



Your guide to

Gateshead Care Call Service

Gateshead Care Call Service

The purpose of this booklet is to give information to clients who have a community or dispersed alarm fitted in their home. This service gives independence and full support from our 24-hour emergency alarm system, seven days a week, 365 days a year and is available to older people, people with disabilities or any person deemed to be at risk.

How do we respond to calls?

Once a call has been taken the operator will assess whether your call is a emergency and will judge whether it is a medical or non medical emergency. If we think it is a **medical emergency** we will:

- Talk to you and find out as much information as possible i.e. your symptoms, injuries, how long you have been poorly/injured.
- If you have fallen we will ask your next of kin/key holder to come to your home and see if medical assistance is required. If your next of kin/key holder is unavailable we will send a Gateshead Care Call assistant or the emergency services to your home.
- Contact the emergency services where we have been unable to contact your next of kin, giving them precise details of your symptoms and where you are. One of our operators will keep talking to you and continue to give you reassurance until help arrives.
- Send a Gateshead Care Call assistant to your home to help the emergency services gain access to your home if required and staff are available.

- Inform your next of kin, we will always check with you first to see if you're happy for us to contact them.
- Make sure that we leave your home locked up and secure if you need to be taken to hospital if keys are available.

If we think it is a non medical emergency we will talk to you to find out what help you need. You may need our help in a variety of ways such as calling a doctor, getting a new prescription, changing your dressings or help with personal care.

Please note all calls to Care Call are voice recorded for security and training purposes.



Requesting a doctor

If you need us to call a doctor, we will contact them and notify your next of kin/key holder if available. If the doctor is unable to attend immediately we will contact you on a regular basis until the next of kin or doctor has arrived. In all but trivial cases, the next of kin/key holder will be informed that their relative is ill and that a doctor has been called, unless you tell us otherwise.

If you contact us in the night/early hours of the morning and say that you do not want your next of kin notified during unsociable hours we will respect your wishes but we will contact your next of kin the following morning. If you do not want your next of kin contacted we will respect your wishes.

Prescriptions

If you need a new prescription in an emergency we will contact your local chemist and ask them to deliver your new prescription to you. If your chemist does not have a delivery service and you have no next of kin and are unable to go yourself, a Gateshead Care Call assistant will collect your prescription for you.

If you do not have a prescription, we will find out what you need and contact your GP. We will let you know when your prescription will be ready. If you are housebound with no next of kin, we will arrange for your medication to be delivered by a chemist or a Gateshead Care Call assistant if required urgently.

Dressings

If you need to have your dressings changed, we will contact your GP surgery and arrange an appointment for you with the district nurse. We will let you know the date and time of the appointment.

Other requests

In cases of emergency Gateshead Care Call assistants will give you extra help and support when your carer/family/friends are unavailable.

We can:

- Prepare a snack or drinks
- Collect emergency prescriptions
- Do emergency shopping
- Carry out some personal care
- Help with moving and handling - where applicable

False calls

Do not worry if you press your alarm button/pendant by mistake. The call will be answered in the normal way with the operator asking if you require any help and if everything is all right. False calls can also let us know the system is working correctly.

Please note that in all cases of emergency, your nominated key holder/next of kin who lives within the Gateshead area, will always be contacted first at any time of the day or night and they would be expected to respond unless they are unavailable ie. at work, on holiday, sick etc. If you have no next of kin or key holders the Gateshead Care Call assistant or emergency services will respond. The same applies to next of kin/key holders living outside of the Gateshead area.

Equipment installed in your home

The Gateshead Care Call alarm system works through a home unit. When activated, this generates an alarm call through to the control room. The alarm can be activated by pressing the big red button on the home unit, or by activating the red button on the pendant, which is generally worn around your neck or wrist.

There are several different types of equipment which may be available in your home. You can find details of the different types of equipment available below, check what matches the system in your home and how it works.

Connect +

Tunstall's Lifeline home units are easy to use, flexible home hubs to support a range of telecare services, enabling you to live independently.



Fall detectors

Issued if you have frequent falls and must be worn day and night.

Pendants

These are provided with all Lifeline units and can be worn either around the neck or on the wrist.



Communicall Speech Box

Activate by pressing your pendant or the red button on the box.

Smoke alarms

If you have a smoke alarm installed by the council, it is YOUR responsibility to change the 9v battery annually.

If we are alerted to a smoke alarm, our officers follow a set procedure to make sure that the alarm is genuine and has not been triggered accidentally, before they contact the fire service.

Useful tips

- Test your pendant regularly.
- Your pendant is waterproof and can be used in the bath/shower.
- If you or your family/friends accidentally press your pendant do not worry, just let the call come through and you can inform the operator everything is ok.
- Remember, the system uses one-way speech, allowing only one person to speak at any one given time.
- The equipment is very sensitive and it is not necessary for you to stand right next to the unit, as it is possible to hear you at a distance.
- If pendants are lost or broken through neglect, replacements may be chargeable.

How you can help us

The Gateshead Care Call service should always be contacted if there is a change relating to your:

- medical conditions
- key holders
- key holder's addresses or telephone numbers
- next of kin

Who does what?

Detailed below is a helpful checklist of how Gateshead Council and The Gateshead Housing Company can help you.

Gateshead Council

We can help with:

- Supporting People queries
- Social Care - Domiciliary Care
- Compliments/Complaints
- Community Alarms
- Adaptations
- Equal opportunities
- POVA (Protection of Vulnerable Adults)

The Gateshead Housing Company

If you are a council tenant we can help with:

- Repairs
- Rents & Service Charges
- Tenancy Issues
- Insurance
- Lettings
- Ground Maintenance i.e. grass cutting enquiries
- Compliments/Complaints

Meet the team that looks after you

The Gateshead Care Call Team are based at the Civic Centre in Gateshead. If you need support or assistance we are available 24 hours a day, 7 days a week, 365 days a year.



If you need to get in touch with any member of the Gateshead Care Call Team call the helpline number on **0191 478 7665** or contact any member of the administration team on **0191 433 2648**.

Not satisfied with the service you have received from us?

Gateshead Council operate a complaints procedure, if you wish to make or discuss a complaint, please contact:

Anne Robson
Care Call Assistant Manager
Adult Services
Civic Centre
Gateshead
Tel: 0191 433 2649

Equality statement

Every person in Gateshead matters - and Gateshead Council is committed to best practice when it comes to equalities and diversity issues in Gateshead. This means that all residents should have equal access to the opportunities the borough provides regardless of race, faith, disability, gender, sexual orientation or age.

If you have any concerns relating to equality please do not hesitate to speak to Anne Robson on: **0191 433 2649**, or you can email: **annerobson@gateshead.gov.uk**

Gateshead Housing Company contacts

P Dunston Activity Centre

Ellison Road, Dunston,
Gateshead NE11 9SS
Tel: 0191 433 8888

Felling

Booth Street, Felling,
Gateshead NE10 9EW
Tel: 0191 433 8080
Fax: 0191 433 8077

P Gateshead Civic Centre - Central

Regent Street, Gateshead
NE8 1HH
Tel: 0191 433 2730
Fax: 0191 477 8373

P Gateshead Council @ Birtley

16 Durham Road, Birtley,
Gateshead DH3 1LE
Tel: 0191 433 6102
Fax: 0191 433 6127

P Gateshead Council @ Blaydon

5 Wesley Court, Blaydon,
Gateshead NE21 5LS
Tel: 0191 433 6202
Fax: 0191 433 6227

Gateshead Council @ Leam Lane

129 Coatmede,
Gateshead NE10 8QH
Tel: 0191 433 5888
Fax: 0191 433 5885

P Wrekenton

143-145 High Street,
Wrekenton, Gateshead
NE9 7JR
Tel: 0191 433 5822
Fax: 0191 433 5833

P Payment offices

Home Repair Service - 0800 408 6008

From 8am till 7pm Monday to Friday;
8am till noon on Saturdays; and for
emergencies 24 hours a day, seven days
a week.



Different Formats

If you would like this information in a different format such as Braille, large print, on cassette/CD/MP3, or in a different language please contact: 0191 433 3444.



Produced by Sport, Wellbeing and Independence Service,
Community Based Services, Gateshead Council

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