.

If you provide regular unpaid help and support to a partner, relative or friend who is struggling to cope alone, then you are a carer.

Who are we?



Tameside Community Response Service is an emergency response telecare service for anyone over 18 years of age, regardless of personal circumstances. We operate 24 hours a day, 365 days a year, and we will respond whenever help is required.

We can provide a range of devices and sensors to suit the needs of the individual, to help keep them safe in their own home.





How can we support you?

The devices and sensors fitted in an individual's home are linked through your telephone line to our control centre. If a problem occurs, for example the person you care for has had a fall, an alert is sent to the control centre where our operators will determine the appropriate response, including sending a warden to assist the person. We will also contact you if you request that we do so. Because we operate 24 hours a day, we can offer you peace of mind, knowing that someone is there to support the person you care for.



We also work in partnership with the Digital Health Team at Tameside General Hospital. If a person is feeling unwell when we attend them, our staff have equipment to access Skype to link to a team of registered nurses at the hospital, who can take a look at the person. Our staff are able to record the person's vital signs (blood pressure, oxygen levels and temperature), which are passed to the nurses. The nurses can then offer the appropriate medical advice, and determine whether the person needs to see their GP or attend hospital.



What sort of equipment can we provide?



Unit

The main unit is connected to an active landline and is used to raise the alarm to our control centre. This can be done via pressing the large red button on the unit itself, activating the pendant or automatically from the various telecare sensors that can be linked directly.



GSM Units

No landline? No problem. The GSM Units work using a mobile network; all that is required is a contract roaming SIM card.



Pendant Alarm

The pendant can be worn around the neck, on the wrist, or on a belt, allowing the user to raise an alarm from anywhere within the home.



Smoke Detector

When Smoke or fire is detected, our alarm will automatically be sounded in the home and our control centre will be instantly notified. Our procedure will vary dependent upon the client, but the control centre can contact the emergency services immediately when necessary.



Pill Dispenser

The Pill Dispenser can be programmed in to release the correct medication at different times throughout the day. The device itself will sound an alarm and flash so that the user is aware that their medication is due. A delay can be set so that if the medication isn't removed within a set amount of time, it will automatically trigger an alarm through to our control centre.



Wrist Worn Falls Pendant

Designed for someone that suffers from blackouts, the wrist worn falls pendant activates on impact. Wearing it on the less dominant wrist will eliminate the number of accidental activations. The silver button can also be pressed for assistance should the service user require it.



Flood Detector

An automatic alarm will be raised if this device detects water from a tap in the home. This is particularly useful for people who can be forgetful.



Wander Alert

Used to monitor any doors, and will automatically generate a call through to us. Wander Alerts are used to help prevent people from going missing from their homes at unsocial hours.



Epilepsy Sensor

Placed under a mattress, the Epilepsy Sensor will analyse the frequency of movement to activate an alarm when appropriate.



Bed & Chair Occupancy Sensors

Used specifically for those at risk of falls, the Bed Exit Sensor is placed under the mattress and detects a person's weight. It can determine whether someone has been out of bed for a period of time (and potentially fallen), and also alert us should someone not have got into a bed by a certain time.



Temperature Extremes

This device is designed to monitor extreme changes in temperature within the home. It is especially useful in winter times to ensure that the person doesn't suffer hypothermia, and helps prevent dehydration in the summer months.



Carbon Monoxide Detector

If a dangerous level of Carbon Monoxide is detected, an automatic call will be made to our Control Centre. This is particularly useful for people that have a fuel burning appliance within their home.

How much is it and how do I apply?

The service costs just over £6.00 per week, regardless of the number of sensors that are provided. The equipment is fitted free by our staff.

You can refer the person you care for (with their permission) either over the phone, or via the Tameside Council website.

What other support is available for me?



Tameside Carers Centre opened in March 1995. The aim of the Carers Centre is to provide adults who look after someone in Tameside with information, advice, support and advocacy. Experienced Advisors are available to listen to your situation and find the best support for you and the person you care for. Contact the Carers Centre on:

 **0161 342 3344**

You may also be entitled to support from Adult Social Care Services. More information is available from the Carers Centre or via the internet at :

 **adultportal.tameside.gov.uk:14500/web/portal/pages/carers**

Young Carers support

If you are a Young Carer, aged between 8 and 18 years, you can join the Young Carers Project. The project can offer you individual advice and support, the chance to meet other young carers, regular trips and activities, a regular newsletter and a Young Carers Pack

To join the project or more information please contact a Young Carers Support Worker at:

 **0161 368 7722**

 **www.tameside.gov.uk/sid/children/YoungCarers**

 **Hattersley Children's Centre, Melandra Crescent, Hattersley
SK14 3RB**

What next?

You can telephone or email us for an informal chat, and if you and the person you care for are interested in the service, a member of our team will arrange a convenient time to visit to install the equipment.

More information

- ☎ **0161 342 5100 (Office Hours)**
- ☎ **0161342 3091 (Out of Office Hours)**
- ✉ **community.response@tameside.gov.uk**
- 🌐 **www.tameside.gov.uk/CRS**
- 📍 **King St, Dukinfield, SK16 4LA**



