



Fact Sheet

visit us at www.sefton.gov.uk/independentliving

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Telecare

What is Telecare/Careline?

A Community Alarm is a monitoring system to support people to be safe at home. It will allow you to call for help if you are unwell or have a fall. A basic alarm system will include a hub unit which is plugged in to the mains. Depending on which product you choose it will either connect via your home internet or SIM. You then have a button that you can wear around your neck or on your wrist. When you need help, you activate the button which creates a call through to a 24hr monitoring centre. An operator in the call centre will arrange and co-ordinate the support that you need. Some systems can also expand to include other alerting devices such as door sensors or automatic fall detection.

Sefton Council can offer this service through Sefton Careline.

Sefton Careline can provide wireless motion sensors, personal alarm pendants and movement monitoring sensors - ensuring safety in the home.

The equipment can also detect environmental changes such as flood, fire or carbon monoxide. Sensors will automatically raise an alarm at our monitoring centre where our trained personnel will determine the appropriate course of action.

For an informal discussion or for more information:

T: 0151 934 3785

E: lifeline.service@sefton.gov.uk

It is advisable to do some research before subscribing to anything to ensure that you get a service which is both useful and accessible.

Further Information:

[Sefton Metropolitan Borough Council - AskSARA \(livingmadeeasy.org.uk\)](http://livingmadeeasy.org.uk)

ASK SARA is an online rapid self-assessment and guided advice tool. The tool is designed to provide individuals, their families, and carers, with advice and guidance to access equipment for independent living. Using an asset-based approach, individuals are asked to choose from a wide range of topics, answer a series of questions and then view a personalized report including local signposting that links to a catalogue of suppliers that can provide over 10,000 products to support and facilitate independence at home.

