

The information outlined below has been drawn from Stockton-on-Tees Borough Council's website, an article in Stockton-on-Tees Borough Council and Stockton-on-Tees Primary Care Trust Independent Living Today Newsletter (April 2009) and an information provided by Shaun Taylor, Stockton-on-Tees Borough Council on 26th October 2010.

Care Call and Telecare in Stockton-on-Tees

Stockton Council's Security Centre is based in Stockton Town Centre and serves the community in a number of ways, it is the CCTV centre, parking enforcement centre, as well as operating the Care Call and Telecare services.

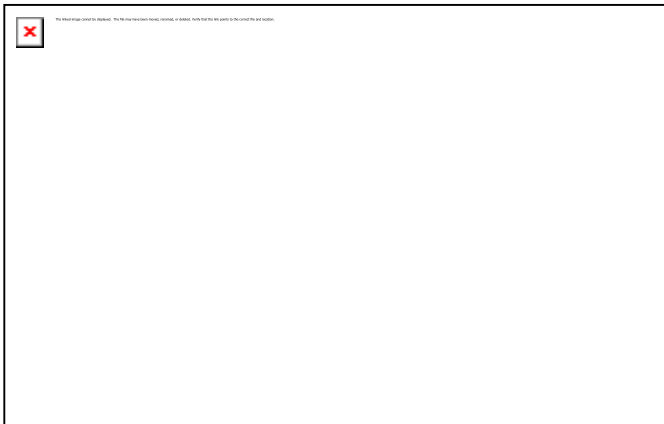
Care Call and Telecare are offered to older and vulnerable people in Stockton who want to continue to live in homes and areas of Stockton of their own choice, it gives them a chance to remain independent and safe, rather than entering residential and nursing care.

Many may say that with fall sensors, flood detectors, gas detectors, panic alarms, movement detectors, carbon monoxide sensors, extreme temperature sensors and the close circuit television service that big brother is watching you! However, service users, their families and carers feel that they have a guardian angel watching over them.

For the last 3 years Stockton's Telecare service has been jointly funded by North Tees Primary Care Trust and Stockton Council and it continues to form a vital part of services in the borough.

Care Call

Care Call provides an emergency response service at the touch of a button 24/7, 365 days a year. A small, discrete alarm unit linked to the phone gives individuals a very quick contact to Stockton's state-of-the-art security centre, whose highly trained officers then respond via the telephone or in person. It is easy to install with no disruption to the user's life.



The Care Call service costs **£3.60** (plus VAT) per week and payment can be made by:

- Direct Debit
- Cash payment
- Cheque
- Stockton Borough Council's Telephone payment line
- Online

In addition a **key holding** facility is now available. Individuals can enjoy peace of mind for only **50p (plus VAT) per week**.

Care Call has developed links with outside agencies such as Police, Social Services and many Housing Associations. Over 6,500 people currently use the Care Call Service within the Borough of Stockton-on-Tees. 2,200 people subscribe directly to the Care Call service paying the weekly charge, which covers equipment rental, maintenance, monitoring and response. The service also provides specific domiciliary care packages to clients' individual needs.

Telecare Services

Telecare is the use of the latest technology to summon assistance. Stockton's investment in state of the art communications technology means that customers can benefit from being linked to a range of devices that can be used to signal for assistance. They range from fall detectors, wandering alerts, flood sensors to extreme heat detectors. These sensors are linked to a base unit via safe radio waves, which is attached to the customer's telephone and linked to a call centre through the telephone line. If one of the sensors is triggered, an alarm is raised at the call centre and an officer will respond through a loudspeaker in the telephone base unit. If there is any cause for concern an officer is immediately despatched to attend the scene or the emergency services are summoned if necessary.

A wide range of equipment and services can be provided to enable persons to continue to live independently in their own home. There are currently 370 active installations of Telecare in Stockton and the cost of Telecare is £7.70 per week, which includes monitoring, mobile response and all equipment, regardless of type.

Stockton secured £100,000 funding from North Tees Primary Care Trust for the delivery of Telecare.

Care Call – Annual Report 2008/09

The Care Call Community Alarm Service (formerly known as Warden Call) was established in 1983 as part of the Council's Housing Service.

The Care Call Community Alarm Service currently operates from the Security and Surveillance Centre Control Room, 24 hours per day 7 days per week. The call operators are supported by teams of mobile staff working in the community, and the aim is to answer any alarm activation within 1 minute. Should a member of staff need to be dispatched to a location, the target is to get there within 30 minutes of receipt of the call.

In July 2007, the Council's Housing Service transferred 130 properties (Sheltered Warden Schemes) to a housing provider and 204 properties were retained by the Council, Care Call provides a floating support service to each individual client; clients are advised that there are five different levels of service which we can provide:

- Gold 1 – Daily Calls & Weekly Visit...24/7 Monitoring and response
- Gold 2 - Daily Call only.....24/7 Monitoring and response
- Gold 3 - Weekly visit only24/7 Monitoring and response
- Silver - Call One day per week.....24/7 Monitoring and response
- Bronze -..... 24/7 Monitoring and response only

Clients whenever possible are encouraged to have the full gold service, however due to the changing needs of clients some elect to change their level of service from low to high or high to low depending on their individual needs.

In addition to the alarm monitoring and response, the Care Call service provides flexible personal 'domiciliary' care and is registered with the Care Quality Commission.

Care Call provides other valued community services including:

- Visiting and check calls for sheltered housing residents
- Outreach and floating support
- Out-of-hours contact centre for Registered Social Landlords and Local Authorities.

Partnerships

Care Call works in partnership with various outside agencies and other local authority departments. Stockton Council has formed close working links with the Primary Care Trust (PCT), Cleveland Fire Brigade (CFB) & Cleveland Police (CP).

In conjunction with Yvonne Cheung (Children, Education and Social Care - Falls Coordinator), all people who are at risk of falling or have had a fall receive an assessment to ascertain which Telecare equipment would be beneficial. In return all Care Call clients who have had a fall can be referred to the Falls Coordinator to ascertain how they fell and how best to avoid future falls.

Also, Stockton have a referral system, whereby CFB can refer vulnerable people who may benefit from the Care Call service.

The Care Call team have close working relationships with CP, with the protection of vulnerable adults under the 'Operation Strongbow' title, criminal information is cascaded to all frontline staff who pass the information on to our service users.

These established working relationships strengthen the work carried out by all agencies and lay the foundations for future success.

Looking Ahead

It is quite clear that Telecare and Telemedicine will remain with us for the foreseeable future, they are a vital addition to community alarm systems and they need to be developed in parallel with support and training for carers.

Stockton Council has trained a new cadre of telecarers: health and care professionals who can use the new technology, to communicate effectively with patients and the public regarding various options which are available to them. As soon as the parameters are set for the Telemedicine system we will roll out a further programme.

Value for money

The current charge is £3.60 + Value Added Tax, per week. The key holding service is available to all clients at an additional cost of 50p per week.