

Tameside Community Response Service

WORRIED ABOUT FALLING

Need help? Just press!

Emergency Response
24 hours a day 365 days a year





Worried about falling?

Tameside's Community Response Service can support you, or someone you care for, to live safely at own home, with support and reassurance available 24 hours a day when you need it most.

The information in this booklet is aimed at those who are worried about falling, and their friends and family. The booklet gives some basic information on falls and fall prevention, and signposts people to a variety of sources where they can find further information or support.

Telecare in Tameside

The Community Response Service is a Council run service and provides a wide range of telecare equipment to residents across Tameside. The service is available to anyone over 18 years old and who could benefit from increased reassurance, safety, and independence that the telecare services can bring.

How much does it cost?

This service is not means tested. There is a weekly charge of around £6. The cost includes the loan of all equipment, 24hr monitoring and an emergency response by our workers whenever required.

How long does it take?

The equipment can be fitted in your home within a few hours in an emergency situation, or within a few days, at your convenience.

Are you at risk of falling?

What can be done to prevent a fall?

Sometimes, health conditions, medication and footwear can affect your ability to remain steady and on your feet. You may not notice changes in health as these often happen gradually. That's why it is important to have regular check-ups so any problems can be picked up quickly before they result in a fall.

Keep moving and stay active

We all know how important regular exercise is for our health, and as we get that bit older our muscle strength and our balance can reduce, which in turn can lead to a fall.

NHS Choices have advice on exercises for older people, which can be undertaken in the home – including exercising when seated, and exercises to improve balance, flexibility and strength. More information is available at their website: www.nhs.uk/conditions/falls

Have a look at the home environment

Many slips, trips and falls happen around the home. Sometimes, just taking a walk around the home and assessing what needs to be changed can be useful, and thinking what can be removed or adjusted to reduce the risk of a fall.

It's about making small changes

Simple changes around the home can be incredibly effective:

- Install grab rails in places you might need them. Next to the front door and near the toilet and bath are popular locations.
- Install handrails on both sides of the stairs.
- Install a handrail in the bathroom, and a non-slip bath mat.
- Remove tripping hazards such as rugs, and secure trailing wires.
- If you have low sofas and armchairs, make them higher with risers. You shouldn't have to drop a long distance or struggle to get out of your seat.
- Make things that you use often easily accessible, e.g. leave pans on the hob in the kitchen.
- Sit whenever you can. Put a solid chair with sturdy arms in your bathroom so that you can sit whilst you dress, undress and brush your teeth.
- Clear up any clutter. Keeping your home nice and tidy can prevent you from walking into things or catching them as you walk.
- Make sure lighting is adequate; have a night light in the bedroom in case you need to get up during the night.

Choosing the right shoes

Sometimes, problems with their feet or shoes this can affect your balance and increase the risk of tripping or falling. Talking to your GP, Practice Nurse or Podiatrist about any foot problems is a starting point. To help prevent the risk of falls it is worth making sure that shoes fit well, are comfy, have a good grip, provide support and don't have a tendency to come off.

Get a Telecare Alarm



Each year, more than one in three people (3.4 million) over the age of 65 experience a fall that can cause serious injury, and in some cases death. Every minute, six people over 65 years suffer a fall. Many people who have mobility issues may assume that there is little or nothing they can do to prevent falls. However, here in Tameside, the Community Response Service can install sensors that can assist in the prevention of falls.

Tameside's Community Response Service will install appropriate telecare equipment in the home depending on your specific needs.

Falls can still happen, even if you follow the guidance on the previous pages. Wearing a telecare alarm and having the telecare equipment can give you peace of mind if you, or the person you care for, has a fall. Our telecare sensors can provide valuable peace of mind by automatically detecting when a person has fallen, and then raising an alert to our monitoring centre.

At the press of a button, or activation of the sensors, you are connected to our highly trained control centre staff who will ensure you receive the right help.

Our staff carry lifting equipment in their vans, which they will use to help you from the floor, if it is safe to do so. If we are unable to lift you, or you are injured, then we will call the emergency services.

Our Community Response Team work around the clock 365 days a year to ensure that all our customers have someone to help and support them should they experience a fall in their home or garden.

Our Sensors



Our sensors can:

- Provide reassurance and peace of mind to users, their families and carers
- Alert us if a person falls
- Enable us to call for emergency help for you

We can provide a falls detector linked to one of our care phones which detects movement. If a person falls, the detector triggers a call to our control centre automatically.



**Wrist Worn
Falls Pendant**

We can also install a bed exit sensor; this is a discreet mat placed under the mattress which alerts us should an individual get out of bed and not return within a set period of time.

**Bed & Chair
Occupancy Sensors**





What can you do next?

How can you refer? Referrals can be made direct to the Community Response Service who will make contact with you, or your carer or family member, to arrange installation.

You can telephone directly on 0161 342 5100, and we will take information and arrange to visit.

Or you can complete the Community Response referral form online at www.tameside.gov.uk/CRS - completing this as thoroughly as possible will help with a quick response to installation.



"Many thanks to you all for your quick responses and caring always. I had a weekend of falls, which I am so sorry for; each fall was through my over-reaching. I am determined not to do this again. I hope you all have a lovely summer. I am so grateful."

(Mrs Wilkin)

Contact us

☎ 0161 342 5100 (Office Hours)

☎ 0161342 3091 (Out of Office Hours)

✉ community.response@tameside.gov.uk

🌐 www.tameside.gov.uk/CRS

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RESPONSE SERVICE**