

Tameside Community Response Service

# SUPPORT FOR CARERS



Need help? Just press!

Emergency Response  
24 hours a day 365 days a year



 **Tameside**  
Metropolitan Borough

**Tameside  
Carers  
-Centre-**

 **Dementia  
Friends**  
An Alzheimer's Society initiative

## Who is a Carer?

A Carer is someone who looks after a loved one who cannot manage at home without the Carers help.

Many people are employed to provide paid formal care, but when we talk about Carers here, we mean those who provide unpaid and informal care for a loved one. Some may not see themselves as a Carer but simply as a husband, wife, father, mother, son daughter or friend providing support.



## Who are we?



Tameside Community Response Service (CRS) is an emergency response telecare service for anyone over 18 years of age. We operate 24 hours a day, 365 days a year, responding whenever help is needed.

We supply a range of telecare support including personal alarms, sensors and health monitoring devices linked to our control centre. These devices can help people with disabilities and long-term conditions live safely and independently in their own homes for longer, it can particularly help with those living with dementia and memory loss.



## How can we support you?



The telecare devices and sensors fitted in someone's home are linked through an electrical socket to our control centre.

We operate 24 hours a day to offer peace of mind to those who use the service and their family. If a problem occurs (i.e. a fall), an alert is sent to the control centre to see if you need help, contacting a nominated person if requested.



## Digital Health



The Digital Health service we provide in partnership with the Digital Health Team at Tameside General Hospital can help avoid unnecessary A&E visits and hospital admissions.

If a person feels unwell, our workers are equipped with a tablet which they can use to video call a team of registered nurses at the hospital, allowing them to digitally assess a person.

Our workers can record a person's vital signs (blood pressure, oxygen levels and temperature), which the contacted nurses use to make their assessment and provide suitable medical advice. If they decide someone needs to see their GP or attend hospital, they can arrange this directly for the patient.



## Our Equipment



### GSM Units

No landline? No problem. The GSM Units work using a mobile network; all that is required is a contract roaming SIM card.



### Pendant Alarm

The pendant can be worn around the neck, on the wrist, or on a belt, allowing the user to raise an alarm from anywhere within the home.



### Smoke Detector

When smoke or fire is detected, our alarm will automatically be sounded in the home and our control centre will be instantly notified. Our procedure will vary dependent upon the client, but the control centre can contact the emergency services immediately when necessary.



### Pill Dispenser

The Pill Dispenser can be programmed in to release the correct medication at different times throughout the day. The device itself will sound an alarm and flash so that the user is aware that their medication is due. A delay can be set so that if the medication isn't removed within a set amount of time, it will automatically trigger an alarm through to our control centre.



### Wrist Worn Falls Pendant

Designed for someone that suffers from blackouts, the wrist worn falls pendant activates on impact. Wearing it on the less dominant wrist will eliminate the number of accidental activations. The silver button can also be pressed for assistance should the person need it.



### **Flood Detector**

An automatic alarm will be raised if this device detects water from a tap in the home. This is particularly useful for people who can be forgetful.



### **Wander Alert**

Used to monitor any doors, and will automatically generate a call through to us. Wander Alerts are used to help prevent people from going missing from their homes at unsocial hours.



### **Epilepsy Sensor**

Placed under a mattress, the Epilepsy Sensor will analyse the frequency of movement to activate an alarm when appropriate.



### **Bed & Chair Occupancy Sensors**

Used specifically for those at risk of falls, the Bed Exit Sensor is placed under the mattress and detects a person's weight. It can determine whether someone has been out of bed for a period of time (and potentially fallen), and also alert us should someone not have got into a bed by a certain time.



### **Temperature Extremes**

This device is designed to monitor extreme changes in temperature within the home. It is especially useful in winter times to ensure that the person doesn't suffer hypothermia, and helps prevent dehydration in the summer months.



### **Carbon Monoxide Detector**

If a dangerous level of Carbon Monoxide is detected, an automatic call will be made to our Control Centre. This is particularly useful for people that have a fuel burning appliance within their home.

## Thank You Cards We've Received!

"Last week I was poorly and pushed my care button for the first time. Your workers turned up so quick! They we're so lovely and professional. After realising I was more poorly than I thought, they arranged for me to go to hospital, I can't thank them enough."

"I just want to say thank you to all for the kindness and support you have given my parents. This is such a brilliant service worth every penny, helping us all so much and making sure they could both be cared for at home."

"A big thank you from myself and my family for your excellent response and care."

"Thank you for being there for my mum when she needed you."

Just a little "thank-you"...



## Get in Touch

There is a yearly charge for our service, the charge can be paid weekly, monthly, or annually.

The cost includes supplying, fitting and the loan of all the equipment, 24 hour monitoring and an emergency response by our workers whenever required. The price for our service also remains the same, regardless of the number of sensors or type of equipment provided.

If you're interested you can call or email us to chat about the best options for you.

 **0161 342 5100**

 **[community.response@tameside.gov.uk](mailto:community.response@tameside.gov.uk)**

 **Dukinfield Town Hall, King St, Dukinfield SK16 4LA**

 **[www.tameside.gov.uk/CRS](http://www.tameside.gov.uk/CRS)**



## More support for Carers

### Tameside Carers Centre

The Carers Centre is based in Ashton-under-lyne and offers a safe environment to access emotional support and tailored advice.

This includes help with Carers Assessments, benefit entitlements and signposting to local services to support you as a Carer.

Drop-in support is available through the week, there's also monthly coffee mornings and events you can take part in too.

☎ **0161 324 3344**

🌐 **[www.tameside.gov.uk/carerscentre](http://www.tameside.gov.uk/carerscentre)**

**The People Place, Tameside One, Ashton-under-Lyne OL6 6BH**

### Support for Young Carers

Young Carers are people under the age of 18, who look after someone who is unwell or disabled. Usually, the person they care for is a member of their family.

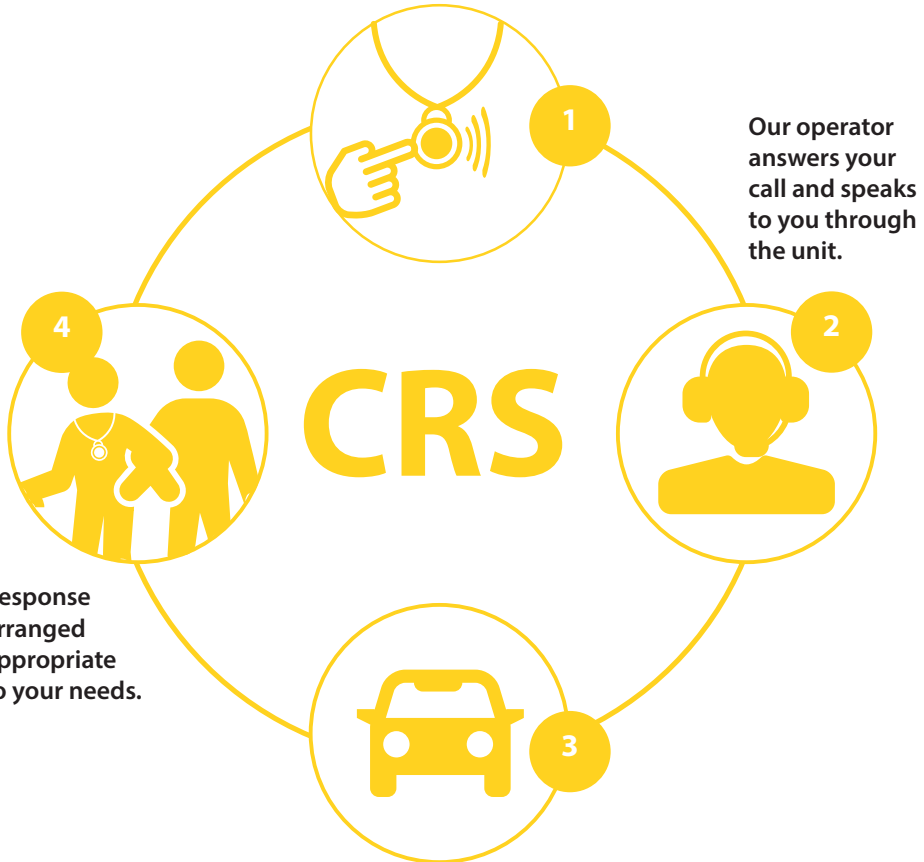
🌐 **[www.tameside.gov.uk/carers/young](http://www.tameside.gov.uk/carers/young)**

✉ **[young.carers@tameside.gov.uk](mailto:young.carers@tameside.gov.uk)**

☎ **0161 342 5463**



You press the button.



Our operator answers your call and speaks to you through the unit.

Response arranged appropriate to your needs.

Emergency home responder sent to your home.



Request translated and accessible formats of this leaflet via [communications@tameside.gov.uk](mailto:communications@tameside.gov.uk) or call 0161 342 8355