



A quick word about...

Risk Management Centre - Community Alarm Service

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On call 24/7

East Ayrshire Council's Risk Management Centre (RMC) provides:

- community alarm / emergency care/ telecare response
- out of hours Council helpline
- public space and property CCTV
- intruder and smoke detection alarms
- lone worker monitoring
- domestic abuse alarms
- housing repair call handling

Operators in the purpose-built centre handle calls from community alarm service users and Council helpline services 24 hours a day, 365 days a year.

Twenty-five operators with varied duty patterns ensure optimum cover at all times of day and night.

RMC staff provide a point of contact where service users can get advice, support and assistance.

Operating staff work closely with other agencies and can help callers to access most services. The centre aims to support services users alongside their existing network of care to enable them to remain as independent as possible in their own homes.

Emergency

The centre provides an emergency community alarm call support service for vulnerable people and older people who need support.

There are currently 3,800 users connected to the community alarm service and the centre receives over 12,000 calls per month. Approximately 800 are of an emergency nature.

The RMC has links with emergency services and partner agencies such as:

- Anti-social Behaviour Team
- Ayrshire Doctors on Call (ADOC)
- Ayrshire wide social out-of-hours response service
- NHS 24
- Out-of-hours Noise Team
- Roads and lighting faults team

The centre can also assist with emergency housing repairs for local authority tenants, as well as helping callers to access a range of services available from the local authority and partner agencies such as Strathclyde Police, Strathclyde Fire & Rescue and Ayrshire Civil Contingencies Team (ACCT).



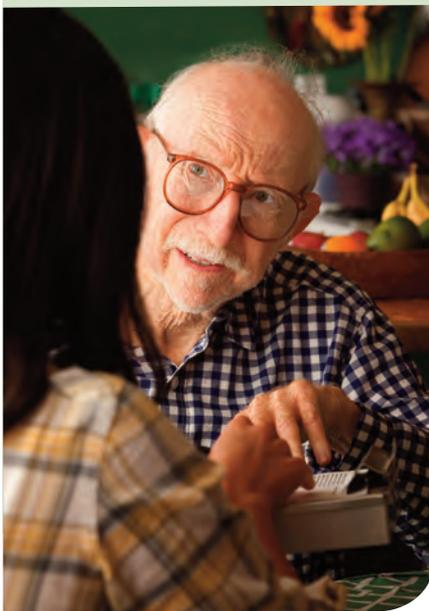
Mobile care and response

The service's 24-hour care and response mobile teams consist of 32 staff covering northern and southern areas of East Ayrshire. Teams are based at Kirklands Hospital, Kilmarnock and Afton Court, New Cumnock.

Mobile teams are responsible for:

- personal care
- out of hours home care
- end of life palliative care
- response to falls in the home
- fitting /maintenance of alarms/ telecare equipment
- reassurance on housing issues
- smoke alarm response in conjunction with the Fire Service
- responses to telecare equipment activation

RMC staff also work closely with Social Work services to provide out-of-hours homecare which can facilitate patients' rapid discharge from hospital and prevent inappropriate admission to hospital.



Technology helps

Social work services, working closely with the RMC, use state-of-the-art technology to assist people to live more independently than would otherwise be the case.

Vulnerable clients are aided by peripheral devices such as smoke detectors, fall detectors, bed occupancy sensors, epilepsy sensors, door monitors and medication dispensers – all monitored from the centre. These telecare devices mean faster responses to care needs. They improve the quality of life for over 400 people who currently have them, in addition to their existing care packages.

Community alarm service users have also benefited from the launch of an initiative to install smoke detectors which link to their community alarms.

Should a fire be detected, the unit provides a loud warning to the user and also sends a call to the RMC. Such calls are recognised as priority and the operator can contact the householder to check that it is not a false alarm.

If there is no response, or the alarm is confirmed, emergency services are alerted. A team of mobile personal carers can also be dispatched to assist the Fire Service and the householder in the event of an emergency.

The new smoke detectors are being rolled out by the Community Planning Partnership Board in partnership with Strathclyde Fire and Rescue to the 3,800 community alarm users in East Ayrshire.

The RMC has been audited by the Telecare Services Association (TSA), which is the industry body for telecare and the largest industry-specific network in Europe.

The RMC successfully met all requirements of the code of practice and is on the TSA roll of recognised telecare service providers.



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