

## Access to a Service User's Home

The service user you support will provide you with either a spare house key or a code number for a Keysafe to allow you to gain access in the event of a call out.

Some Telecare service users prefer to use a Keysafe which is a small locked box which contains a spare house key. The box is fixed securely on the outside of the person's house and can only be accessed using a special numbered code which is set by the service user.

In the event of you ceasing to be a volunteer, you should ensure that you return any keys held by you to the service user.



## Changes in your Circumstances

As a Volunteer Responder, your name, address and contact telephone numbers will be held securely in the Call Monitoring Centre's computer records. This information will not be used for any other purpose.

In the event of any change to your contact details, it is important that you advise either the local Care at Home Service, or Housing Service if you are a Volunteer Responder for someone living in sheltered housing. You can find out the correct telephone number by telephoning The Highland Council Service Centre on 01463 702000.

If you have any concerns about the person for whom you volunteer, or you are unable to continue to act as a Volunteer Responder, please contact the local Care at Home Service or Housing Service as soon as possible.

Care at Home / Housing Service Contact:

Highland Community Care Partnership



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# HIGHLAND TELECARE SERVICE



Information for  
Volunteer  
Responders

Highland Community Care Partnership

## The Highland Telecare Service

The aim of the Highland Telecare Service is to provide vulnerable people with a means of summoning assistance when it is needed to help them live safely in their own home.

The main benefits of the Telecare Service are:

- Reassurance for people living on their own
- Immediate response in an emergency
- Support for carers
- Enhanced fire safety
- Access to other telecare solutions

The service is available to those people who are at increased risk because of age, disability or other factors.

## How are Volunteer Responders identified?

When being assessed for the Telecare Service, the service user is asked to nominate a minimum of 3 Volunteer Responders. These should be people they know e.g. relatives, friends or neighbours, who live nearby and who are willing to be contacted by telephone (landline and / or mobile) in an emergency to provide assistance and support.

Volunteer Responders provide vital support to the people who use the Highland Telecare Service and their input is very much valued and appreciated.



## The role of a Volunteer Responder

In agreeing to act as a Volunteer Responder you will be one of 3 nominated people who may be asked to visit the service user if they activate their telecare base unit to summon assistance. You will be asked to call on the service user to see what action is required and to contact the appropriate Emergency Services for assistance if necessary.

You will not be expected to deal with the emergency situation yourself – e.g. lifting someone who has fallen or administering First Aid. If Emergency Services are called to attend, a volunteer is usually asked to remain with the service user until they arrive.

***As a volunteer, you would not be expected to do anything that would put you at risk***, e.g. trying to lift the person or to gain access to the property in the event of a fire. In the event of a smoke detector activation, you may be asked to go to the service user's home with a key to let the Fire Service gain access to the property, but you would NOT be expected to enter the property prior to the arrival of the Fire Service.

Please remember that there is no obligation on you to be available at all times. The Telecare Call Monitoring Centre will always arrange alternative support if you cannot attend.

## How the Telecare Service operates

The telecare equipment installed in a service user's home consists of a base unit about the size of a telephone and a small body transmitter which can be worn around the neck, wrist or clipped to clothing. The body transmitter works inside the service user's home and within a limited range outside the home.

The base unit is plugged into the mains electricity supply. The base unit also has a battery back up so that it will still operate during a power cut. It is important that the unit remains switched on at all times. Volunteers can be called out to check to see if a base unit has been accidentally switched off.

The base unit, when activated, will automatically link with the Call Monitoring Centre in Aberdeen. The Centre is staffed by a team of trained operators who answer alarm calls 24 hours a day. The staff will answer calls quickly and summon help from either Volunteer Responder or the Emergency Services as required.

