



# 24 hour emergency home care response service

Our 24 hour response service provides access to emergency home care support via a lifeline or telecare sensors. Care staff will typically be at your home within 45 minutes of being requested by your lifeline monitoring centre.

The care staff can help with a wide range of occasional emergency issues, for example:

- Assistance with toileting, including helping you, or a carer, to clean up following a toileting accident.
- Guiding you safely back home, if telecare has alerted that you have wandered at night into the immediate area outside your home.
- An emergency check-up visit, if the lifeline monitoring centre cannot contact you following a call for help.
- Helping you to take prescribed medication from an original pharmacy dispenser container.
- A reassurance visit if you are still feeling very anxious following an alarm call to the lifeline monitoring centre.

There are some things which the service **cannot** help with, including:

- Help to use oxygen or other specialist medical equipment
- Helping you to get back on your feet following a fall; although if the care staff find you have fallen at home, they will call paramedics and stay with you until they have arrived.
- Searching for you beyond the immediate area outside your home if you have wandered due to dementia.

## How do I request the service in an emergency?

Once the service has been set up, you can call for help 24 hours a day by using your lifeline pendant or alarm call button and asking your

lifeline monitoring centre to contact the Sterling Response Service. If you have additional 'telecare' (see page 2) then in most cases these sensors will automatically trigger a call to the monitoring centre for you.

## Are there any limits on the number of times I can call out the service?

Yes, the service is intended for occasional emergencies only. We understand that sometimes a short period of unexpected illness can lead you to make more calls than usual to the Response Service. However, if you request a call out more than 12 times in any 4 week period then the service may not be appropriate for you, and we may need to discuss if there is another way of meeting your needs.

## Who is eligible for the service?

You will need to have a community care assessment, which shows that you need long term personal support to help with daily living tasks. If you do not have a lifeline, we may be able to provide this through our telecare service. You will also need a keysafe, so that care staff can access your home in an emergency.

## How much does it cost?

£9.55 per week, or £19.10 if you need two carers. This is a set weekly charge which covers the cost of the standby staff and any call outs you make. If you do not make any call outs then the charge will still be made. This amount will be included in your personal budget. A personal budget is an amount of money to pay for your long term personal support. Most people have to contribute towards the cost of their personal budget, although there are some exceptions.

## What is telecare?

Telecare links sensors in your home via a special telecare unit and your phone line to a 24 hour monitoring centre. There are a wide range of sensors available including:

- Fall detector - detects if you have a fall during the day after going unconscious.
- Property exit sensor – alerts if you leave your home at an inappropriate time, for example due to dementia.
- Bed absence sensor – sends an alert if you have a fall at night.
- Bed epilepsy sensor – detects tonic-clonic seizures when you are asleep.
- Flood detector – senses if a bath or sink overflows, because severe memory problems mean that you sometimes forget to turn off taps.
- Smoke sensors – if you have severe memory problems and may not remember what to do in an emergency, these can automatically alert the monitoring centre to a fire in your home.

We only provide telecare to people who are eligible for long term support.

## Contact Information

To discuss your need for long term support, please contact us:

Phone: 0300 500 80 80

Monday to Friday: 8am to 8pm

Saturday: 8am to 12 noon

If you are in hospital please ask to speak to the hospital social work team.

Email: [enquiries@nottsc.gov.uk](mailto:enquiries@nottsc.gov.uk)

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Minicom: 01623 434993

Phone 0300 500 80 80 if you need the information in a different language or format.