

What do we expect from you?

- For our staff to be treated at all times with courtesy and respect.
- You refrain from smoking during visits by staff or engineers.
- For reasonable steps to be taken to minimise any risks staff may encounter whilst within your home.
- Provide us with feedback on the Home Safety Service.
- Tell us as soon as possible of any changes in your personal circumstances that may affect any emergency responses, i.e. medical details.
- That Telecare equipment is treated with care to reduce damage or loss.
- Telecare equipment is returned when it is no longer required. You may incur a charge if you do not return equipment.



How do I contact you?

By Post	Home Safety Service, Strathbrock Partnership Centre 189a West Main Street, Broxburn EH52 5LH
By phone	01506 284440 – Option 1
Email	supportathomeservices@westlothian.gov.uk
Web	www.westlothianchcp.org.uk/supportathome

Please note:

- A working landline telephone is essential
- A keyholder, usually a relative or friend, is required for non-emergency situations and to give access/information, they may also be asked to attend the property.

West Lothian Community Health and Care Partnership
www.westlothianchcp.org.uk

Customers with special requirements

Information is available in braille, tape, large print and community languages.
Contact the interpretation and translation service on 01506 280000.

Text phones offer the opportunity for people with a hearing impairment to access the council.
The text phone number is 01506 591652. A loop system is also available in all offices.

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West Lothian Home Safety Service



Be safe and independent in your own home

West Lothian Community Health
and Care Partnership
www.westlothianchcp.org.uk



Background information

As early as 1999, West Lothian Council initiated its "Opening Doors for Older People" project which was itself operating under the wider banner of the "Wired West Lothian" initiative. Part of the pilot project was the installation of packages of technology into approximately 75 homes of older people. In a second phase beginning in May 2002, a successor project enabled West Lothian Council to upgrade its community alarm service to the "Home Safety Service".



Who is Home Safety Service for?

The Home Safety Service provides a range of Telecare solutions and is available to anyone residing in West Lothian, subject to meeting our eligibility criteria.

How do I get Home Safety Service?

Contact Home Safety Service on **01506 775651** to advise you are interested in the service. A Support Worker will arrange a time to visit you in your home and carry out an assessment of your needs. The assessment will highlight what your needs are and what (if any) Telecare solutions can be provided, we will then arrange for an engineer to visit and carry out your installation.

Ongoing support will be offered from the Home Safety staff when required.

What Telecare equipment will I receive?

Working in conjunction with the Scottish Fire and Rescue Service, it is recommended that all service users receive a lifeline, pendant and smoke detector. These items are on **loan** and remain the **property of West Lothian Council**.



How long can I keep the service?

You can keep the Telecare equipment as long as you have an assessed need for it, if your circumstances change we can carry out another assessment and if you no longer require it we will arrange to uplift it.

Is there a cost?

The Telecare equipment will be supplied to you on **loan** which includes the support from Home Safety staff. From 2nd April 2018 there is a charge of £3.02 per week for the 24 hour 7 day a week link to West Lothian Careline who monitor and access help for you when required.



Aim

To support people to live at home as independently as possible through the use of a range of telecare equipment.

How it works

The Home Safety Service Telecare equipment provides a 24 hour telephone link between you and your home to West Lothian Careline to ensure you have access to help when it is required.

Service user links to the Careline control centre via the 'lifeline' (this is connected to your phone line and electric socket). The control centre establishes the nature of the problem and if required contacts your keyholder or emergency services.