

Social Services

Telecare Service



February
2025

TELECARE AND ASSISTIVE TECHNOLOGY - INFORMATION LEAFLET

This document is available in English / Mae'r ddogfen hon ar gael yn Saesneg

RELATES TO	Telecare Services
REFERENCE NUMBER	LL12
DEPARTMENT	Portfolio Wide
AUTHOR	Paula Curtis
LAST REVIEW DATE	February 2025
DATE OF NEXT REVIEW	February 2027

Contents

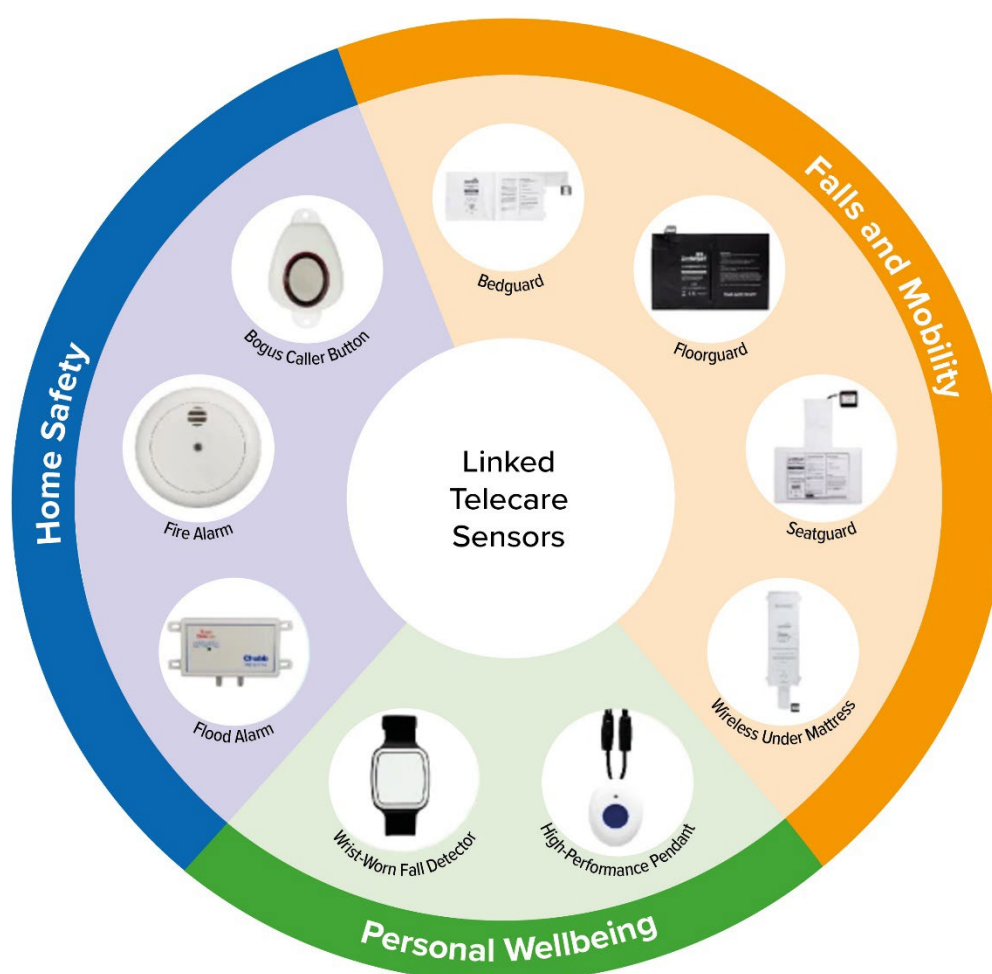
TELECARE AND ASSISTIVE TECHNOLOGY IN FLINTSHIRE	4
WHAT IS TELECARE AND ASSISTIVE TECHNOLOGY?	4
INFORMATION	4
ADVICE	5
ASSISTANCE	5
EQUIPMENT	5
HOW TO CONTACT THE TELECARE AND ASSISTIVE TECHNOLOGY SERVICE	7
USEFUL CONTACTS.....	7
COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS	8

TELECARE AND ASSISTIVE TECHNOLOGY IN FLINTSHIRE

The Telecare Team are a specialist team who offer information, advice and assistance on products, equipment and systems that enhance daily living for people with disabilities.

WHAT IS TELECARE AND ASSISTIVE TECHNOLOGY?

The Telecare and Assistive Technology Service is an inclusive service who support anyone who resides in Flintshire.



INFORMATION

The Telecare and Assistive Technology Team can offer information on Carelink and signposting to other services which may be of help.

ADVICE

Specialist knowledge on both Telecare and assistive technology which is specific to your individual circumstances.

We can provide advice on equipment which you may already have that can support your situation.

We are able to support you by signposting to relevant retail outlets.

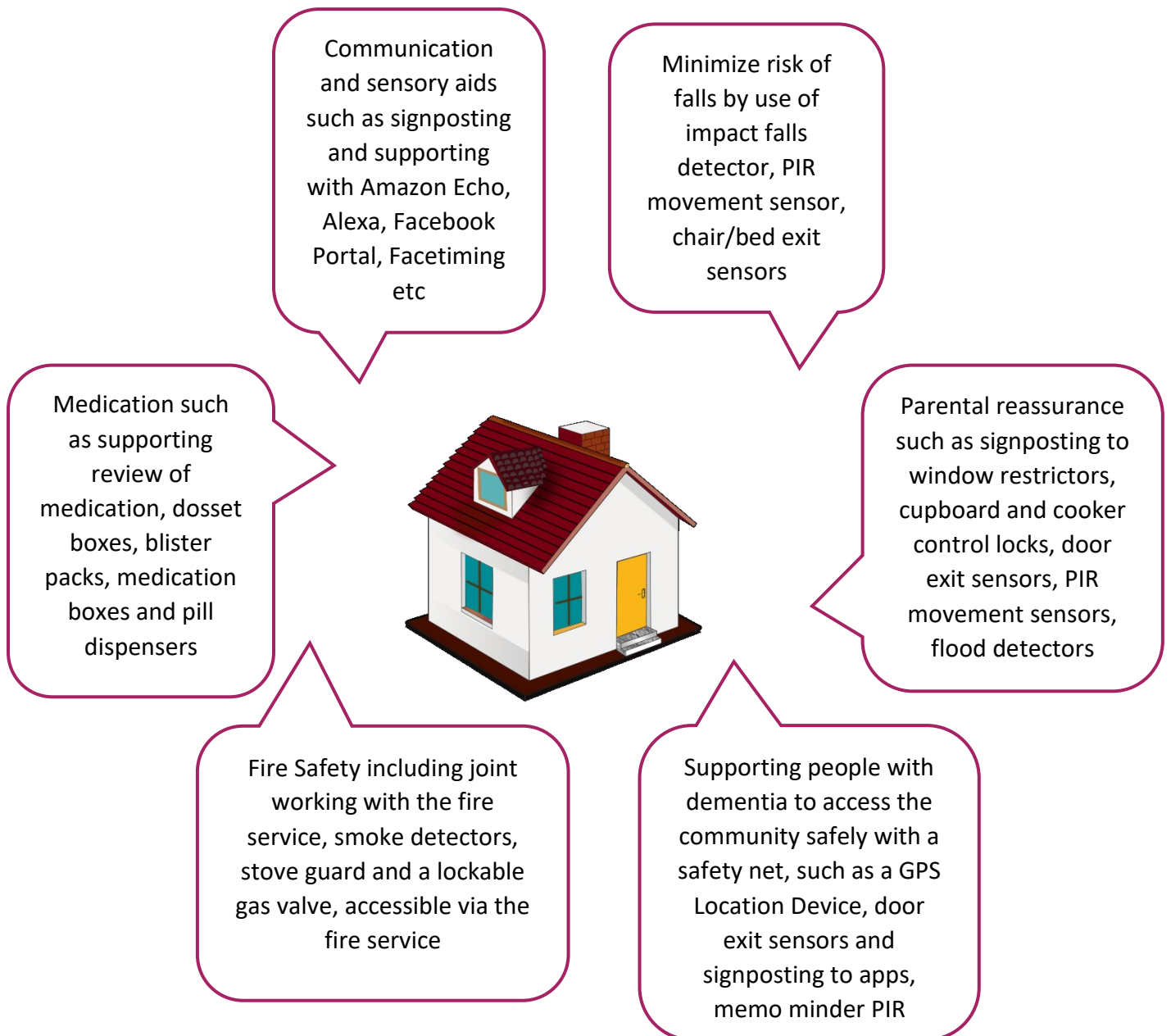
ASSISTANCE

We can provide a range of equipment following a specialist assessment to meet your individual outcomes.

EQUIPMENT

Linked telecare equipment which can be linked to a monitoring centre or mobile phone. Examples of these are:

- Smoke Detectors
- Impact Falls Detectors
- Door Sensors
- Flood Detectors
- Epilepsy Sensors
- Bed exit sensors
- Movement sensors
- Video Door bell
- GPS Location Device
- Pill Dispensers
- Carer Alert
- Health & Wellbeing Apps



HOW TO CONTACT THE TELECARE AND ASSISTIVE TECHNOLOGY SERVICE

The Telecare team consists of a Telecare Coordinator and a Telecare Officer who are more than happy to answer any queries you may have.

For more information please contact:

Single Point of Access (SPOA)

 03000 858 858

 SSDUTY@flintshire.gov.uk

 Preswylfa, Hendy Road, Mold, CH7 1PZ

USEFUL CONTACTS

A wide range of voluntary organisations provide independent advice and assistance. Contacting them will give you information on your rights.

Flintshire Citizens advice Bureau	
08444 772020	www.flintshirecab.org.uk
Flintshire Care and Repair Flintshire Care and Repair offer advice on housing repairs, adaptations and benefits for disabled and elderly people.	
01352 758700	www.flintshirecr.co.uk
Age Connects North East Wales	
08450 549969	www.acnew.org.uk
Mencap Cymru Helpline	
0808 808 1111	www.mencap.org.uk/wales
MIND	
01352 757637	www.flintshiremind.org.uk
North East Wales Carers Information Service (NEWCIS)	
01352 752525	www.carers.org/local/wales/flintshire

Flintshire Disability Forum	
01352 755546	
Social Services First Contact, Preswylfa, Hendy Road, Mold, Flintshire, CH7 1PZ	
03000 858 858	SSDUTY@flintshire.gov.uk www.flintshire.gov.uk/careinfo

COMPLAINTS, COMPLIMENTS AND REPRESENTATIONS

We are aware that despite our best efforts there may be occasions when you need to make a complaint. Any complaint about the services can be made to your Social Worker, their Team Manager or you can contact:

The Complaints Officer
Social Services
Ty Dewi Sant
St. Davids Park
Ewloe
Flintshire, CH5 3FF 01352 702623

Email: myview@flintshire.gov.uk

A leaflet 'Your right to compliment and complain' which explains how your comments can be made and how they will be dealt with is available from the same address or online at: www.flintshire.gov.uk/careinfo

A wide range of information on the care and support system in Wales is available online at: www.dewis.wales

Mae'r ddogfen hon ar gael yn Gymraeg. Cysylltwch a 03000 858 858 i gael fersiwn Gymraeg.
This document is available in Welsh. Please contact 03000 858 858 for a version.

This leaflet is available in alternate formats including Braille and Large Print on request to 03000 858 858.