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| aEmployee exiting a Falkirk Council vehicle. | Employee chatting with a service user who is wearing the emergency alarm pendant. | |
| Two employees walking towards their vehicle, carrying emergency lifting equipment. | | An emergency alarm unit, with a wrist button, on a white surface. |

Mobile Emergency Care Service

MECS / Telecare Service Guide



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**About the Mobile Emergency Care service**

Our Mobile Emergency Care Service (MECS) helps people live as independently as possible within their own homes by installing telecare equipment and offering 24/7 monitoring and support.

The service is staffed using a central control room and Mobile Warden response team, which each month handle over 20,000 calls and 1,500 home visits in the Falkirk area. A range of different equipment, sensors, and other technology can be installed in your home to help provide a prompt and appropriate response whenever you need it.

This service is available if you have:

* Confusion or dementia;
* A physical disability or frailty;
* A sensory impairment;
* A predisposition to falls or other accidents at home.

The Mobile Emergency Care Service is delivered by Falkirk Health and Social Care Partnership – which links together teams across social care, health, housing, and more to provide support in the community.

MECS is registered with the Care Inspectorate, which ensures every care service in Scotland meets high standards. Our [registered service number is CS2007144765](https://www.careinspectorate.com/index.php/care-services?detail=CS2007144765&q=*:*&fq=(CaseNumber:CS2007144765*)&sort=&startr=0&message=%3Cb%3EResults%20for:%3C/b%3E%20,CS2007144765&sCondition=null), which you can use to search the Care Inspectorate website for our latest inspection results and quality grades.

**YOUR CARE PLAN**

MECS will provide an emergency response service as part of your assessed needs. Any service supplied will continue as long as you remain assessed as requiring the service. Reviews are undertaken to establish your continuing need for the service.

The emergency response service is not a replacement for existing support and care packages. If your needs have changed and you require more support, please contact Social Work to arrange a review on 01324 506070 or visit the web page for more information: <https://www.falkirk.gov.uk/services/social-care/care-at-home>

**HOW IT WORKS**

## 

## ASSESSING YOUR NEEDS

Falkirk Council’s Social Work Team will discuss your needs and work with the Mobile Emergency Care Service to identify what equipment can help you in your home.

## INSTALLING EQUIPMENT

We will install the MECS alarm unit and provide a trigger device, usually a pendant or a bracelet, which can send an alert to our control room where your details are held securely. Depending on your needs, we may install other telecare equipment which can communicate with our control room or your next of kin, including:

* Smoke and heat detectors
* Bed exit sensors
* Epilepsy monitors
* Door sensors
* In-home alerts/alarms
* GPS devices

## MONITORING AND CALL SUPPORT

Our control room operates 24 hours a day, 7 days a week. If we receive an alert from your equipment, we will try to establish voice contact with you using the loudspeaker on

the MECS alarm unit. You can then speak to our call handler, who can provide advice, or contact your next of kin, carers or GP if needed.

If we are unable to establish voice contact, or if we know you need extra help, we will send a Mobile Warden to visit your home. All alarm calls to the control room are recorded and held securely.

## MOBILE WARDEN VISITS

If you are unable to answer the door when a Mobile Warden visits you, they will use your key safe box and access codes.

If we know you have fallen and cannot get up, it will be usual for two Mobile Wardens to attend. Before moving you or helping you to get up with our specialist equipment, the Wardens will risk assess the situation to ensure you have no injuries.

## SUPPORT OR REFERRAL FOR FURTHER HELP

Mobile Wardens are not medically trained and will seek further assistance if you need it, for example, calling an ambulance for you.

**FAQs**

## 

## How do I identify a mecs staff member?

Our staff will always carry their Falkirk Council staff identity badge. In addition, staff will wear a MECS uniform and arrive in a council-owned vehicle with the Falkirk Council logo clearly displayed. If you have any doubts about the identity of someone claiming to be from MECS, please call 01324 506 500.

## How do MECS access my home in an emergency?

Everyone using MECS must arrange for a key safe to be fitted to the outside of their property, to ensure access is available in an emergency. You must provide the key safe access code, and codes to any security alarms fitted to your property, to ensure Mobile Wardens can enter your home in an emergency. These codes will be held securely on the MECS database.

It is your responsibility to ensure a key is stored within the safe box, and to inform MECS of any change to the key safe number.

If staff cannot gain access to your property due to either a missing key or incorrect access code, we will force entry to your property and will not be liable for any costs incurred in securing the property. We will make every effort to leave the property secure until a permanent repair can be arranged. Repairs for Council tenants will be arranged through Housing Repairs. Owner occupiers must arrange repairs themselves.

## will my MECS care team be male or female?

Our control room and mobile warden team is made of mixture of male and female colleagues. We cannot guarantee that either a male-only or female-only team will respond to your emergencies.

## how Are MECS staff trained?

Our Mobile Wardens have extensive experience in providing personal care, and receive regular Moving and Handling training to help people safely get up after a fall. The Mobile Warden team receive First Aid training – offering essential and immediate support.

## How quickly can mecs respond?

Our control room is open 24 hours a day – which means you can expect a near-immediate answer via your MECS device if you push your trigger alarm. If we need to despatch a Mobile Warden to your home, we aim to attend to emergencies within 30 minutes.

However, Mobile Warden response times can vary – due to factors including:

* availability of staff on shift, i.e. staff sickness
* volume of emergency calls received at any time
* weather conditions
* road conditions and your location (staff must not exceed the speed limit)
* Missing keys, incorrect keys/ codes, or additional locks (incl. door chains)

We endeavour to meet our response targets, however there may be times that emergency calls must be prioritised, which means we are unable to attend non-emergency calls, for example personal care calls.

## will my family/friend be advised when i have pressed for mecs?

This is entirely up to you and your representative. We will discuss this with you at your assessment visit. There is an automatic SMS text message option which can be set up and this will send a text message directly to a representative of your choosing and the message will look like this:

|  |  |
| --- | --- |
|  |  |

## can MECS assist with medication?

This will be discussed at your assessment visit, and it will depend on the level of assistance you require. Mobile Wardens can prompt and provide minimal assistance, for example if you cannot reach your medicine, we can bring it to you. If you need assistance managing your medicines, a Personal Carer will assist. Before any medication assistance can be provided, you will be required to sign a consent form.

## What if i am going away from home?

If you will be away from home, just let us know so that we know any inactivity identified by our equipment is expected. If you have been in hospital, we will check to see when you are home again. Once you return home, we recommend testing your equipment by pressing the pendant or call button to ensure it is working properly.

## 

## What does it cost?

The cost of MECS is dependent on your circumstances. You may not need to pay at all. If you need to pay, this will be discussed as part of your assessment, prior to beginning your care plan. For more details about charges, visit the Council website at: [www.falkirk.gov.uk/services/social-care/care/charges.aspx](http://www.falkirk.gov.uk/services/social-care/care/charges.aspx)

## What if I don’t need MECS anymore?

If you no longer require the service, please contact the MECS Administration Office on 01324 506520 or email [falkirkmecs@falkirk.gov.uk](mailto:falkirkmecs@falkirk.gov.uk) to arrange for removal of the equipment.

**about our Equipment**

We use telecare devices which can help alert you when something needs your attention, or alert others to assist you when you need it. We use this technology to help more people live at home independently.

Equipment will be installed in your home by a trained member of our team with minimal disturbance. Devices and equipment are designed to be as unobtrusive as possible, helping you to live safely in your own home and continue the daily tasks you enjoy.

Telecare devices can assist people with a variety of conditions, including dementia, sensory impairments, and other cognitive conditions.

**Once our equipment is installed in your home, please:**

1. Keep it plugged in and switched on.
2. Keep it clean by dusting with a dry duster from time to time.
3. Report any faults immediately.
4. Wear your pendant/wrist strap or Falls Monitor if given one.
5. Test your devices after any electrical power failure in your home by pressing your pendant or call button on the alarm unit. An operator will speak to you and confirm that your telecare equipment is working correctly.
6. Permit access around once a year to Mobile Wardens to allow them to test your equipment and update any possible changes to your details.
7. Allow telecare staff to maintain your devices when needed. Visits will be pre-arranged where possible.

## maintaining your equipment

**We do ask that you press your pendant about once a month to test the equipment.** You can simply tell the call handler you have been testing the equipment and they will register it as a test on the system.

If you press your call button by accident, just tell us by speaking to the call handler on the alarm unit. We understand that sometimes pendants or call buttons can be pressed in error. Please do not worry if this happens.

If your equipment does not appear to be working, please contact us on 01324 506500 to report this and this will be passed to Mobile Warden to attend and rectify the fault.

**Privacy Notice – Social Work Adult Services**

The Service will only record your information as is necessary to provide a safe and efficient service. All personal information is strictly controlled to offer privacy to service users.

Falkirk Council’s GDPR policy can be accessed on the council website at:

[www.falkirk.gov.uk/privacy/social-care-health/adult-services.aspx](http://www.falkirk.gov.uk/privacy/social-care-health/adult-services.aspx)

Sometimes MECS will require to share relevant information, in the strictest confidence, between us and other relevant social work staff, social care colleagues and health professionals such as your GP. You will be asked for consent if MECS need to share your information.

## Changes in your circumstances

Mobile Wardens will visit annually to complete a review visit and update your information. You can also help us by letting us know if anything changes by calling on 01324 506500 or by activating your pendant and telling the call handlers about any changes. Alternatively, you can email [falkirkmecs@falkirk.gov.uk](mailto:falkirkmecs@falkirk.gov.uk)

## Termination of Service

Where circumstances require the termination of service, you will normally be given 14 days’ notice. On occasion, short notice termination may be required – we will advise you of this as soon as possible.

**MECS and Service User Responsibilities**

The following sets out our responsibilities as a service provider and yours as a service user.

**We will:**

* Provide an alarm unit and appropriate accessories.
* Provide responders 24/7.
* Provide 24/7 call handlers to answer calls.
* Repair/replace faulty equipment as and when necessary.

**Anyone accessing our service and support will:**

* Maintain a satisfactory supply of mains electricity.
* Use equipment as instructed. Should you fail to do this, MECS is entitled to discontinue the service, and remove the equipment.
* Agree that equipment remains the property of MECS and you will maintain and keep the equipment safe. In the event of loss or damage to equipment, through your negligence, we may recover replacement costs.
* Report immediately any loss or damage to the equipment.
* Give MECS staff authorisation to use your keys to access your home in the following circumstances:
  1. In the event of activation of the equipment
  2. In the event of concerns raised regarding your welfare
  3. In the event of failure of the equipment
* Agree that on activation of the equipment, having good cause to believe that an emergency situation has arisen, the Service may request the assistance of Emergency Services or other responsible person, to gain entry to your property by whatever means necessary. On these occasions, the Service will leave your property in as secure a condition as possible but will not be liable for any damage caused by forcing entry or securing the property.
* Agree that MECS will not be liable for any breakdown in the service caused by matters beyond its control, including defects in or the failure of the call receiving system including the telephone lines into the Control Room. Other issues that may be out with our control are mobile network issues, power outages, industrial disputes or forced evacuation of the Control Room.
* Not subject MECS staff to threats or acts of physical or verbal violence or aggression under any circumstances. Staff will remove themselves from situations where they face violence or threats, and the Police may be summoned. All incidents of violence and aggression will be recorded, and care provision reviewed. If there are repeated incidents of violence or aggression, you/your carer/family will be advised of the procedures that apply. A formal review of your needs will take place, and you will be given written notification of any proposed withdrawal of the service, prior to the service being withdrawn.
* Adhere to Falkirk Council’s no smoking policy. We ask that you refrain from smoking when MECS staff are present in your home. Ideally, we would also encourage you to refrain from smoking for an hour before MECS Staff attend wherever practical.

**FEEDBACK AND Complaints**

We welcome and value any feedback or comments you have about our service.

## Share your story on Care Opinion

One of the easiest ways to provide feedback is through Care Opinion, an independent website which is trusted by the Scottish Government and NHS Scotland. Feedback and reviews published on Care Opinion are read and responded to by members of local teams – meaning your comments can reach staff directly.

To share your story about MECS, please visit: [www.careopinion.org.uk/go/3131/mecs](http://www.careopinion.org.uk/go/3131/mecs)

## Making a complaint – falkirk council

MECS is part of Falkirk Council’s Social Work Adult Services. As such, you have the right to use the Council’s complaints procedure to make a formal complaint if an informal complaint has not been dealt with to your satisfaction.

You can do this by:

* Complete an online form at [www.falkirk.gov.uk/contact-us/complaints/](http://www.falkirk.gov.uk/contact-us/complaints/)
* By phoning on 01324 506070

## Making a complaint – care inspectorate

As a registered service with the Care Inspectorate, it is your right to make a complaint about any aspect of this service directly to the Care Inspectorate as well as to the Service if you so wish.

Our registration details are:

Falkirk Council – Mobile Emergency Care Service

Registration No: CS2007144765

You complain to the Care Inspectorate by:

* filling in theformfound at[www.careinspectorate.com](http://www.careinspectorate.com)
* calling on 0345 600 9527 between 9am and 4pm, Monday to Friday
* emailing at [concerns@careinspectorate.gov.scot](mailto:concerns@careinspectorate.gov.scot)

**Further information and contact**

For further information about the Mobile Emergency Care Service, you can contact us by:

* Calling on 01324 506520
* Emailing [falkirkmecs@falkirk.gov.uk](mailto:falkirkmecs@falkirk.gov.uk)
* Visiting [www.falkirk.gov.uk/mecs](http://www.falkirk.gov.uk/mecs)