Telecare & Assistive Technology Service

CROYDON’S LOCAL OFFER

Matthew Catchpole- Telecare & Assistive Technology Adviser
What is the purpose of Telecare & Assistive Technology?

- Using Telecare sensors and assistive technology devices we aim to prevent and manage risk to ensure support is received as and when requested or required.
- To enable independence and reduce isolation/risk both at home and in the community.
- Offers peace of mind for the individual, family and carer’s.
How the Telecare Service works?

Monitored Sensors
A sensor has alerted within the home due to risks that may include cooking, falls risk etc. The Lifeline dials through to Centra the call response centre.

Call Centre
The call handler has all the residents details including protocols for each sensor. Call handler is able to check on safety; advise over the phone and pass to Croydon Careline Plus service or emergency services if required.

Careline Plus
Response team are active 24hrs a day 365 days a year. They will access property via the keysafe if resident is unable to respond and manage the situation including alerting emergency services, family or professional involved.

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What is Assistive technology?

To family or carer
- Door / window sensors
- PIR Movement sensors
- Bed/Chair/Floor Sensors
- Epilepsy Sensors
- In Home PIR monitoring System

Independence
- Becoming lost- various GPS devices
- Mobile Phones- easy to use, SOS applications
- Activity Reminder clocks
- Fingerprint door entry
- Medication reminders

Practical aids
- PIR movement detection lights
- Tipping kettle, talking scales etc.
- Image or large print phones
- Gas shut off valves
- Quick release door chain
- Keysafe- police approved

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How do I get support?

Individual, Family or Carer’s

- Croydon Equipment Service, Aztec Centre 28 Boulogne Road, Croydon, CR0 2QT. Open Monday to Friday 9am-5pm.
- Referral via allocated SW/OT or other professional.
- Croydon Contact Centre – Request for Telecare referral- 020 8726 6000
- Online referral via www.croydon.gov.uk search ‘Careline/Telecare’ and fill in referral form.

Professionals

- AIS referral work flowed to Careline/Telecare inbox- fill in additional questions.
- Online referral via www.croydon.gov.uk search ‘Careline/Telecare’- fill in referral form.

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