

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 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 as long as possible.

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

If you fall, an alert is sent to the control centre to see if you need help, contacting a nominated person if requested.



Our Sensors



Sensors provided by us can provide reassurance and peace of mind to customers, their families, and Carers, alerting them and responding if a person falls.

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.



We can also install a bed exit sensor which is a discreet mat placed under the mattress, alerting us if a person gets out of bed and does not return within a set period.

Bed & Chair Occupancy Sensors



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.

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 can lead to a fall.

NHS Choices have advice on home exercises for older people, including exercising when seated, and exercises to improve balance, flexibility and strength.

More information is available at www.nhs.uk/conditions/falls/

Take a look around your home

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

Choose the right shoes

Sometimes problems with feet or shoes 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. Make sure that shoes fit well, are comfy, have a good grip, provide support, and don't tend to slip off.

Small Changes at Home

Simple changes around the home can be incredibly effective:

- **Install grab rails** in places you might need them, like front door, toilet, both sides of the stairs and bath- it's good to make sure your bathmat is non-slip too.
- **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**, for example leaving 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.
- **Keeping your home nice and tidy** can prevent you from walking into things or catching them as you walk.
- **Make sure your lighting is bright enough;** have a night light in the bedroom in case you need to get up during the night.



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**

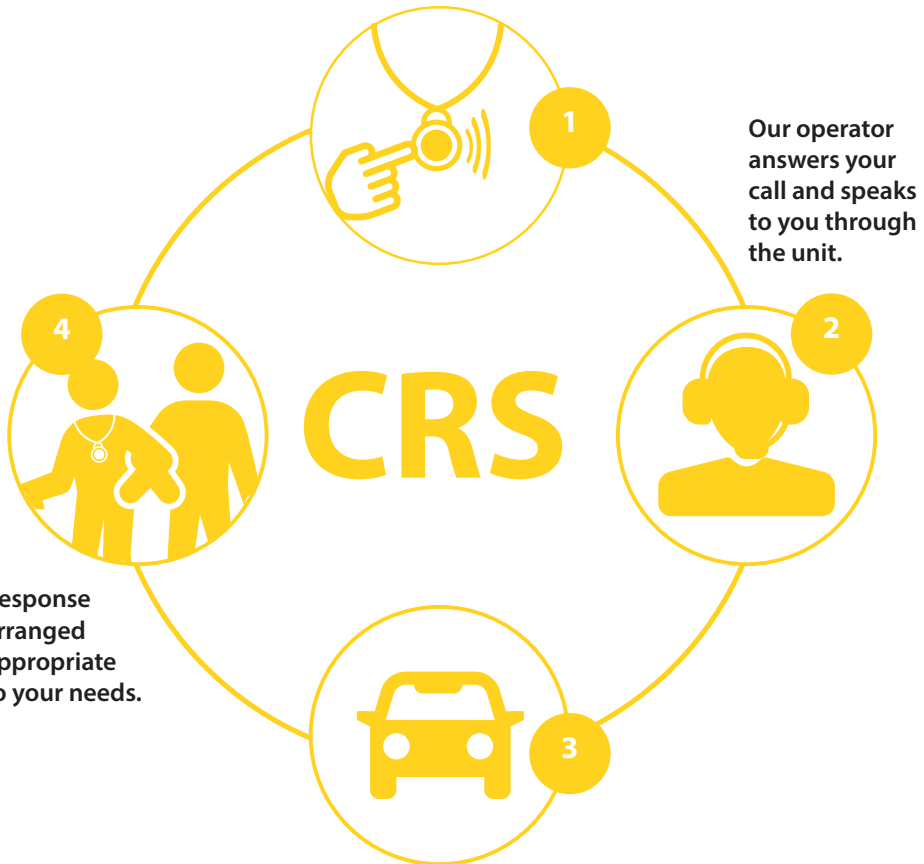
 **community.response@tameside.gov.uk**

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

 **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