

# Hertfordshire County Council – The Hertfordshire Telecare Service

Jun 27, 2019

The Hertfordshire Telecare Service supports almost 4,000 people in Hertfordshire to live more independently in their own homes. Telecare systems use discreet sensors in the home to automatically call for help in the event of an emergency, such as a fall. Users can also press the button on a pendant worn on the wrist or around the neck to call for help. Calls will be answered by friendly, professional operators at a specialist monitoring centre which is open 24 hours a day, every day. They will call a nominated contact, such as a neighbour or family member, or if they cannot be contacted will send a British Red Cross responder or the emergency services, depending on the situation.