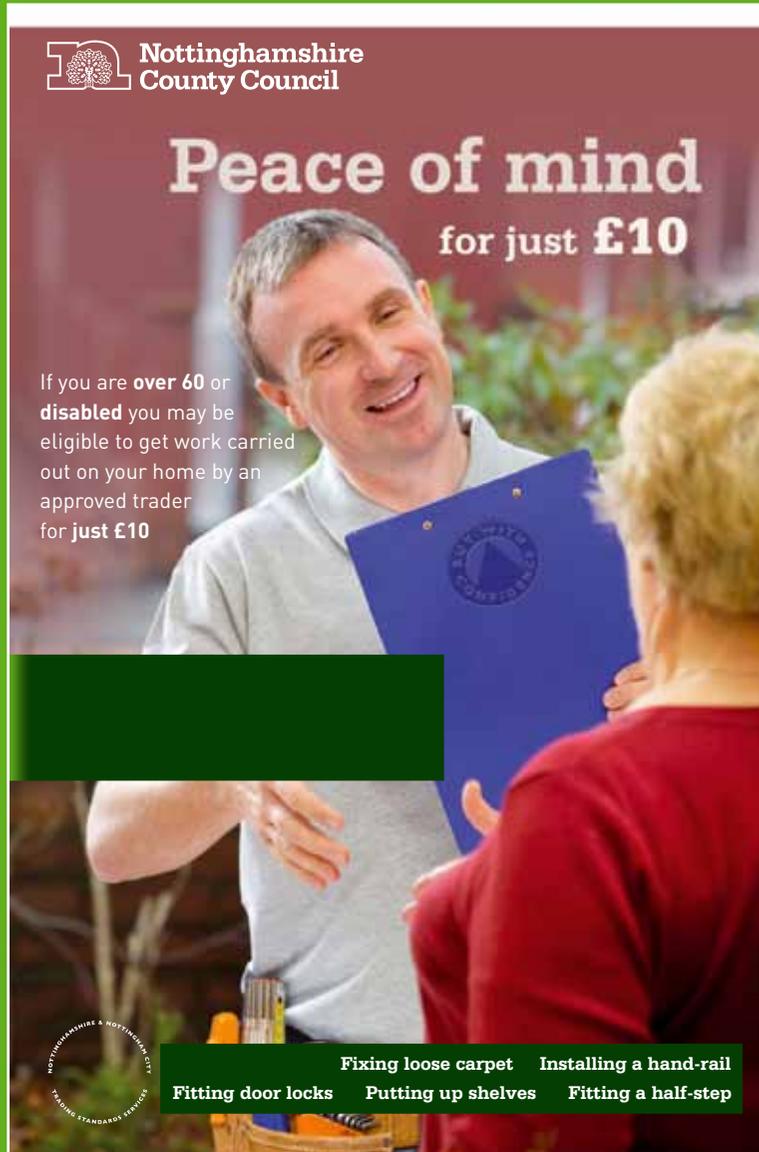


Night Response Service



 Nottinghamshire
County Council

Peace of mind for just £10

If you are **over 60** or **disabled** you may be eligible to get work carried out on your home by an approved trader for just £10

Fixing loose carpet Installing a hand-rail
Fitting door locks Putting up shelves Fitting a half-step

NOTTINGHAMSHIRE & NOTTINGHAM CITY
TRADING STANDARDS SERVICES



keeping you safe
in your own home

Night Response Service

If you have home care support for your personal care needs, you could be entitled to extra help at night.

The Night Response Service provides additional support to existing home care so service users can contact care staff during the night. The service is designed to respond to occasional emergency night time personal care needs such as

- night time incontinence,
- occasional sickness or
- critical medication prompting.



By providing this extra night time support, it will help more people to stay independent in their own homes for longer.

A lifeline is an alarm you press when you need help. If service users do not already have a suitable Lifeline service, they will be provided with our Telecare service linked to a 24 hour monitoring centre. A night response home care provider can be requested to attend people at any time between 10pm and 7am - when regular daytime home care is not available. Further support can also be provided if necessary, such as calling a family member, GP or an ambulance.

Telecare is used in the Night Response Service as it provides the service user with the ability to request assistance, through the monitoring centre, from the night time care provider.

Telecare

Sensors in your home are linked through your phone line to a 24 hour monitoring centre. If the sensors detect a danger, they will automatically dial the staff at the monitoring centre who will immediately contact you. They will check on your well-being and take appropriate action such as contacting nearby friends and family, or calling the emergency services.

Who is eligible?

The Night Response Service is for service users aged over 65. The service complements existing home care support but also provides occasional night time support, which may otherwise lead to them being admitted to residential care.

A County Council assessment will be required to determine if you or your loved one is eligible for the service. To request an assessment contact the County Council on 08449 80 80 80.

How much will it cost?

A weekly fee is payable for the provision of the Night Response Service (this will cover the costs of having someone available on standby plus the costs of any callouts that may be made). In addition if you do not already have a suitable Lifeline service, a weekly fee of a few pounds is payable for the Telecare service. To determine what people will pay, an assessment will be undertaken and the contribution will be based on their ability to pay for the service.

For further information about 'Night Response Service' visit:

www.nottinghamshire.gov.uk/night-support