

Tameside Community Response Service

TELECARE SUPPORT

Need help? Just press!

Emergency Response
24 hours a day 365 days a year



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. These devices can help people with disabilities and long-term conditions live safely and independently in their own homes for as long as possible.

What do we offer?



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.

We can also provide temporary support (Community Response Plus) for when a relative is on holiday or if someone has just been discharged from hospital.



Our sensors



The sensors we provide can activate if you:

- Fall (we have specialised lifting equipment to assist you safely off the floor).
- Have an accident in or around your home.
- Need help during the night.
- Suffer a medical emergency.
- Accidentally leave a tap on.
- Have smoke or carbon monoxide present in the home.
- A door has been opened.
- Have a seizure.

Once activated, a member of our control centre staff will respond and check if you need any assistance.



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.





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 a 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.



“CRS gives me so much more confidence and helps me stay independent in my own home. It gives me peace of mind that they’re only a call away if I need support”



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**

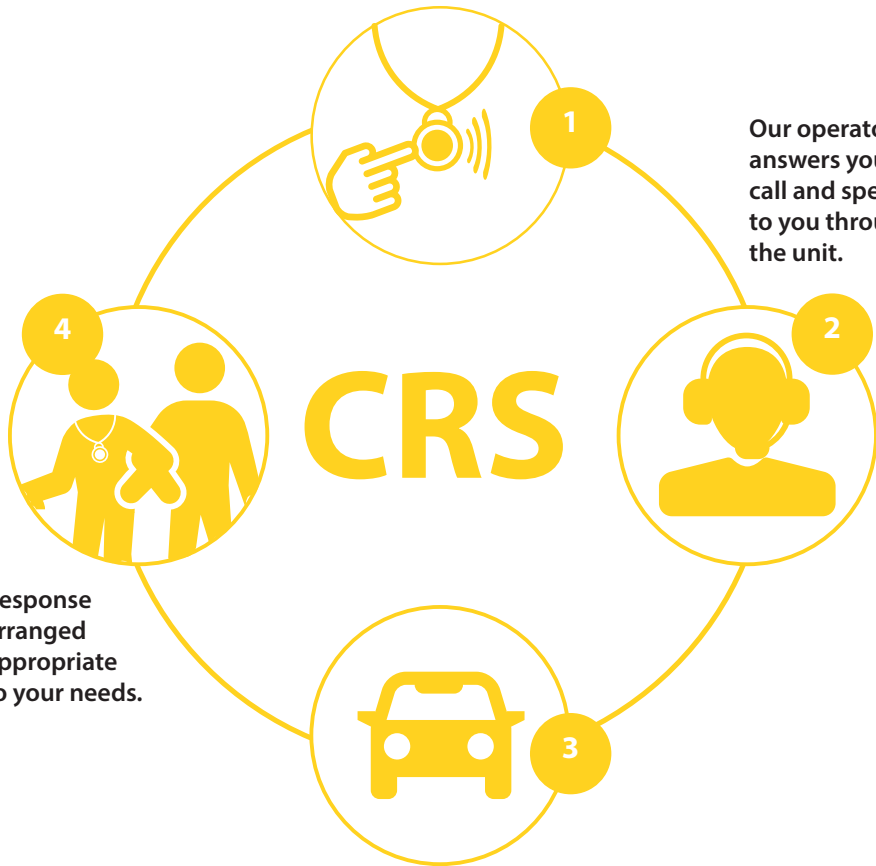
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 **www.tameside.gov.uk/CRS**



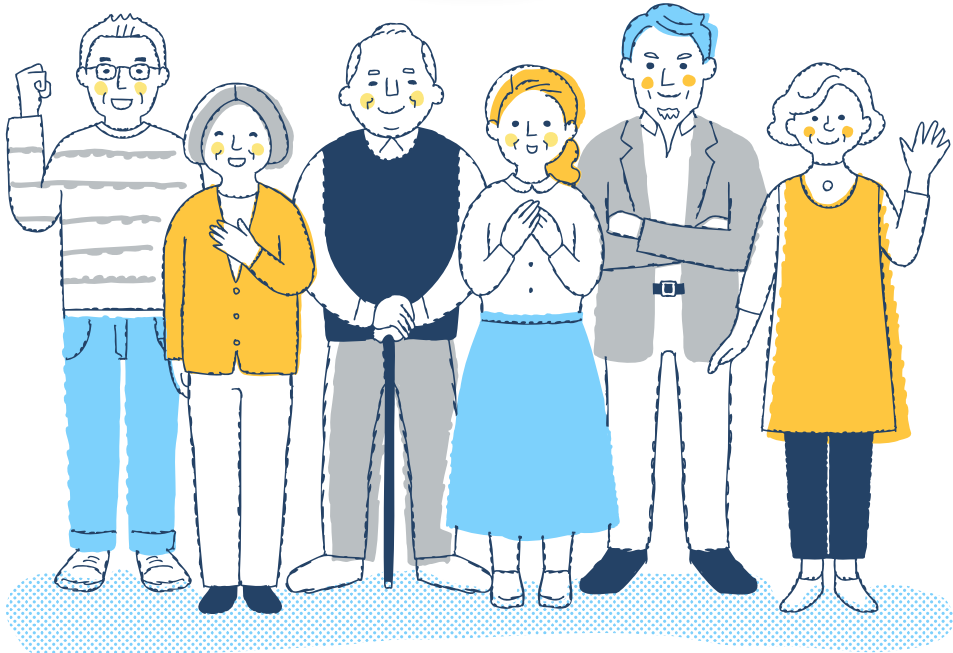
You press the button.



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 or call 0161 342 8355