




## Notes

## Finding out more

If you would like further copies, a large-print copy or more information about us and our services, please telephone or write to us at our address below.

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## General Enquiries

-  **01234 267422**
-  **Adult & Community Services**  
Bedford Borough Council  
Borough Hall, Cauldwell Street  
Bedford MK42 9AP
-  **care@bedford.gov.uk**

## Telecare Services

Promoting safety within your own home



Adults and Community Services

## About Us

Telecare is a range of equipment, including pendant alarms, falls detectors and movement sensors that can promote your safety within your own home.

The Telecare Service will provide you with a specialist assessment and identify the most appropriate equipment to meet your ongoing needs. Bedford Borough Council work in partnership with Aragon Housing Association who will install and demonstrate the equipment on our behalf.

We can also provide guidance and advice about other services that Bedford Borough Council can provide or signpost you to other organisations.

We are available between 9am and 5pm during the working week (Monday to Friday). If you would like to make a referral please contact us on **01234 228328**. We can also provide you with guidance and advice on existing equipment or possible future equipment needs

## Our Aim

We aim to provide you with a specialist assessment and equipment to enable you to live as independently and safely within your own home.

We will work with you to:

- Increase your safety within your own home
- Improve your quality of life

## Services we provide

One of our Telecare Assessors will be able to:

- Discuss any needs that you may have within your own home
- Discuss equipment that may be able to assist you
- Provide guidance, advice and information
- Provide reviews to ensure that the equipment is appropriate to meet your needs

If you do not have any local family or friends, we can discuss our Responder Service. The Responder will visit you if an alarm is raised at any time during the day or night to provide you with assistance.

## Eligibility and access

We work with adults and older people with a disability across Bedford Borough Council whose independence and safety is at risk.

There is no charge for the Telecare equipment or the Responder Service if it is considered to be an eligible need. However, the equipment requires a telephone landline to be in situ and allow both incoming and outgoing calls. This cost will not be met by Bedford Borough Council.

If, following a Telecare assessment, we do not feel that Telecare is appropriate for you, we will signpost you to other services and discuss any potential costs that may occur.

We can also signpost you to where you may be able to obtain advice on applying for any benefits that you may be entitled to receive.

## Safeguarding adults

Abuse is mistreatment by any other person that violates your human and civil rights. Bedford Borough Council is committed to safeguarding vulnerable adults from abuse (SOVA). If you are being abused or suspect that someone you know may be the victim of abuse contact our Safeguarding Team on **01234 276222**. Your concerns will be taken seriously and will receive prompt attention.


## Having your say

We would like you to tell us how you think Bedford Borough Council's Adult Services have worked for you and what you think of our services. Our staff will ask for your views throughout your contact with us.

To give us feedback on the service you have received, please speak to the manager or staff at the (service name) or write to us at the address on the back page.

Bedford Borough Council's Adult Social Care Services are independently regulated by the Care Quality Commission (CQC). If you want to discuss our service(s) with them they can be contacted at:

 **03000 616161**

 **Care Quality Commission**  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

 **enquiries@cqc.org.uk**

