



**FOLD**  
*TeleCare*

→ Reaching Out, Meeting Need & Changing Lives



# The challenges you face

Most people are concerned about losing their independence at some point in their lives, be it through growing older, becoming ill or disabled.



## ➔ *Offering Choice and Support*

Given the choice, being able to live independently at home in familiar surroundings is preferred, but for many people the uncertainty that surrounds this is worrying.

Organisations that support people living at home need to provide a safe environment and be certain the right services are provided at the right time.

This isn't easy - each person has individual needs - requiring different levels of care and protection.

What happens if a person living alone has a serious fall or is taken ill? If a fire breaks out, how is the alarm raised? If the cooker is not switched off or taps are left running, how will this be detected?

It's crucial that there is a fast, easy and reliable way to summon immediate help as the event occurs, whatever the time of day or night.

**The answer is Fold TeleCare.**

# Fold TeleCare

Always Your First Call.

## → Who is Fold TeleCare?

Fold TeleCare, part of Fold Housing Association, is the leading 24-hour telecare service in Ireland.

We are a not-for-profit organisation and currently support over 20,000 customer connections.

The efficient but unobtrusive support offered by TeleCare services helps people enjoy safe and secure lives. We provide an essential link from the home via the telephone line to the 24/7 Fold TeleCare Response Centre in Holywood, County Down.

## → Who are we working with?

### **Housing Providers**

To ensure quality-housing provision, choice and innovation in support services in order to support people to live independently at home.

### **Health & Social Care Trusts**

To assist in the prevention of admission to and early discharge from hospital and the provision of services to aid the management of illness and care in the home.

### **Community Groups**

To help support people affected by crime or living in fear of crime and reduce fear and isolation for those living in rural communities.



24hr   
Peace of Mind

# At the heart of the community

Our innovative range of non-intrusive telecare sensors work with Lifeline units to offer a comprehensive way of managing the risks to a person's health and home environment.

## → Independent living through telecare sensors



**Bed & Chair Occupancy Sensor**  
Provides an early warning by alerting the 24-hour response centre that the user has left their bed or chair and not returned within a predetermined time period.



**Pull Cord**  
Strategically placed around the home, the pull cord can be used to raise a call at the 24-hour response centre.



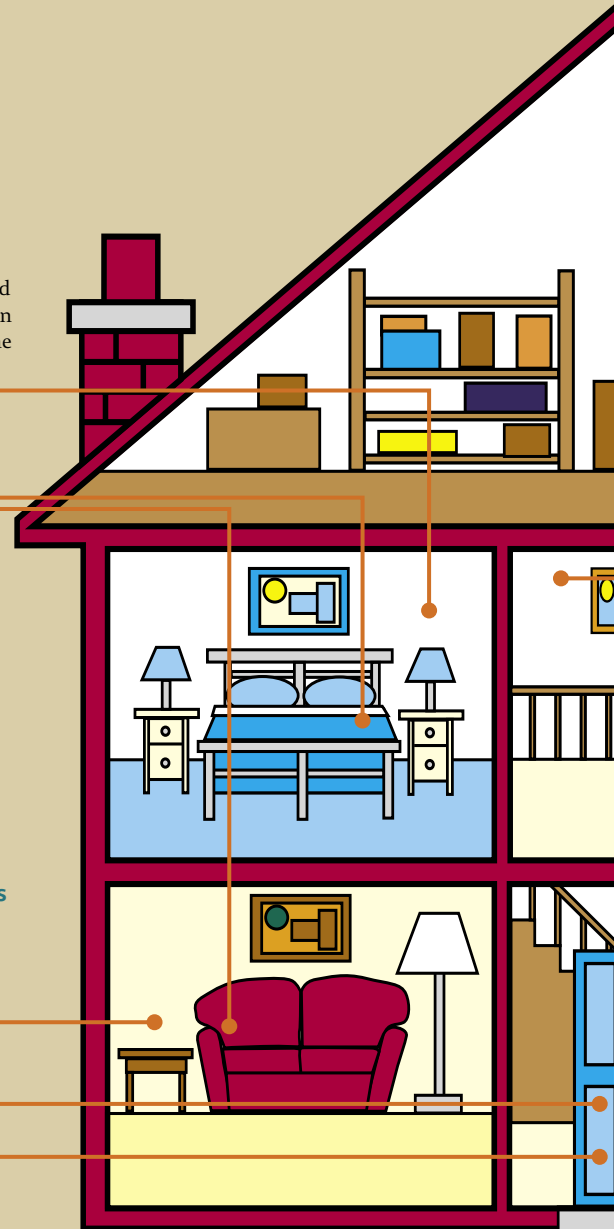
**Wandering Client**  
Provides an early warning by alerting the 24-hour response centre that the user has left their home and not returned within a predetermined time parameter. Ideal for early onset dementia sufferers and their carers.

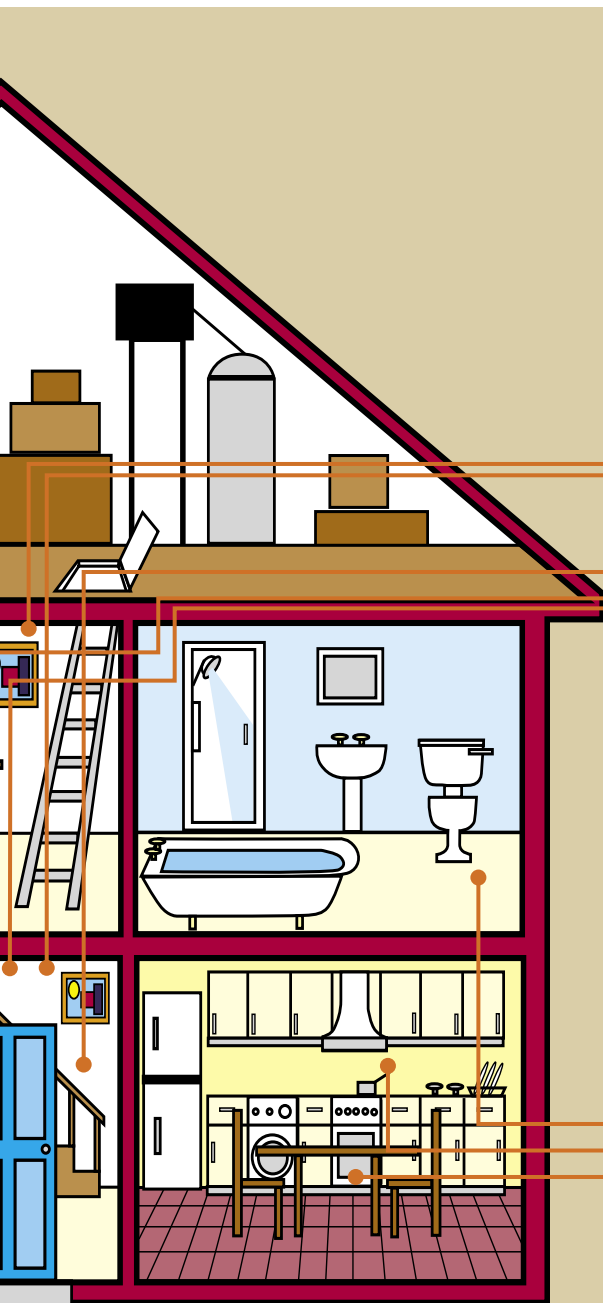


**Bogus Caller Button**  
Fitted near a door this discreet button can be used to call for assistance at the 24-hour response centre when a stranger requests entry into the home.



**Amie+/Gem+ Triggers**  
Personal radio triggers that allow an alarm call to be raised via the Lifeline home unit.





**Smoke Detector**  
The radio smoke detector raises an instant alarm call at the 24-hour response centre if it detects smoke.



**Fall Detector**  
A telecare device that automatically detects a serious fall and raises an alert at the 24-hour response centre. In conjunction with the bed sensor it provides a falls management package.



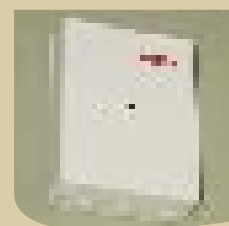
**Movement Detector (PIR)**  
Detects movement and raises an alert, providing the 24-hour response centre with the ability to audibly verify and record the presence of an intruder or alternatively detect for inactivity.



**Flood Detector**  
Provides an early warning by alerting the 24-hour response centre of potential flood situations in the home.



**Carbon Monoxide Detector**  
Warns of dangerous CO levels within a property at the 24-hour response centre allowing the appropriate action to be taken.



**Temperature Extreme Sensor**  
Detects low, high and rapid rate of rise of temperature within a property and raises appropriate alerts to the 24-hour response centre.

# We take responsibility for everything

The majority of our partners need us to take responsibility for the whole project. So we devise the package, take all the referrals and organise the budget management.



## → How does the Fold TeleCare service work?

A lifeline home unit forms the link between the client, the telephone response centre and a range of sensors, which are provided dependent upon needs. All that is required is a telephone line and electrical power point. Should a sensor be activated, a message is sent to the Fold Response Centre who in turn takes the appropriate action, e.g. send for a family member, emergency services, GP, neighbour etc.

### Referral

We receive referrals from many different groups including social workers, community groups, O/Ts, victim support, health professionals, private individuals, PSNI, disability groups etc.

### Assessment

As every client is different, we carry out a thorough assessment in conjunction with the referrer's recommendations and we ensure that set criteria is met.

### Installation

Equipment is fully tested and we do not leave until the client is comfortable and fully understands the equipment installed in their home.

### Response

You nominate whom to call for example, we can call a nominated carer, family member or neighbour or if necessary alert the emergency services. Even if you are unable to speak we know who is calling, where you live and the names of your key holders.

## → Follow-up service

### Courtesy Call

Client will be telephoned or visited shortly after installation to check that they are happy with everything.

### Ongoing Support

Local monitoring support is on hand to help at all times. An initial six month visit is made to ensure clients are satisfied with the service.

### Annual review

We visit the client to service the equipment and carry out a reassessment to identify any changing client needs.



# The Government view

There has been significant change in Government policy towards providing improved integrated service provision between housing, social services and health policies.



## → What are the Government and NHS saying?

Health Policies, such as Supporting People and the National Service Framework for Older People, have emphasised the need to enable more people to be supported in the community and the development of preventive strategies.

### **Health Select Committee**

‘Telemedicine and telecare solutions, as well as offering alternatives to residential care will enable people to remain at home safely for longer. We believe that telecare solutions have a major contribution to make as part of the strategy for developing alternatives to hospitalisation. This area an area in which health, social services, and other local authority services all have an interest, and where there is scope for pooling budgets to develop strategies’

House of Commons Health Select Committee  
Report on Delayed Discharges, June 2002

### **National Health Service**

‘Telecare technology will be used to provide reliable but unobtrusive supervision of vulnerable people who want to sustain an independent life in their own homes’

Information for Health, NHS Executive, 1998

### **The Audit Commission**

An Audit Commission report is expected to find that ‘the potential of technology to support independence is enormous and is one way to break the downward spiral that all too often can lead to dependency, wasted lives and higher costs’

An Ageing Society, The Audit Commission,  
February 2004



Fold TeleCare is part  
of the Fold Group

**Fold TeleCare 0800 7313081**

*Discover how Fold can help you:*

- ➔ **Help reduce fear and isolation**
- ➔ **Support people to live independently at home**
- ➔ **Managing environmental risks such as fire, flood, intruder**
- ➔ **Deliver flexible, person-centred packages of care**
- ➔ **Manage risks associated with conditions such as dementia, strokes, falls**
- ➔ **Enable early discharge from hospital**
- ➔ **Work with Health professionals to provide regular health checks and support for the management of chronic conditions in the home**
- ➔ **Make the most of your resources to help more people**

**FOLD**  
*TeleCare*

FOLD TeleCare  
3 Redburn Square  
Holywood  
BT18 9HZ

Telephone 0800 7313081  
Email [info@foldgroup.co.uk](mailto:info@foldgroup.co.uk)  
[www.foldgroup.co.uk](http://www.foldgroup.co.uk)