

TeleCareLine



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TeleCareLine is a monitoring and alert system that can help support people to live independently in their own homes, by providing users, their carers, family and friends reassurances that help is available in an emergency 24 hours a day.

Hillingdon's TeleCareLine service is free:

- to residents who are aged 75 and over
- to residents currently receiving Housing Benefit and/or Council Tax reduction (this does not include single occupancy discount)
- for up to six weeks, as part of the reablement package

The service will be available to other residents who are not eligible for a free service. There are 4 levels of service and the weekly cost will vary from £1.13 to £12.00, depending on the level of service required.



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A resident with a medical condition which results in poor mobility and risk of falls was referred for TeleCareLine following a series of falls. They were concerned that they may not be able to get help if their spouse was out of the house.

TeleCareLine level 1 service was installed with a 2nd trigger issued to the spouse. Included in the standard package is Lifeline unit, personal trigger (pendant/wrist strap) monitored smoke alarm and bogus caller button.

The resident also provided details of 2 key holders who can be contacted in an emergency.



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Having TeleCareLine installed meant that the resident maintained their independence by being able to remain in the family home.

In addition, their family have reassurance that they are safe and support is available if needed. The spouse is able to go out and leave them at home knowing that a support mechanism is in place should any further incidents occur.



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