

Tameside Community Response Service

# SERVICE USER GUIDE



**Need help? Just press!**

Emergency Response  
24 hours a day 365 days a year



## Who are we?



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

We provide a variety of different devices and sensors to suit the needs and health of the individual. Some devices are activated by the user; others are triggered automatically by sensors installed in your home. You may have heard of us as a pendant alarm service, or mobile wardens but we now offer much more.

All that is required to join the service is a telephone line and electrical socket near each other. We will provide everything else, and will take note of any relevant information that will help us look after you; this includes any health issues your GP details, and your emergency contacts. All the information shared with us is strictly confidential.

## What do we offer?



When a sensor is activated, we take action. This may be by talking to you to check everything is okay, sending a worker to assist you, calling the emergency services, carers, family and friends or anyone else necessary for your care.

## What is the cost?

We offer our service for around £6 per week. Our staff will supply and fit all of the equipment and sensors relevant to your individual needs; the cost includes the loan of all equipment, 24 hour monitoring and an emergency response by our workers whenever required. Please contact us via the details overleaf for our exact charges. Charges can be paid weekly, monthly or annually.

## Our sensors



We offer a range of devices and sensors to suit your individual needs, and support you to live as independently as possible.

The sensors we provide can activate in a variety of circumstances, such as:

- If you have fallen
- There is water on the floor
- There is smoke or carbon monoxide present in your home
- A door has been opened at an inappropriate time
- An epileptic seizure has been detected
- Medication is not dispensed and taken at the correct times
- If you have been out of bed or the chair too long.

Once activated, a member of our control centre staff will respond to you and check if you need any assistance.

## Digital Health



The Community Response workers carry IT Tablets and have access to Skype to link to a team of registered nurses at the hospital who can take a look at someone if they are feeling unwell, or have any injuries. Our staff carry all the necessary equipment to enable them to record a person's vital signs (blood pressure, SpO2 (oxygen) levels and temperature). The clinicians can make contact with many services, including a person's GP, District Nurses, or A&E Doctors. The aim of Digital Health is to support a person in their own home as much as possible, without them having to go to A&E unnecessarily.

## What next?

You can telephone or email us for an informal chat, and if you are interested one of our team will arrange a convenient time for us to visit you to install the equipment. If you require any extra support, for example whilst a relative is on holiday or if you have been discharged from hospital, contact one of our team and we'll be happy to assist.

## More information

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

