

Telecare response



A first response service to support people using a telecare monitoring solution, typically triaging and attending the person's home within one to two hours of an alert being raised.



The challenge

- People at risk of experiencing an accident at home
- People losing their independent living confidence and capability
- Limited out of hours services
- Inappropriate ambulance call outs.



The service

A 24/7 service that responds when a telecare alert is made, triaging the person and **responding when appropriate** or alerting other services when more appropriate.

Responses include:

- Needs assessment
- In-person welfare checks
- Risk assessments
- Calling 999 and waiting on site
- Signposting to GPs, family members and carers
- Emotional support
- Property safety checks
- Equipment testing (checking that the base units are working)
- Supply of essential items.



The impact

- ▶ **Fewer** inappropriate 999 calls
- ▶ People struggling with independent living feel **more supported** and **less reliant on statutory services**
- ▶ Improved sense of **wellbeing** and **resilience**.

*"We just wanted to thank your team for attending my mother's home, you'd received a call that she had fallen. Your kind support made her feel at ease and the key worker kept talking and reassuring my mother until the paramedics arrived. **The service is invaluable, and we feel safe knowing that you are there for her when she is in need.**"*

Family member of person supported