

## How do I apply for a Faire Telecare Alarm?

If you or a family member feel the service would be of benefit, please contact the Faire office:

Faire Careline Service  
Seaforth House  
Sinclair Avenue  
Stornoway  
Isle of Lewis HS1 AQ

Tel: 01851 701702

Email: [faire@cne-siar.gov.uk](mailto:faire@cne-siar.gov.uk)

Social Care staff will also be happy to make a referral on your behalf.

## Further information and help

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## Faire: Western Isles Community Telecare Service

### How is an alarm call made?

The alarm is set off when you press your button or a sensor is triggered.



The alarm alerts the Faire team who will get in touch with you.



### We are listening - how did we do?

We welcome your feedback, as it helps us evaluate the services we provide. If you would like to tell us about your experience:

- speak to a member of staff



Faire staff can then call your contact person.



## What is the Faire Community Telecare Service?

Faire is a personalised Telecare support service for those living in the Western Isles.

Telecare offers support for carers. With a Telecare alarm in place, carers are reassured they will be alerted if a problem arises.

## How do Telecare alarms work?

It is no longer necessary for the new Telecare users to have an analogue telephone line. There is now telecare equipment available to service users who have a digital line or no landline.

Telecare alarms are designed for summoning help in emergency situations.

The alarm either manually summons assistance with an activating button, or automatically through a wide range of sensors which are designed to respond to certain situations, such as a fall.

The Telecare equipment is unobtrusive, and a basic alarm unit does not require any additional wiring.

## Are there different types of Telecare?

A basic Telecare package comprises of an alarm unit and an activating button, worn as a pendant around your neck, or on your wrist.

The following are some examples of Telecare sensors available:

- **Environmental protection sensors** - including smoke, heat, gas leak and flood detection equipment.
- **Medication dispenser** - secure and lockable, with an audio/visual alert given for each dose. It can also be set to send an alert to Faire if a dose is missed.
- **Property exit sensor** - alerts when a person has left their home and has not returned within a set time.
- **Bed, chair and under carpet sensor** - these can help to reduce the risks of falls for people with poor health and mobility.

Where a dependent person lives with an able member of their family, a Care Assist pager alert can be provided.

Care Assist pagers can support the whole range of Telecare sensors and will work within a radius of 200 metres. They do not require a working telephone connection.

Other Telecare sensors are available or can be configured to address specific needs and conditions. These options can be discussed in greater detail with your Social Care professional or the Telecare Technicians.

## Is there an installation or a rental charge?

There is no installation charge, but there is a monitoring charge of £1.50 per week per household to cover monitoring costs.

The preferred method of payment is by monthly Direct Debit. However other forms of payment can be discussed at the time of installation.

Most Telecare users are able to claim exemption from VAT by self-certification which can be discussed at the time of installation.

## How many contact persons are required, and what are their roles?

A minimum of two contact persons are required for Faire.

These individuals should be carefully chosen by you for their ability to promptly respond to alarm activation.

A contact person should be a keyholder to your home or have a clearly agreed arrangement for accessing your home.