

How can the telecare service help you?

The service makes a real difference to people's lives, not only for those using the service to maintain their independence, but also their families and loved ones.

How to access Newport Telecare Services

If you live in a housing association property, please contact them direct about their service.

If you are receiving a service via the Frailty Programme; you can access Telecare via them for free for up to 6 weeks.

If you have been assessed by social services then contact your social worker. If you feel that you may meet the eligibility criteria for a service, then call the duty desk on 01633 656656.

If none of these apply and you rent from a private landlord, or are an owner-occupier then Newport City Council have a partnership with Merthyr Tydfil Council to provide a service that may attract a Supporting People grant. Contact 01685 384489.

- People who are 18 years and above who live in their own homes in the community, or supported housing
- Older people
- People with learning disabilities
- People with physical disabilities
- People with mental ill health
- Carers



Independent living



The Telecare Service - help at the press of a button

Our aim is to reduce risks associated with vulnerable people living independently and help them feel safe and secure within their own homes in the community 24 hours a day, 365 days a year.

For further information contact the Telecare Service on **01633 656 656**

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through telecare solutions



What is the telecare service?

The service provides a home safety and support system that enables people to live independently within their own homes. This is achieved through the clever combination of a 24 hour telephone link to the monitoring centre and state of the art technology.



Protection from

- Falls
- Fire
- Floods
- Intruders



Benefits of the telecare service

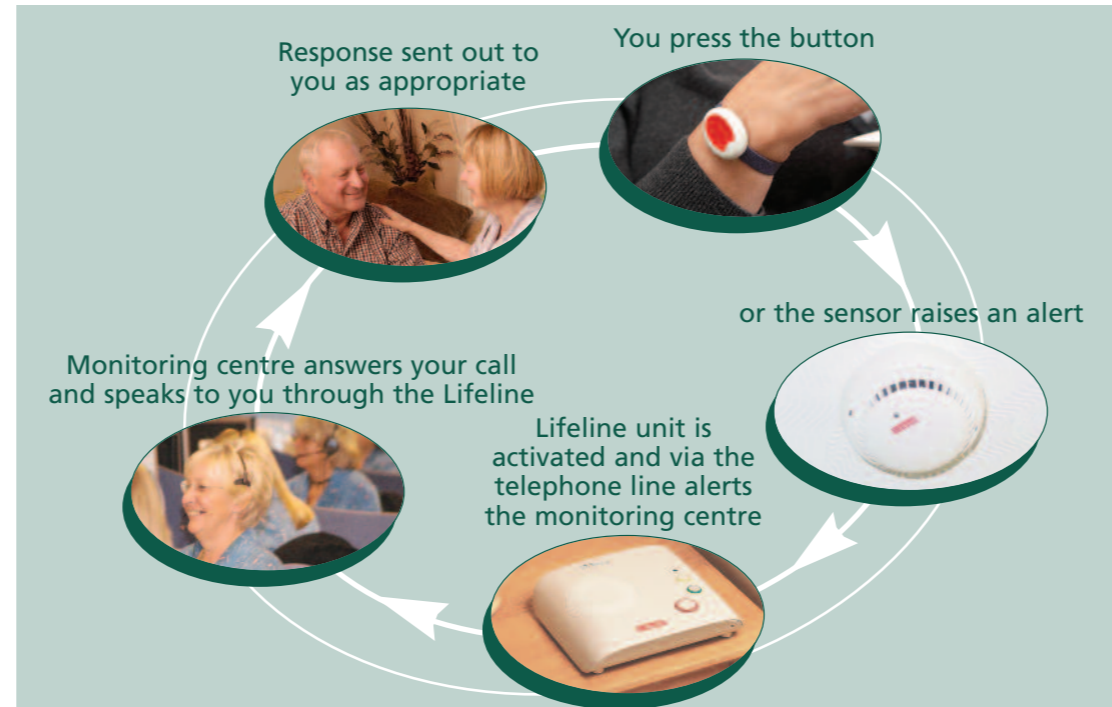
- **Instant response** - the highly skilled operators respond to your call and take the appropriate action to get the help you need when you need it
- **Personal service** - friendly and dignified service
- **You won't be left** - the operators will stay on the line with you until help arrives
- **Complete reassurance** - 24 hour link to the monitoring centre
- **Easy installation** - wireless system so no unsightly wiring



Lifeline Connect+

How does the service work?

The service involves the provision of a telephone link 24 hours a day between your home and the monitoring centre. All that is required is a telephone line and an electrical power point on the same wall. Should a sensor be activated, a message is sent to the monitoring centre where trained operators take the most appropriate action, whether it be contacting a family member, neighbour, doctor or the emergency services.



How does the technology help?

A range of unobtrusive intelligent telecare sensors offer a comprehensive way to manage the risks to a person's health and home environment, 24 hours a day, 365 days a year.

A flexible range of telecare sensors are available including:



Personal Trigger - a call for help can be raised from anywhere in the home or garden



Bogus Caller Button - fitted near a door, this discreet button can be used to call for assistance at the 24 hour monitoring centre when a stranger requests entry into your home



Smoke Detector - potentially a life saving device, the radio smoke detector provides additional protection by raising an instant alarm call to the monitoring centre



Bed Occupancy Sensor - provides an early warning by alerting that the user has left their bed/chair and not returned within a predetermined time period



Flood Detector - this neat unobtrusive radio sensor provides an early warning by alerting the monitoring centre of potential flood situations in the home



PIR (Movement Detector) - detects movement and raises an alert, providing the 24 hour monitoring centre with the ability to detect for inactivity