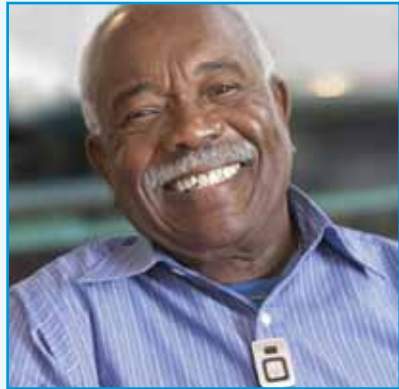


# Midcare Service

Helping you remain safe, secure, and as independent as possible in your own home



## What is Telecare?

Telecare provides a lifeline for people of all ages who are ill, disabled, frail or feel vulnerable. What was the Community Alarm service, has evolved into a more sophisticated support service.

Telecare is a range of equipment placed within your home environment which communicates wirelessly with a central alarm base unit. This will raise an alert automatically if the sensors detect a problem such as a fall, fire or other emergency. The purpose of Telecare is to support you to live safely and as independently as possible at home. It can also provide peace of mind for you, your family members or carers, knowing help is available when it's needed.

## How does it work?

The equipment itself consists of a small unit which is plugged into an electrical socket that is located near or next to your existing telephone line. A pendant with a call button is worn by you whilst in your home environment, and if you require some of our Telecare sensors these are placed around your home. The sensors are not intrusive, and are placed discreetly where required.

If the pendant is pressed, or any of the other sensors detects a potential emergency, a call is generated via the alarm unit to our control room, where staff will provide the appropriate response. The service is available 24hrs a day, 365 days a year.

# COMMONLY ASKED QUESTIONS

## Who can receive the service?

Anyone who:

- Is frail and living alone
- Is living with or being supported by a carer or family member
- Is disabled
- Is potentially unlikely to manage to use the phone in an emergency
- Has a medical condition which can incapacitate them



## How can I access the service?

You can make a referral yourself, or ask a family member or friend to do this for you, by calling our Social Work contact officers on 0131 271 3900, or you can be referred via your GP, District Nurse, Social Worker, Occupational Therapist or any other health or social work professional who knows you.

## What happens next?

You will be assessed and then provided with the appropriate equipment which will best meet your particular needs.

The equipment will be fully explained and demonstrated to you. You may choose to have a family member, friend or carer with you at this time, or at any other time during the process.

## Who will come to assist me if I need it?

At the assessment visit, and before the Telecare package is installed, you will be asked to provide the names of two people of your choice to be key contacts.

These will be people who are willing to attend your home in an emergency. If they are unavailable, other services such as the M.E.R.R.I.T team or the emergency services will be requested to attend.

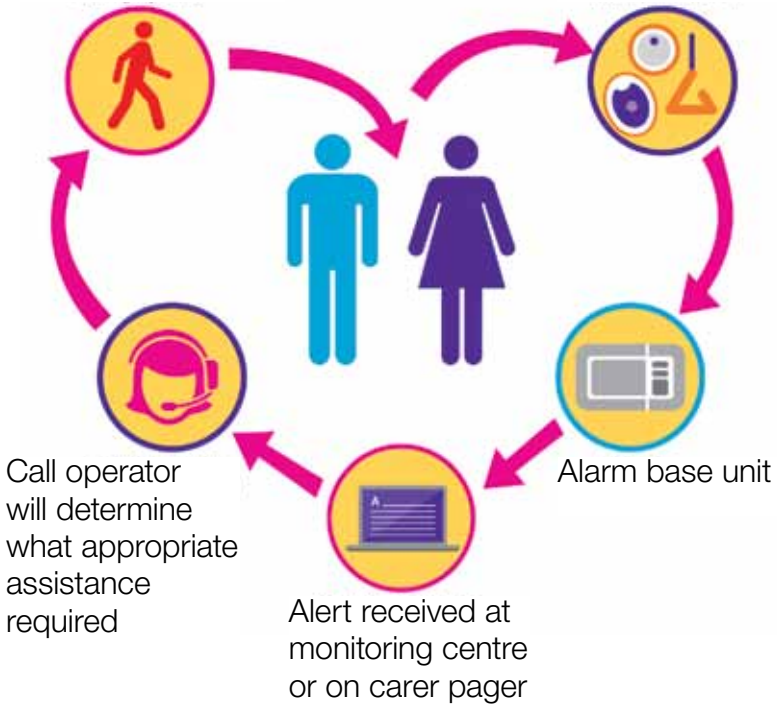
## Do I have to pay for the service?

There is a small weekly charge for the service.

The charge is payable 3 months in advance, and can be paid in several ways such as Direct Debit, in person or by cheque, and full details of how to pay are detailed on the back of the invoices.

Response from  
carer, keyholder or  
emergency services

Personal pendant  
or telecare sensor  
raises alert



For general information on the **Midcare Service**,  
please contact our Social Work Contact Officers on  
**0131 271 3900**

If you would like more detailed information, you will be  
passed onto one of the Midcare team.