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Tel: 01543 510800

Textphone number: 07773 791907

Email: lichfield.socialservices@staffordshire.gov.uk

Newcastle Area Office

Tel: 01782 296005

Textphone number: 07773 792324

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Rugeley Area Office

Tel: 01889 256016

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Email: rugeley.socialservices@staffordshire.gov.uk

Stafford Area Office

Tel: 01785 276969

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Tamworth Area Office

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Email: tamworth.socialservices@staffordshire.gov.uk

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Live at home – live safely



January 2010

FMS 251



Corporate member of
Plain English Campaign.
Committed to clearer communication.

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Images on pages 3 and 5 courtesy of www.tunstall.co.uk

Design and print by Staffordshire County Council, Print Commissioning Service. Telephone: 01785 276051

The Social Care and Health Directorate can provide the equipment and technology to help you stay independent and improve your quality of life

If you would like this or any other information:

- in larger print;
- in Braille;
- in another language;
- on audio cassette or CD; or
- in easy words and pictures

contact our helpline on 01785 276900 or speak to someone at your local office for this service.

We offer a range of equipment and sensors to help vulnerable, disabled or older people to be more independent and give you peace of mind.

The service can also reassure your friends and relatives that you are alright or that help is on the way if there is a problem.

The technology may support more traditional services such as home care.

“I am house bound so do not go far. I am lucky to have so much help plus the button gives me that peace of mind if I should need it. They have definitely given me more confidence to move about my home unaided.”

Contact one of our offices

Biddulph Office

Tel: 01782 297810

Textphone number: 07773 792322

Email: biddulph.socialservices@staffordshire.gov.uk

Burntwood Area Office

Tel: 01543 510410

Textphone number: 07773 791907

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Burton Area Office

Tel: 01283 239888

Textphone number: 07773 792327

Email: burton.socialservices@staffordshire.gov.uk

Cannock Area Office

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Cheadle Office

Tel: 01538 483800

Textphone number: 07773 792322

Email: cheadle.socialservices@staffordshire.gov.uk

Codsall Area Office

Tel: 01902 434000

Textphone number: 07773 792326

Email: codsall.socialservices@staffordshire.gov.uk

Leek Area Office

Tel: 01538 483112

Textphone number: 07773 792322

Email: leek.socialservices@staffordshire.gov.uk

Want to know more?

If you want to:

- be more independent;
- enjoy peace of mind;
- feel safe both at home and in your community; and
- reassure your relatives or friends

please contact your local Social Care and Health office, details are on page seven and on the back page, or your local housing provider. An assessment will be completed with you at home to agree what help is most suitable for you. Your assessor will tell you about any charges that may apply for the supply, rental or use of the equipment.

Compliments, Comments and Complaints

What you think about our services is important to us. If you have any comments or want to make a complaint, ask your assessor for a form called 'Your views about social care services'. Or contact your local office who will send one out to you. You can also fill in a form on our website at www.staffordshire.gov.uk/health/care/comments/

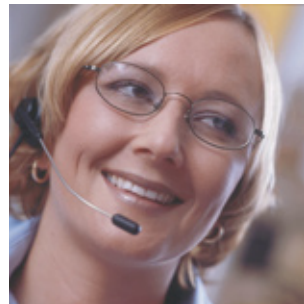


The equipment

The equipment consists of sensors or alarms which will alert a response centre if you need help. These include:

- movement monitors;
- detectors to raise an alert if you fall at home; and
- smoke, fire, gas, carbon monoxide and flood detectors.

If a sensor or alarm is triggered, a signal will alert a 24 hour response centre. All you need to install the equipment is a plug socket and telephone socket near to each other.



"I have a falls detector and the system has definitely helped me to recover over the last six weeks, so much so that I feel confident enough to try without it. I now know that I can get it installed straight away if I need it."

Simple aids can make your life more comfortable and help you get about the house more safely. At night, for example, sensors can automatically put the light on as you get out of bed. Devices such as pressure pads, panic buttons and sensors in various parts of your home linked to an alarm telephone can also help if:

- you leave bed and don't return;
- you are having an epileptic seizure;
- you fall over or wander;
- you have an unwelcome caller; or
- your home becomes unusually hot or cold

What happens if you do need help?

If you have an incident or accident at home or if you suffer from a medical emergency, a message can go to a carer or the response centre where appropriate action will be taken.

"I feel reassured by having this equipment, (a wireless personal alarm trigger linked to a call centre), I pressed the button one day by mistake, instantly someone spoke to me. This equipment helps me to live in my own home."



When an alert is sent to the response centre, staff will try to speak to you. If you cannot respond, a person near you will be contacted such as a relative or neighbour who has already agreed to support you in this way. As a last resort, the emergency services will be asked to respond.

