



DUMFRIES AND GALLOWAY
Health and Social Care

Live Independently with Care Call



What is Care Call?

Our service supports local residents to live independently within their own homes; this is achieved by the use of unintrusive telecare equipment. Our team can arrange support in an emergency both day and night.

How does it work?

Upon activating your telecare equipment you'll be connected to our locally based team. From here, our skilled operators will speak to you and contact help if required.

To protect user privacy, telecare equipment only communicates to our operators whenever it is activated (i.e., through a pendant button press).

Benefits of Care Call



Instant response – our highly skilled operators respond to your call to get the help you need.



Personal service – friendly and person-centred approach.



Complete reassurance – 24-hour link to our local monitoring centre.



Easy installation – carried out by our trained technicians.



Arranged visits – all visits will be arranged in advance via a phone call. Our team will be dressed in clothing displaying the Dumfries and Galloway Council logo and will be carrying an ID card which they will present.

Care Call operator responding to telecare equipment activations via the local monitoring center.

How does the technology help?

A range of unintrusive intelligent telecare sensors that offer a comprehensive way to manage the risks to someone's health and home environment, 24-hours a day, 365-days a year.

Alarm pendant – a wearable device that provides a means for calling for help from anywhere in the home or garden.

Fall detector – a wearable device that activates whenever a fall is detected but can also function like a pendant.

Smoke, Heat and Carbon Monoxide detector – home fire safety essentials that work with the Care Call system provided; this is in addition to the homeowner's existing fire safety responsibility.

Bed/chair sensor – provides an early warning that you have left the bed/chair and not returned within a predetermined time period.

Door/window sensor – provides an alert if the door/window is opened and not shut within a predetermined time period.





Smoke Detector



Alarm Pendant



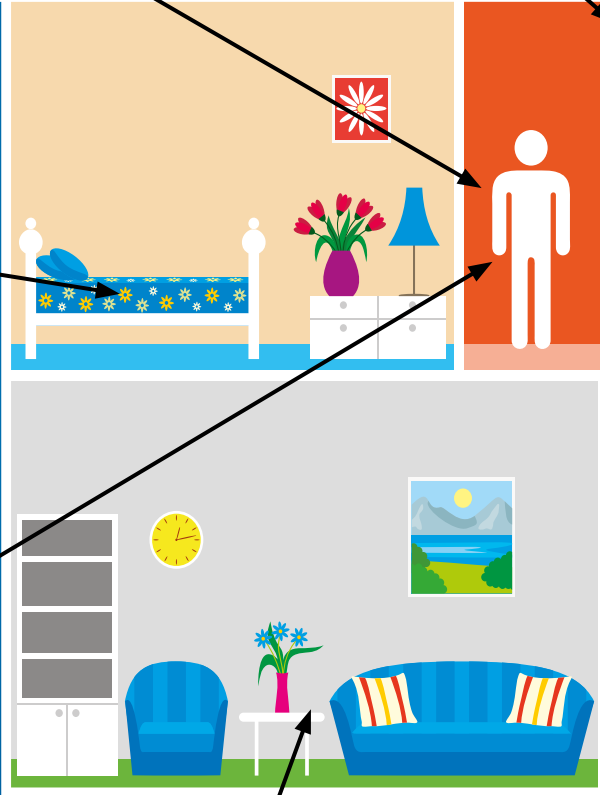
Bed/Chair Sensor and Pad



Fall Detector



Home Unit





Flood Detector



Carbon Monoxide Detector



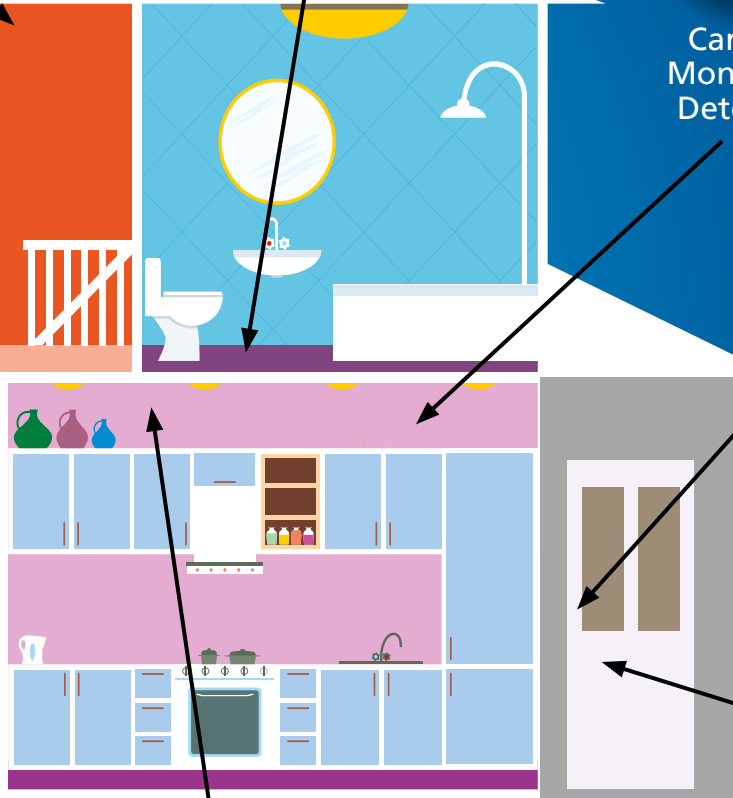
Bogus Caller/
Panic Button



Door Sensor



Heat Detector



Sensory Support

If you require sensory support in conjunction with Care Call, please consider the following:

- Deaf alarm compatibility with your existing fire alarm system – please refer to the Scottish fire safety legislations and [deaf and deafblind guidance](#);
- If you are unable to hear fire alarm activations within your property without hearing aids, as further solutions can be reviewed to support this; and
- If you are a private homeowner – please refer to [advice and grant support for private homeowners](#).

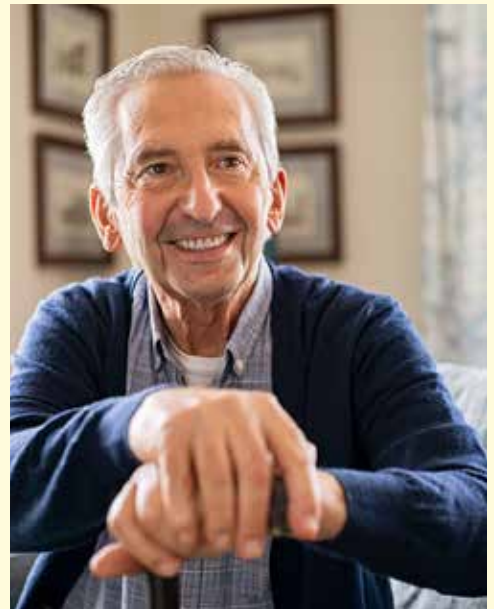
For further guidance relating to sensory support equipment, please visit our sensory support team webpage at

www.dumgal.gov.uk

Who could benefit from Care Call?

Care Call is available to anyone of any age who would like to feel safer, more protected and independent in their own home. It might be the ideal solution if you're experiencing:

- Long-term health conditions
- Frailty
- Sensory impairment
- Dementia
- Reduced mobility



What you'll need

As part of the Care Call service, we require a minimum of two emergency responders to meet the following criteria:

- Live at a separate address
- Are able to access the property (key or key safe details where applicable)
- Live/work within a 45-minute travel distance to the property

The role of a responder is to be:

- Contactable via phone and able to attend the property 24/7 to check if further support is required



How can I apply?

To make a Care Call referral:

- Call 030 33 33 3001; or
- Email acessteam@dumgal.gov.uk and use 'Care Call Referral' as the subject heading. Please ensure you include your name, address and telephone number.

Costs and Payments

- Weekly charge of £6 or free for those under 18 years old or with SR1/BASRiS certification
- Payments can be collected either monthly or quarterly
- Telecare equipment provided is included within the weekly charge

Important Information

- Dumfries and Galloway Council's finance team will contact you via letter to arrange a payment method
- We will never contact you directly to ask for card payment details
- Our team will arrange appointments/visits via a phone call
- Telecare equipment remains the property of Dumfries and Galloway Council. If the service is no longer required, all telecare equipment will be uplifted at an agreed date and time
- Care Call needs to be notified if you move property, this is so that our team can reinstall your telecare equipment and ensure it is able to successfully communicate to our services
- Emergency contacts should notify us when they go on holiday
- Care Call recommends that your system is tested every two-weeks via a manual button press