

## Testimonials

Dudley Telecare has supported local people to stay independent, by providing them with bespoke packages according to their specific needs.

Read some of our testimonials below.

“Thank you to Telecare for getting the fire service so quickly to my mom after she left the plastic kettle on the stove and nearly burnt down the house. You are a brilliant service and again a big thank you for saving my mom’s life.”

“Excellent Service would recommend.”

“Mom wishes to praise Telecare and all the friendly and supportive officers for the service that they provided over the years to help reassure her”.

## What are the costs?

The Dudley telecare service is charged at £21.30 per month plus VAT. This is a standard charge, which is not dependant on the number of Telecare products installed in the property. If you are in receipt of a low income and already receive help in relation to your Council Tax via the Council Tax Reductions scheme, you may be entitled to a discount on your Community Alarm charges. For further information and to see if you are eligible please contact 0300 555 2040.

The stated charges are per property for standard households and are not dependent on the number of Telecare solutions installed. Care agencies with multi-dwelling homes should contact Dudley Telecare Services to discuss a bespoke package and costs involved.

## Contact us

For more information or to request a home assessment, please contact our team at Dudley Telecare.

Telephone **0300 555 0055** email **dudcommalarms.dachs@dudley.gov.uk** visit **www.dudley.gov.uk/telecare**



Delivering independence through technology



**Dudley Telecare is a fully integrated monitoring and response service that offers a range of carefully selected products, all designed to help you to remain living safely and independently in your home.**

**Assistive technology products and alarm systems provide support to people, through their link to the Dudley Telecare Service, 24/7, 365 days a year.**



## Dudley Telecare Service

The Telecare service is available to anyone who is likely to need a little extra support or assistance. There is no age barrier to the service; anyone who is isolated, lives alone, needs extra support, or feels insecure could benefit from the service.

Telecare represents the whole range of 'assistive technology' products and is easy to install. The products provide support to people in their own homes, through their link to Dudley Telecare Service. All of the equipment has built in sensors to monitor and alert potential accidents and emergencies such as a person falling, flooding or fire.

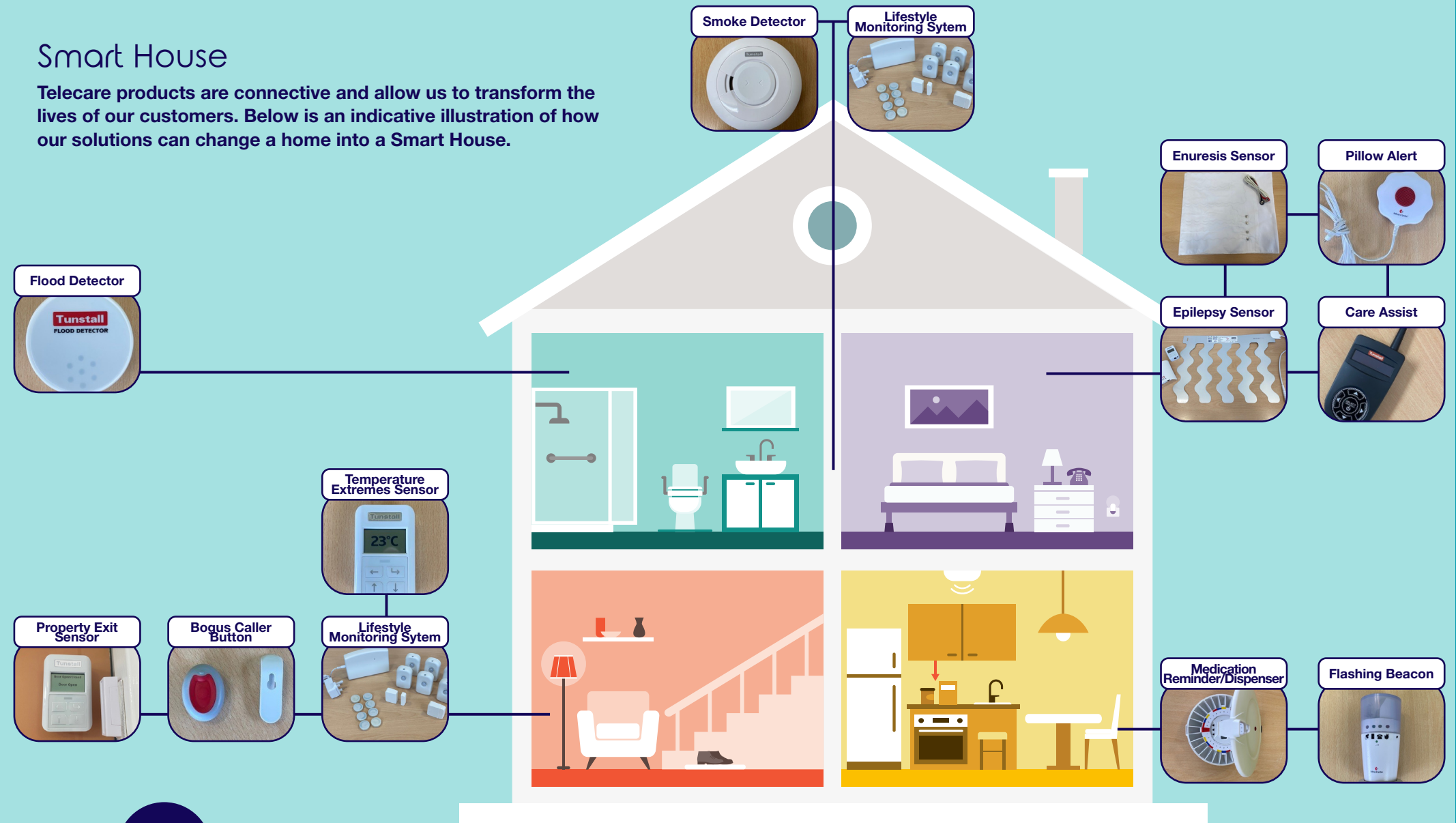
The sensors are all linked to the Dudley Telecare Service monitoring centre and alert the operators within seconds, that there is a potential problem within the home. Alternatively, customers can choose for the call to be transmitted to a carer's pager or mobile phone, so that they can respond to it.

## What are the main benefits of Dudley Telecare?

- Enables a rapid response to emergencies
- Maintains and enhances independence
- Making life easier with Telecare solutions
- Safety and security in the home and community
- Peace of mind for family and carers
- Promotes earlier discharge from hospital
- Delays/avoids care home or hospital admissions
- Supports Carers wellbeing, reducing anxiety and stress
- Enables early intervention/prevention
- Can support social inclusion

## Smart House

Telecare products are connective and allow us to transform the lives of our customers. Below is an indicative illustration of how our solutions can change a home into a Smart House.



One or a combination of the above can be installed to promote Safety and Security, Medication Compliance, Epilepsy, Falls Management, Dementia, Hearing and Visual Impairment,

Continence Management, Environmental Protection, Rehabilitation, Self Care/Improved Wellbeing, Carers and Support for people with learning difficulties to live more independently.