

Care Connect 24/7

24 hours a day, 7 days a week,
365 days a year.



**Ivi Fall Detector
and Pendant**

Images © Turnstal Healthcare (UK) Ltd.

How does the service work?

You will be connected to our Control Centre via a unit with a pendant (supplied), or connected to a pull cord system. If you require assistance for example: feeling unwell, anxious, insecure, bogus callers or have a fall and need help to get up, pressing your button or pulling your cord will put a call on to Control who will offer support and assistance to help.

Please ask us if you would like this document summarised in another language or format.



Braille



Audio



Large print

| | | |
|-----------------|--------------------|-----------------|
| العربية Arabic | (中文 (繁體字)) Chinese | اردو Urdu |
| polski Polish | ਪੰਜਾਬੀ Punjabi | Español Spanish |
| বাংলা Bengali | हिन्दी Hindi | Deutsch German |
| Français French | Türkçe Turkish | Melayu Malay |

care.connect@durham.gov.uk
03000 262 195



Code of Practice
Platinum Accredited
Organisation



Care Connect

‘Right up your street’



24/7

24 hours a day,
7 days a week,
365 days a year.

**“Supporting local
people of all ages
to enable them to
enjoy a full life in
their own home”**

Welcome

What services do Care Connect offer?

We offer a monitoring and response service, 24 hours a day, 7 days a week, 365 days a year to your home. We can provide assistance and reassurance and send a member of staff to you if required.

To assist customers in maintaining their independence, Care Connect provide Telecare services for those who have had an assessment of their support needs from Social Care Direct.

However, we recognise that not all customers wish to go through the assessment process and there are instances where Residential Care Home Providers identify additional support needs for a resident in their care. Care Connect offer customers the opportunity to purchase a Telecare service under a private agreement.

Further information about Telecare is contained overleaf.

Who can be connected to the Service?

Anyone who lives in County Durham who feels they are vulnerable or at risk and who feels they would benefit from the reassurance and assistance the service can offer.

What do I need to be connected to the service?

- An active telephone line which can make incoming and outgoing calls or we can provide mobile technology but this will be at an additional cost
- An electric power supply which is close to your telephone socket
- Care Connect will provide the alarm unit or arrange to reconnect your pull cord system.



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Cost of Service

There is a weekly charge for the service and a one-off connection charge.

You can view our current charges by visiting us on line at www.durham.gov.uk/careconnect or by telephoning **03000 262 195** and requesting a price list.

Choice and Support

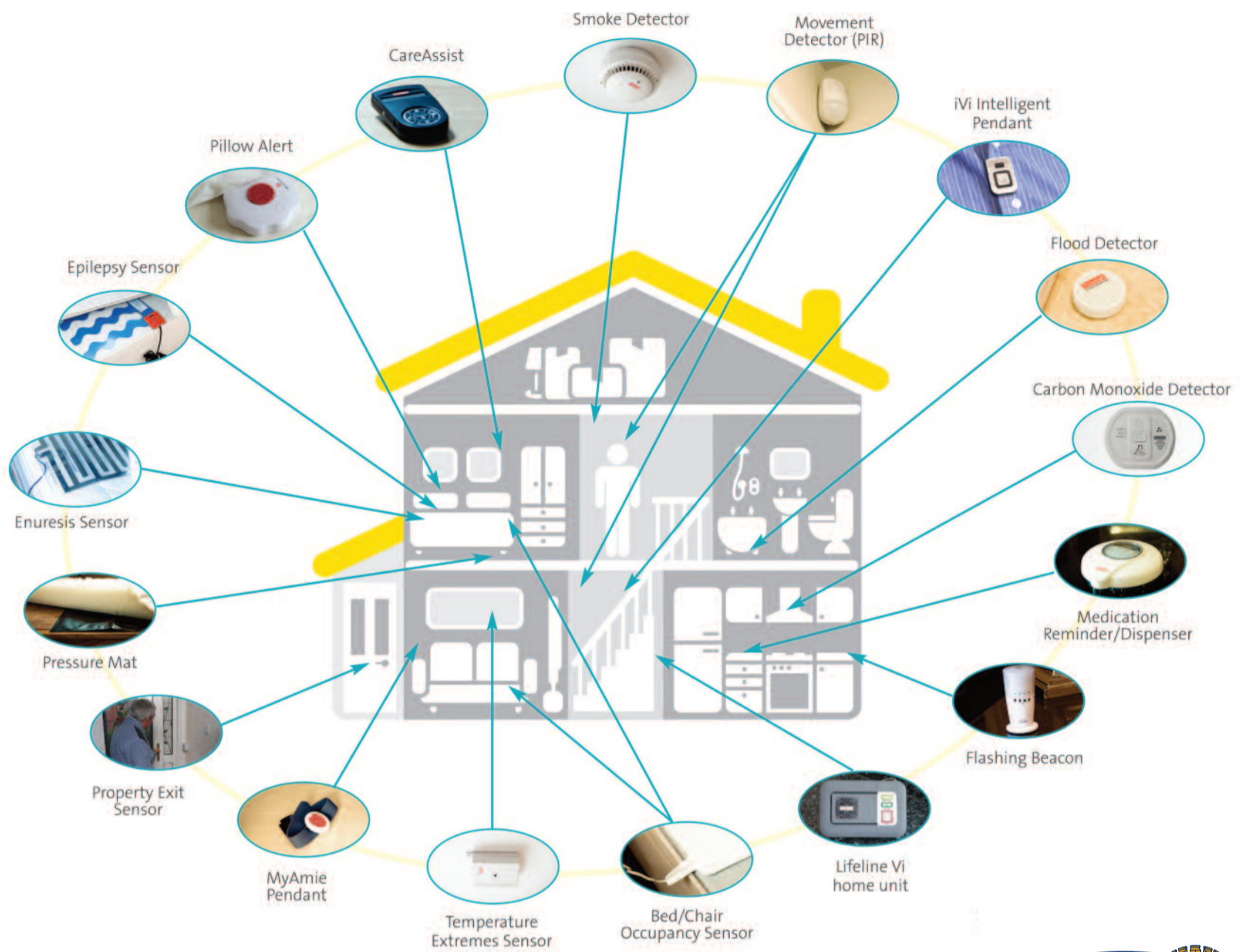
Additional services

We provide additional support services to meet your needs at a small charge.

These include:

- Re-assurance calls
- Weekly visits
- Additional pendant
- Monitored smoke alarm

For further information please contact us online at www.durham.gov.uk/careconnect or by telephone on **03000 262 195** or email: care.connect@durham.gov.uk



The following descriptions advise how some Telecare items assist you to maintain your independence:

NB: All the above Telecare items are available through Care Connect by direct purchase or via an assessment through Social Care Direct (which includes financial and support needs).

Fall Detector*

For people who are at risk of falling. It identifies a genuine fall and registers an emergency call to Care Connect's Control Centre so that appropriate action can be taken.

*Due to the wide variety and type of falls, some falls may not be detected. In the event of a fall the customer should always try to press the help button on the iVi fall detector.

Epilepsy Sensor

This equipment monitors and detects seizures, raising an alarm call to Care Connect's Control Centre where appropriate action can be taken.

Bed Occupancy Sensor

A solution to protect people who may get out of bed during the night and fail to return. People who would benefit include those who are at risk of falling. An alarm call is raised to Care Connect's Control Centre after a specified period of time has elapsed and appropriate action taken.

Pillow Alert Solution

Vibrates to alert a sleeping user to a potential dangerous situation, such as a fire.

Care Connect

One 'press' of the button for immediate assistance

Never far away from local support

New technology

Emergency response to your door

Choice of service

Trained local staff always on hand



Applying for the Care Connect Service

Could not be easier, please visit our website at:
www.durham.gov.uk/careconnect
 or you can telephone **03000 262 195**
 24 hours a day, 7 days a week,
 365 days a year, or email:
care.connect@durham.gov.uk

Website:
www.durham.gov.uk

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24/7

