

Who can apply?

The Home Safety Service is available to disabled, elderly and vulnerable people where a needs assessment has identified risks that can be reduced with Telecare equipment.

Support Service

Home Safety staff will offer assessment, advice and support in relation to Telecare equipment. Trained staff will visit the home to determine the needs, will arrange for installation of equipment and will carry out follow-up training.



Cost

West Lothian Council does not charge for Telecare equipment, maintenance and support or for the Careline call service.

To apply

Applications are available from Home Safety Service by telephoning **01506 771770** and requesting an application.

Please note:

- A working landline telephone is essential.
- A key holder, usually a relative or friend, is required for non emergency situations and to give access.

West Lothian Community Health and Care Partnership
www.westlothianchcp.org.uk

Customers with special requirements

Information is available in Braille, tape, large print and community languages.
Please contact the interpretation and translation service on 01506 775000

West Lothian

Home Safety Telecare Service

Be safe and independent in your own home



Background information

Established in 2001, West Lothian Council's Home Safety Service provides Telecare equipment to give increased safety and security for disabled, elderly and vulnerable people in over 4000 homes.

The Scottish Government drive is to use Telecare to:

"Support as many people as possible to live at home for as long as they want to, in comfort and safety, with the best possible health and quality of life."



How it works

The Home Safety Telecare equipment provides a 24 hour telephone link between you and your home to West Lothian Careline to ensure you have access to help when it is required.

Service user links to the Careline call centre with their pendant, lifeline and other sensors. The call centre establishes the nature of the problem and if required contacts the key holder or the emergency services.

The Home Safety Telecare Equipment package

- **Pendant and lifeline**

A pendant is worn around the neck, wrist or clipped to a belt or clothing which when pressed will trigger an alarm via the lifeline to the call centre.

- **Smoke detector**

Smoke in the home will trigger an automatic alert to the call centre.

- **Flood detector (two supplied)**

Situated in the bathroom and kitchen this equipment will alert to burst or leaking pipes, washing machine, sink or bath overflows or any excessive spills which can cause slips and falls.

- **Movement sensors (two supplied)**

This equipment detects movement or non-movement in the home. It is set to an individual's personal requirements and is used to detect inactivity when there should be movement, for example, following a fall.

- **Temperature extreme sensor**

Set to respond to freezing or unusually high temperatures this equipment alerts to possible hypothermia or excessive heat from a cooker left on.

All equipment is wireless, linked to the lifeline unit which is plugged into a telephone socket.

Other equipment and settings can be provided based on individual assessed need, for example, medication reminders, bed or chair occupancy sensors and door sensors.

