

The Hertfordshire Telecare Service

Norman'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 Norman*:

Norman has vascular dementia, and lives alone, although his daughter lives nearby. There is CCTV installed outside Norman's home which his daughter is able to view remotely to make sure her father is safe and well. Norman has also been provided with a GPS tracker device, which enables his daughter to locate him should he leave home and be unable to find his way back. This has happened on several occasions.

Norman's daughter asked the Hertfordshire Telecare Service to advise on technology that could help her father remain living at home safely. Following an assessment, a telecare system was installed, with sensors to detect floods, fires or carbon monoxide in Norman's home, and automatically raise an alert via a Lifeline home unit at the monitoring centre.

Property exit sensors have also been fitted which will raise an alert at the monitoring centre if an external door is opened. A specially trained operator at the centre can then talk to Norman through the speaker on the Lifeline unit to assess the situation, and make sure Norman is ok. If the operator is unable to get a response, they can contact Norman's daughter, or the British Red Cross Responder Service so they can check on him.



Case study: Connected Healthcare



In the weeks after the system was installed, a property exit sensor was activated three times. On two of these occasions, the monitoring centre successfully made contact with Norman, but on the third there was no voice contact. The monitoring centre contacted his daughter to ask her to check the CCTV system to see if her father had left the property, and she saw that he had. The monitoring centre also contacted the British Red Cross Responder Service to attend, and they later reported that Norman had been found safe and well and had been helped to return home.

The Telecare Service means that if Norman leaves his property and is at risk of being unable to return, his daughter or the Responder Service will be quickly made aware, avoiding him being at risk. It also means that Norman is able to remain in his own home, rather than being admitted to residential care for his own safety.

*Not his real name

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

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