Enabling you to stay in your own home

The Telecare Service is provided by Grand Union Housing Group in partnership with Central Bedfordshire Council.

The objective is for the user to remain independent with support provided 24 hours a day in case of an emergency.
Who can benefit from the Telecare Service?

Anybody and of any age. Some examples include:

- patients being discharged from hospital
- new referrals to primary/community services, including occupational therapy, district nurses and social workers
- older people with diagnosed dementia
- those referred for rehabilitation
- people with a sensory or physical impairment
- vulnerable people who would benefit from additional technology
- people living with epilepsy
- children and young people in need of support.
How does the Telecare Service work?

The alarm is connected through your phone line.

When the equipment is activated by the alert button, it will connect to a designated response centre who will deal with your emergency by contacting the most appropriate responder. This could be the emergency services or one of your nominated responders.

It is a requirement of the service to have two responders to contact on your behalf in an emergency.

The responders need to be able to reach you within 30 minutes of being called.
What is the range of services available?

There are a range of sensors available, some examples are:

- flood detector
- smoke detector
- carbon monoxide detector
- temperature extremes sensor
- falls detector
- bed and chair sensor
- door sensors
- epilepsy sensor

If you think that you, or someone you know, might benefit from Telecare equipment, you will need to contact our Telecare Team. We receive referrals from social workers, health professionals and many other agencies as well as families and carers - you can even refer yourself.

A Telecare officer will visit you at home to carry out an assessment. It is often helpful if you have a family member or carer present at the time of the visit. The assessment ensures that the appropriate equipment can be identified to best support your individual needs. The Telecare officer will discuss their recommendation with you and those present and, with agreement, will arrange for this to be installed.

A review of your needs can always be arranged to accommodate any changes in your circumstances.
What are the contractual arrangements?

The contract is for a minimum of 30 days. The service is means tested and can be free of charge if a social care package is in place.

If a charge is to be applied, payment is made to Central Bedfordshire Council.

For further information please contact our team on 01525 408666.
Equality and Diversity

Grand Union Housing Group has a responsibility to ensure that equal opportunity and effective management of diversity are at the core of its business. We set targets to deliver services that are responsive to the needs of communities and individuals, and promote social inclusion.

Registered address: Derwent House, Cranfield Technology Park, University Way, Cranfield, Bedfordshire MK43 0AZ.

A registered society under the Co-operative and Community Benefit Societies Act 2014 Registered with the Homes and Communities Agency. Member of the National Housing Federation.

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Do you need the information in this leaflet in a different format? Please contact us on 0300 123 5544 to discuss your specific requirements.