

Frequently asked questions

Who could benefit from Telecare?

Telecare provides safety for people in their own homes, and can offer support for people with dementia, learning disabilities, physical disabilities and mental health problems.

Can Telecare help carers?

Telecare reassures carers by alerting them in the event of an emergency, so enabling them to keep their own independence.

Is Telecare easy to install in my home?

Very easy. Most of the devices are wireless, easily installed and unobtrusive. For a Carelink pendant alarm system to be installed you will require a phone line and electrical socket close to each other.

How can I get advice about Telecare in North Somerset?

Please contact Care Connect on:
01275 888 801 for more information



Fall detector

Memo minder



Telecare in North Somerset

For more information about Telecare please contact Care Connect on 01934 888 801 or care.connect@n-somerset.gov.uk

Council documents can be made available in large print, audio, easy read and other formats. Documents on our website can also be emailed to you as plain text files.

Help is also available for people who require council information in languages other than English from 01934 888 801 or care.connect@n-somerset.gov.uk



What is Telecare?

Telecare describes a range of detectors which can be used to raise an alert within the home or at a control centre.

Telecare sensors can help reduce the risks associated with independent living, giving users more confidence to remain in their own homes and peace of mind and support to family and carers.

Telecare ensures that a minor event does not turn into a crisis by making sure that when something significant happens an alarm is raised and an appropriate response is provided promptly.

Telecare devices can be stand alone or linked to Carelink or a similar 24 hour monitoring centre, and can assist in minimising risks associated with incidents such as:

Falls – bed and chair sensors, fall detector, movement sensor

Wandering – Sensors, door alarms

Inactivity – movement sensors

Medication compliance – prompting aids

Flood – specialist plugs and sensors

Cooking – temperature extreme sensors, smoke detectors

Sensory impairment – flashing and vibrating alerts

Memory deficit – prompts

Stand alone devices can be installed to provide you with an alert or reminder, or alert a live in carer in an emergency situation.

Telecare linked devices use technology to provide direct communication with a monitoring centre. Sensors are connected to the monitoring centre using the telephone line and a pendant alarm system. When a linked sensor is activated it sends a signal to the alarm unit in your home which automatically calls the monitoring centre.



Bed sensor



Door alarm

How does the monitoring centre respond?

The monitoring centre staff will respond to the call received from devices by offering reassurance and arranging for help by alerting a nominated contact or the appropriate emergency services.

What are the benefits of Telecare?

- Provides peace of mind
- Provides rapid response in an emergency
- Allows you to live independently in your own home
- Simple to use and tailored to suit your needs
- Easy to install



Prompting devices