

wightcare

services

here for you 24 hours a day



Wightcare Services
Bugle House, 118A High Street , Newport, Isle of Wight PO30 1TP
Tel: 01983 821105 wightcare@iow.gov.uk

What is available

Wightcare Services offer high quality 24 hour emergency support to Island residents as part of the Isle of Wight Council Community Wellbeing and Social Care Directorate. Wightcare Services work with Island residents and their families to help them remain in the comfort of their own homes but with the reassurance of support being available.

What we do

Community alarms

For many people the telephone is their only means of contact with friends, relatives or neighbours, but in a crisis it can be difficult to locate and dial a number that will bring help. A Community Alarm Unit is both easy to use and keep clean, one press of the alarm trigger activates the Community Alarm Unit. The 24 hour Community Alarm Service can be provided to people who live



on their own or in sheltered accommodation. The alarms are linked to a 24 hour control centre where trained operators are able to answer calls for help. If you are interested in the Community Alarm Service and would like further information, or to arrange a demonstration (free and without obligation) **please call Wightcare Services on 01983 821105.**

Mobile response team

For people that do not have a member of family or friend who is able to respond in an emergency, further support is available from Wightcare Services mobile response team who are on call 24 hours.

Telecare

Telecare consists of various sensors that can be placed around the home which is linked to the Community Alarm Unit. The sensors offer a flexible range of support depending on each persons individual needs to help residents remain independent whilst feeling safe in their own home. Such as:

Fall detector

Automatically detects a serious fall and raises an alert at the response centre.



Bed/Chair occupancy sensor

Provides an early warning by alerting that the user has left their bed/chair and not returned in a predetermined time period.

Temperature Extremes Sensor

Detects low, rapid or high rate of rise of temperature in a property and raises an appropriate alert.

(Presently only available for referral from a Social Care or Health Care professional for residents who meet FACs criteria).

Carers emergency alert card

This service is free of charge for family carers who worry about what might happen to their loved one if they themselves have an accident. Details of dependents and the action needed in the event of an emergency are recorded on registration and held (in complete confidentiality) by Wightcare Services. The carer is then issued with a card (credit card size) which carries a unique registration number; Wightcare Service staff can then put the carers instructions into action.

Further information and a registration form are available from Wightcare Services. Out of hours calls for the Isle of Wight Council on 01983 821105.



24 hour telephone number **01983 821105**

Charges are as follows:

£23.83 per month plus VAT* (£5.50pw)

(Installation charge £33.10 plus VAT)

Prices are reviewed annually. If you are registered disabled, or because of your disabilities can become registered disabled, you will be exempt from paying VAT for this service. The charge includes the provision of equipment (including a personal pendant) as well as our 24 hour a day monitoring with appropriate response.

*Charge correct as at 1 April 2011 and subject to an annual review.

Telecare equipment subject to an additional charge currently £1.50pw subject to annual review.

This publication is available on request in large print, on audiotape, in Braille and in other languages. For further details please contact the Isle of Wight Council on (01983) 821000 (Typetalk available).