

The Hertfordshire Telecare Service Bill's story

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.



Here's an example of how the service helped Bill*:

Bill has a diagnosis of Alzheimer's disease, and lives alone. His property has a telecare system which includes a property exit sensor fitted to the front door. This will raise an alert at the Hertfordshire Telecare Service monitoring centre if Bill leaves his home.

One cold autumn morning the monitoring centre received an alert on their system to say that the property exit sensor on Bill's home had been activated at 5.20am. An operator tried to contact Bill, talking to him via the Lifeline unit in his home but there was no response. The operator called Bill's daughter, who went to his house and at 6.00am notified the monitoring centre that the house was empty and the family were going to search for him.

Fortunately, within half an hour Bill was found and back at home. Without the telecare service it could have been many hours before the family realised Bill had left home. During this time he could have moved much further away, making it harder to find him, and increasing the risk of him coming to harm.

*Not his real name

<http://hertfordshiretelecare.co.uk/>



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t: 01977 661234 e: enquiries@tunstall.com w: tunstall.co.uk [@TunstallHealth](https://twitter.com/TunstallHealth)

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