

## How do I get connected?

Our services are available to anyone living in Derby city. All you need to be connected is to have a telephone line in your home.

If you would like more information about the services we can provide, to discuss possible Telecare solutions or to arrange a demonstration, please contact:

### Carelink/Telecare

Telephone referral: **01332 642203**

To discuss Telecare: **01332 642920**

Email: [carelinc@derby.gov.uk](mailto:carelinc@derby.gov.uk)

Website : [www.derby.gov.uk](http://www.derby.gov.uk)

Post: Derby Carelink, Council House,  
Corporation Street, Derby DE1 2FS.



We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 642203  
Minicom: 01332 640666

### Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: 01332 642203 Tel. tekstowy: 01332 640666

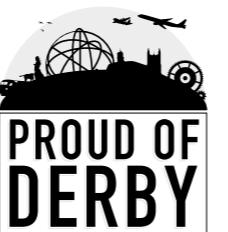
### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ 01332 642203 ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

### Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں میا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ برآ ۰۱۳۳۲ ۶۴۰۶۶۶  
نئی ۰۱۳۳۲ ۶۴۲۲۰۳ پر ہم سے رابطہ کریں۔

Some images provided courtesy of **Tunstall**



Derby City Council The Council House Corporation Street Derby DE1 2FS  
[www.derby.gov.uk](http://www.derby.gov.uk)

# Derby Carelink and Telecare

Here for you 24 hours a day



Derby City Council

**Derby Carelink is a 24 hour service providing an instant response at the touch of a button. It offers personal safety and security to enable you to live independently within your home.**

## How can Derby Carelink help you?



### Falls

"I feel so safe and secure living here. I know the telecare sensors will alert the monitoring centre if there's a problem like I have a fall. I think it's brilliant."

**David | Telecare user**



### Dementia

"If it hadn't been for Telecare I'm sure I wouldn't still be at home and my family are a lot less worried about me now."

**Pam | Telecare user**



### Learning Disabilities

"Having this marvellous new system makes me feel safe, but also that I have some control. It's made a really big difference to my everyday life."

**John | Telecare user**



### Carer Support

"Since the equipment has been installed I have started to go out again, and I know Mum will be ok. The equipment really gives me peace of mind."

**Sarah | Daughter of Telecare user**

## What is Telecare?

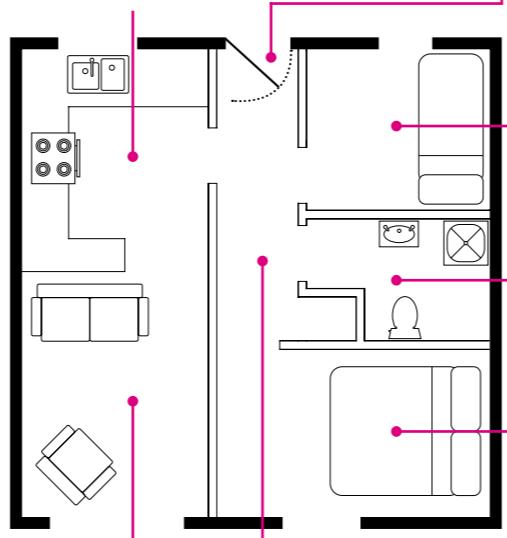
A range of non intrusive intelligent Telecare sensors that can be installed around the home to help manage the risks to a person's health and home environment.

There are many ways Telecare can help, all of which are tailored to your needs.

**Here are some common areas of risk and the equipment we can install:**

### Kitchen

Fire / Heat sensor  
Carbon Monoxide detector  
Gas detector



### Front Door

Bogus caller button  
Property exit sensor  
Pressure mat

### Spare Bedroom

Carer support pager system

### Bathroom

Flood detector  
Pull cord  
Fixed pendant

### Master Bedroom

Occupancy sensor  
Epilepsy sensor  
Fall detector

### Living Room

Occupancy sensor  
Medication reminder  
Lifeline unit and pendant  
Low temperature sensor

## How does the service work?

Derby Carelink gives you a link 24 hours a day between your home and our response centre. Here's how the service works:



### Telecare activates alarm

If one of your sensors is activated, a message will be sent to our response centre.



### Call received by Carelink operator

A trained operator will take the most appropriate action to support you.



### Appropriate action taken

This could be contacting a family member, carer, neighbour, doctor or the emergency services, or by sending out the Carelink local response team.

