

FREE

# SMART IDEAS



Aids and Equipment to Help to Keep You Safe and Independent at Home



# Introduction

There have been so many advances, in recent years, in aids and equipment to help to keep people safe and independent in their own homes, that there is now something available to meet virtually every need in almost every situation. This book is intended to raise awareness of this fact and to give some examples of what is available and how this equipment can be obtained.

The book is divided into two main sections:

**Section 1:** is about electronic equipment, often referred to as 'Telecare'. This is equipment which is located in someone's home and can be electronically linked to a response centre. When the need arises, the response centre is alerted and help can be brought to the person's home.

At the end of section 1 you will find some case studies which provide examples of how 'Telecare' can help to support people at home.

**Section 2:** provides information on a range of aids and equipment which can be used by people to assist them in activities of daily living around the home.

Within section 2, there are examples of 'specialist' equipment for people with -

- memory difficulties
- hearing impairment
- visual impairment

Some of the equipment, particularly in section 2, can be purchased either in local stores, through catalogues, or 'on line'. Information is provided in the book to indicate where equipment can be purchased.

Some of the equipment shown in section 2 and most of the 'Telecare' electronic equipment may be requested from the council's 'Education and Community Services – Adult Services Department' for which an 'assessment of need' will be required. There is more information regarding this process in the section on 'Telecare'. Your local 'Adult Services' office contact details can be found in the telephone book or on page 41 in this book.

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# SECTION 1: 'TELECARE'

## What is Telecare?

'Telecare' is one of the terms used to describe a range of electronic equipment which can be installed in a person's home and which is linked to a 'Response' or 'Call' centre. 'Telecare' is also known by a number of other names including 'Assistive Technology' and 'Smart Technology', hence this book being titled 'Smart Ideas'. 'Telecare' is mainly used by people who are experiencing some difficulties with aspects of daily living, or who are particularly vulnerable, such as people with memory difficulties. When alerted, staff at the response centre can summon assistance from a friend, relative or an emergency service.

The core element of the 'Telecare' equipment is a response unit, or community alarm, which is installed in the person's home and linked to their telephone line. The response unit is a small box, about the size of a traditional telephone unit. The person can make contact with the response centre by pressing a button on the response unit. This enables them to talk directly to someone in the response centre. Staff in the response centre are trained to talk with the person to assess the situation and, if necessary, to arrange for appropriate help to be sent to the person's home. In addition to the basic response unit, necklace alarm pendants are also available, which the person can wear around their neck or have next to their bed at night. The pendant enables the person to summon help if they are unable to reach the response unit, for example, in the event of a fall.

A wide range of additional 'Telecare' equipment is available which can be installed discretely in the home and radio-linked to the main unit. Some of this equipment operates via sensors which can detect environmental factors, for example:

- fires and smoke
- extremes of heat (both high and low temperatures)
- carbon monoxide
- natural gas
- flooding

Other 'Telecare' sensors can also monitor whether a person has:

- stopped or started moving about
- stayed in bed or got out of bed
- opened an outside door or left the house
- had a fall
- had a fit

With these sensors, 'Telecare' can be set up to alert the response centre if there may be a problem. The response centre is staffed to respond to calls 24 hours a day, 7 days a week.

## Who is 'Telecare' for?

'Telecare' is mainly for people who:

- have long term health conditions
- are becoming frail or liable to fall
- have memory difficulties
- are vulnerable
- are at risk of domestic violence

The benefits of 'Telecare' are:

- a safer home environment
- delaying hospital admission
- enabling earlier discharge from hospital
- reassurance and security
- support and help when it is needed
- privacy
- reduced need for professional/carer visits
- delayed admission to residential care settings

## How do I apply for 'Telecare'?

'Telecare' is available from the council to people in Dumfries and Galloway, providing an assessment of need indicates that a person requires it. 'Telecare' is also available to be purchased privately from a number of firms whose contact details are provided on page 44.

If you think that you may require 'Telecare' to be installed in your home you can contact your local 'Adult Services' office and ask for an assessment of your needs (contact details on page 41). If you already have a social worker, district nurse or occupational therapist visiting you, you can ask them for an assessment. The person who carries out the assessment will visit you at home and discuss with you your needs and how these affect your ability to live independently. With your permission, anyone who already helps you, for example a relative or close friend, may be included in the discussion. An agreement will be reached on how 'Telecare' can help you and what equipment is needed.

Following the assessment, a Field Officer from the council's 'Care Call' response service will be asked to install the equipment. The Field Officer will show you how the equipment works and how to operate it. A few weeks after the equipment has been installed, you will be contacted again to check that the 'Telecare' is meeting your needs. At this time any alterations or additions to the equipment can be made.

In order for the response centre to know what they need to do when you ask for help, it will be necessary for them to have some information about you. This information will be confidential and will only be held with your consent.

The response centre will also need details of who they should contact if you need someone to come to your home, e.g. contact details of two people, relatives, neighbours or friends.

## How much will it cost?

There are two parts to the cost of 'Telecare':

- 1) Installation and Maintenance: If the assessment of your need demonstrates that you require 'Telecare', the installation and maintenance of the equipment is free. The cost of this is met by the council's 'Adult Services' department. The equipment is provided on loan and remains the property of the council.
- 2) Service Charge: The weekly charge for the services of the response centre is £2.87. You may be asked to contribute towards this cost. How much you are charged will depend on your income and savings.

## Private Purchase of 'Telecare' equipment

There are many producers of 'Telecare' equipment and there are also many response centres, apart from the response centre operated by Dumfries and Galloway Council's 'Care Call' service. If you wish to make private arrangements to install 'Telecare' equipment in your home, it would be advisable to first contact a response service who can also advise you on the best equipment to use. A local response service offering private arrangements is:

### **Positive Response Communications Ltd**

Ian Hobson,  
Technical Director  
Campbell House  
Crichton Campus  
DUMFRIES  
DG1 4ZB  
Tel: 01387 702388  
[www.positiveresponseuk.com](http://www.positiveresponseuk.com)

# TELECARE EQUIPMENT

Over the next few pages you will find pictures and information on some of the main pieces of 'Telecare' equipment. A list of companies which make and supply equipment can be found on page 44. The equipment illustrated here is produced by 'Tunstall'.



## Home Response Unit – Connect Lifeline:

This is the basic call unit linked into the telephone line in a person's home. The unit permits a two-way conversation between the person and the response centre. It can be operated by the person pressing a button on the unit which allows them to speak to the staff in the response centre. Providing the unit is switched on, the staff in the response centre can also initiate contact with the person in their home. The response centre will initiate contact on a regular basis to ensure that the unit is in working order, and to familiarise the person with the way the unit operates.



## Radio Output Module (ROM)

The Radio Output Module is a discreet box which picks up the signals transmitted from the sensors or detectors (see below) to the basic response unit, and passes them to the response centre. Using a ROM, enables the sensors to be battery operated, eliminating the need for hard wiring. An existing intruder alarm system can be linked into the ROM.



## Radio Pull Cord

A radio pull cord will raise an alarm call at the response centre via the basic response unit. Due to the use of wireless technology, there is minimal disruption during the installation process and it can be easily relocated, should the need arise. The alarm signal is activated by a single pull of the cord. The expected battery life is 10,000 trigger operations under normal conditions.



## Personal Trigger

The personal trigger may be worn as a pendant around the neck, on the wrist or clipped to clothing. The personal trigger enables the person to operate the basic home response unit when they are not within reach of it. This may become necessary if the person has fallen, either inside the house or out in the garden, or is unwell and unable to get out of bed. When the pendant trigger is pressed, the call goes to the response centre. When the centre staff respond, if they are unable to make contact with the person to establish what the need is, then help will be called for.



## Bogus Caller Alert

This is similar to the personal trigger but is attached to the wall or the door frame located next to the outside door so that it is always at hand to raise a call for help when necessary.



## Fall Detector

The Fall Detector can be worn on a belt or in a discreet pouch around the waist. It rapidly detects if the person has fallen and can raise the alarm at the response centre, even if the person is unable to operate it due to unconsciousness. The Fall Detector emits a warning light and sound before transmitting the call, to alert the wearer, in case it has been activated inadvertently. The Fall Detector can also be operated by a manual trigger, giving the user greater control and independence.



## Smoke Detector

On detection of smoke, the smoke detector will raise two alarms. Firstly, a local and audible alarm, and secondly a signal will be automatically sent to the home response unit and then on to the response centre. The staff at the response centre will then call the emergency services, if appropriate.

It is, of course, also possible to have a smoke detector, (and other sensors such as a carbon monoxide detector, pressure mats, bed sensors etc,) which are not connected to a response centre, but which sound an alarm only within the user's home, to alert the occupant or another family member living in the property. (see Section 2 - 'Sensors and Detectors' on page 18).



## Natural Gas Detector and Gas Shut Off valve

The natural gas detector will detect if there is unlit gas present in the atmosphere. The gas detector can work manually, raising an alert in the house or with the Call Centre. It can also be used with a gas shut off valve which is connected to the gas supply pipe. This means that when the gas detector identifies unlit gas in the atmosphere, the valve automatically shuts off the supply of gas to the cooker or fire. Please note that a qualified electrician must wire the detector and a Gas Safe registered engineer would be required to install the shut-off valve (a suitably trained person would need to reset it if it was activated).



## Passive Infra Red Movement Sensors

The lightweight wireless PIR detector can be wall mounted without the need for screw fixings or drilling. It can be used to detect inactivity so that if movement has not been detected over a predetermined period of time, an alarm will be raised at the response centre. The PIR sensor can also provide intruder alarm monitoring, or a combination of both inactivity and intruder alarm monitoring.



## Open Door Alert System

This alert system is used to send an alarm to the response centre if the person opens the door and leaves the property. It is useful for people with memory difficulties who may leave their home and become lost. The system comprises a Passive Infra Red activity detector, a set of door contacts, a key switch and a 'Telecare Interface Module'.

When the person opens the door and leaves the property, the door contacts will register this. The alarm can be set to be raised immediately. Alternatively it can be set to go off after a short delay where it is assumed that the person has left the house if activity is not detected. People who regularly visit the home can de-activate and re-activate the door alert as they enter and leave the property using the key switch located adjacent to the door.



## Temperature Extremes Sensor

The Temperature Extremes Sensor monitors for excessively high and low temperatures and also for a rapid rate of rise in temperature. It is typically installed on the wall or the ceiling in the kitchen to detect extremes of temperature, incurred, for example if a saucepan is left to boil dry. This sensor is activated earlier than a smoke alarm. The Temperature Extremes Sensor also alerts for excessively low temperature and can therefore warn when there is a risk of hypothermia due to inadequate heating or when a door has been left open.



## Flood Detector

The Flood Detector provides early warning of potential flood situations where a basin or bath is overflowing. If the contacts located on the device get wet, it produces an audible alarm and also sends an alert to the response centre. Flood Detectors can be installed in both the bathroom and kitchen, when necessary.



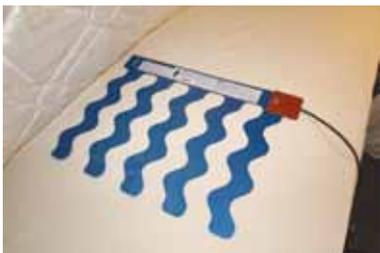
## Carbon Monoxide Detectors

The wireless operated detector provides an immediate alert when dangerous carbon monoxide emissions have been detected. This is likely to occur when there is a blocked flue or faulty gas appliance.



## Enuresis Sensor

This sensor detects enuresis as it occurs. It consists of a thin, waterproof, durable sensor mat which is placed under the bed sheet



## Epilepsy Sensor

This sensor is placed under the mattress and detects tonic-clonic seizures. An alarm call will be made to the control centre to ensure appropriate assistance is summoned.



## Bed and Chair Sensors

When a person is at risk if they get out of bed or rise from a chair, a sensor can be placed under the cushion or mattress, to detect a change in pressure and to send a signal to the response centre in order to alert a carer. This is particularly useful for people who are at a high risk of falling when they try to stand up and walk. These sensors can also be used with a timer unit, to enable an alert to be raised if the person does not return to the bed or chair after a pre-determined period of time, perhaps indicating they have fallen somewhere.



## Pressure Mat

This is similar to the bed and chair sensor above, but is used as a 'mat' on the floor, either on top of other floor covering, or underneath it. It is useful by the side of a bed, to monitor, for example, whether someone has got out of bed in the night, or failed to get out of bed in the morning.

A pressure mat can also be used, for example, to raise an alert if a person was going out of an outside door when not safe to do so or as an intruder alarm, sending a signal to the response centre, when an intruder treads on it.



## Medication Dispenser

The electronic medication dispenser can be set up with appropriate doses and times to be taken. It allows the user to take their medication within a set time frame and can also act as a reminder. If the medication is not accessed within the set time period an alert will be raised with the response centre. The dispenser can contain up to four daily doses of medication in a 28-dose carousel. When the dispenser button is pressed, it will either show the time for the next dose of medication, or allow the user access to the correct tablets. Only one dose can be released at a time. The medication dispenser is portable so can be used away from the home but, if used in this way, only audible reminder alerts will be given.



## Door Opener Systems

Various electronic door entry systems are available which aid occupants to open their door remotely where disability makes them less mobile. These are occasionally linked into security systems which provide the occupant with a video picture of the caller at the door and a two-way communication facility.

**A COMBINATION OF ANY OF THE ABOVE SENSORS AND DETECTORS CAN BE USED ACCORDING TO THE NEEDS OF THE PERSON.**

Below are a few case studies to demonstrate how 'Telecare' might be used to help to support someone at home.

**Case study A** - Mr F has recently been discharged from hospital following a stroke. A 'Telecare' package has been installed in his home. This includes a 'Lifeline' unit which enables him to call the response centre if he needs help. He wears a trigger alarm pendant so that if he falls and can't reach the main unit, he can press his trigger pendant to call the response centre for help.

Mr F also wears a fall detector around his waist. This means that if he has another stroke or falls and can't raise the alarm, the fall detector will alert the response centre and urgent medical help can be summoned. A bed sensor, connected to his bedside lamp, automatically switches on the lamp for him, when he gets out of bed in the dark. The bed sensor also alerts the response centre if he fails to get out of bed in the morning. The 'Telecare' package helps Mr F to feel confident that he can call for help if he falls or becomes ill, and that if he is unconscious or too ill to call for help, help will be called for him.

**Case Study B** - Mrs S lives alone and has moderate dementia. Her family are concerned about her because she sometimes leaves the house at night as she doesn't realise what the time is. She has also been known to switch on the gas cooker without lighting it. Mrs S has home support workers visit her each day to ensure she has adequate meals. Her family visit when they can.

Mrs S has said that she does not want to move into residential care. A 'Telecare' package was installed to help to keep Mrs S safe at home. An open door alert system has been installed along with a natural gas detector and cut off valve, smoke alarms and a temperature extremes sensor. When Mrs S opens the door during the evening or at night, a pre-recorded message by a family member, reminds her that it is not time to go out. If she leaves the door open, the response centre is alerted that the door is open and they can contact her family to let them know. If activated, the passive smoke and temperature extremes sensors will also alert the response centre. The centre staff can speak to Mrs S through the 'Lifeline' unit, and call for help if it is needed.

**Case Study C** - Mr and Mrs R have been married for 40 years. Recently Mr R has developed dementia. He frequently gets up in the night and sometimes attempts to go downstairs and has fallen on one occasion when attempting this. He also leaves the house at times when Mrs R is busy with the housework and has become lost. Mrs R is very anxious that her husband will come to harm, but feels she cannot always be aware of where he is and what he is doing. He also sometimes tries to use the cooker, but is at risk of burning himself.

A passive infra red light was fitted in the bedroom which will light up when Mr R walks across the bedroom. This will alert Mrs R so that she can check that her husband is safe and guide him back to bed. A door alert was fitted to the outside doors which will sound if Mr R leaves the house. A cooker isolator switch was also installed so that Mr R is not able to switch the cooker on without his wife knowing. The installation of the equipment has helped to reduce Mrs R's anxiety by giving her reassurance that her husband is being kept safe in their home.

**Case Study D** - Miss M lives with her elderly parents. She has a learning disability, visual impairment and early dementia and needs support to access the toilet overnight. Her parents were regularly losing sleep, as they lay listening out for her rising. Having health problems themselves, their health was badly affected by anxiety and fear of missing hearing their daughter when she needed assistance. A bed sensor was installed on Miss M's bed which sounds an alarm through a Telecare unit to the parents' bedside whenever Miss M rises from her bed. This has enabled the parents to sleep soundly knowing that if or when needed, they will be roused. It has offered everyone peace of mind and reassurance knowing that Miss M can continue to live safely in her family home.

**Case Study E** - Mr C is 42 and also lives with elderly parents and, due to his significant physical disabilities, he has always had carers to stay with him overnight whenever his parents have gone on holiday. He very much wanted to be able to stay in his home alone without having different sleeping carers staying with him. He acknowledged that due to his occasional falling when up at the bathroom overnight, there was a risk of this happening and going undetected. His care co-ordinator explored how his wishes could be met via a bed sensor with a timer facility. This was set to indicate if Mr C had got up and not returned to bed within agreed time limits. This would raise an alarm through to the response centre and a relative who lived close by would be called if Mr C either did not reply at all or if he confirmed that he needed assistance. Mr C's initial concerns that he would be watched in his own home were removed when it was explained that it would enable the call operator to simply check if he needed help. If he wanted to stay up longer than the timer settings, he would be able to relay this to the operator. He decided that it was a good protection and offered him dignity and choice in his own care. The system worked very well and it was agreed that it could be made a permanent arrangement thus providing reassurance to both Mr C and his parents.



# Section 2

## Aids and Equipment



# Aids and Equipment

This section provides information on a wide range of aids and equipment which can be used by people to assist them in activities of daily living around the home.

Within this part of the book, there are separate sections giving examples of 'specialist' equipment for people with -

- memory difficulties
- hearing impairment
- visual impairment

The equipment in section 2 can be purchased either in local stores, through catalogues, or 'on line'. Information is provided alongside the equipment, to indicate from where it can be purchased.

Some of the equipment shown in section 2 may be requested from the council's 'Education and Community Services – Adult Services Department' for which an 'assessment of need' will be required. There is more information regarding this assessment process in the earlier section on 'Telecare'. Your local 'Adult Services' office contact details can be found in the telephone book or on page 41 in this book.

## Sensors and Detectors

A number of sensors and detectors, similar to those shown in the 'Telecare' section above, can also be purchased to be used independently without being radio linked to a response centre. They will provide an audible alert to the user or can be used to alert another person within the house. Such items are produced by a number of manufacturers and can be purchased in local DIY stores. Examples of the sensors available are as follows:

- Smoke alarm
- Flood alert
- Co2 detector
- 'Passive Infra Red' detectors
- Intruder alarms
- Door alerts and alarms

Local Suppliers: Larger DIY stores, Homebase, B&Q, Argos Catalogue Shops etc.

# Aids and Equipment for the bathroom and toilet



## Grab Rails

Grab rails are useful for support and safety, not only in the bathroom and toilet, but also where there are steps, for example at the front and back entrances to a property.

**Local Suppliers:** Most larger DIY stores.



## Mowbray Toilet Frame

Weight Limit 19st

The Mowbray Toilet Frame incorporates both a raised toilet seat and a support frame. The two items being fixed together enables the equipment to be quickly and safely deployed when needed and easily removed when not required. The item has adjustable height legs and sits over the toilet, with no fixing required.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Chester Care, Keep Able, OT Stores, Ways and Means, Youreable.



## Raised Toilet Seat

The raised toilet seat aids those who find it difficult to get down to a standard height toilet seat. It requires to be fixed and should remain in position throughout the period it is likely to be required. Moving the seat on and off will compromise its safety. If a movable seat is required, see the Mowbray Toilet Frame above.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown; Argos (Extra), Loreburn Centre and Church Place, Dumfries, and Bellevilla Road, Stranraer. (See Local Suppliers list for full details – Page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Toilet Surround

This toilet surround is for those who require some support when using the toilet.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown; Argos (Extra), Loreburn Centre and Church Place, Dumfries, and Bellevilla Road, Stranraer. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Tap Rail

The tap rail fixes around the taps to provide leverage to assist rising out of the bath. As two hands can be used, it is considered to be safer than a hand rail which is fitted on only one wall at the side of the bath.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Powered Bath Lifts

This is a battery operated, hand controlled, bath lift. It allows the user to lower themselves into, or raise themselves out of, the bath.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown; Argos (Extra), Loreburn Centre and Church Place, Dumfries, and Bellevilla Road, Stranraer. (See Local Suppliers list for full details – page 42)



## Long Handled Sponge

This long handled sponge enables the user to more easily reach to clean their back when bathing.

**Local Suppliers:** Alliance Chemist, Stranraer, (by Tesco's); Argos (Extra), Loreburn Centre and Church Place, Dumfries, and Bellevilla Road, Stranraer; Kleeneze, for details of your local agent phone 08703 33 66 88; Lloyds Pharmacy, 48 Hanover Street, Stranraer; Moss Pharmacy, 88 High Street, Annan, 97 – 101 King Street, Castle Douglas, 47 Buccleuch Street, Dumfries, 44 – 46 Victoria Street, Newton Stewart, 9 St Cuthbert Street, Kirkcudbright, 22-23 East Morton Street, Thornhill; The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Shower Seats

The shower seat is affixed to the shower wall. It provides increased safety and reassurance in the shower, for those who are anxious about falling. Special free-standing stools or chairs may also be suitable but it is advisable to check before using.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Bath Seats

Bath seats provide a higher seat in the bath for those who find it difficult to get down to the floor of the bath. Bath seats come in various designs, but all have a similar use.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Slatted Bath Board

A bath board sits across the top of the bath. It enables the user to move backwards onto it while standing outside the bath. When seated, the user can then lift their legs over the rim of the bath and into the water, one at a time. It can be used in conjunction with a bath seat to provide an interim position before lowering down onto the bath seat.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Bath Sensor and Water Temperature Monitor

The starfish sends out an audible alarm when the water reaches the base of the unit to prevent overflowing, should the user become distracted. Attaches to the side of the bath using a powerful suction cup.

The starfish gives LCD temperature readout in either centigrade or Fahrenheit. It is fully waterproof.

**Local Supplier:** C S McKerlie, King St, Castle Douglas. Due to price competition, many aids such as this are obtainable mainly by ordering online. It may be wise to search online for comparative prices or ask someone to do this for you.

# Aids and Equipment for the living room and bedroom



## Chair Raisers

Chair raisers heighten the seat of the chair to provide increased safety when rising from a seated position and to reduce the distance when sitting down. They are available in a variety of shapes, sizes and designs to suit most styles of chairs, settees etc. Some are also adjustable in height.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable



## Chair Raisers (Foam Cushions)

This design of chair raiser provides a quick and easy way of raising the level of the seat. This type is particularly useful if the chair seat is not required to be at this height continuously. However, care has to be taken when using this type of raiser, that it does not leave the user without adequate support, especially at the sides of the chair.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries. (See Local Suppliers list for full details – page 42)

Many local upholsters can also assist in the supply of foam cushions.

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Trolleys

The trolley is useful for transporting items from one room to another if the user is restricted in carrying things or if the person is unsteady on their feet. However, it can sometimes be difficult to move the trolley between rooms when certain carpet edgings or door sills are used.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Argos (Extra), Loreburn Centre and Church Place, Dumfries, and Bellevilla Road, Stranraer. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Bed Raisers

Bed raisers are useful if the person finds the bed is too low to get into and out of. It can also be helpful for a carer to have the bed at a higher level, if the user requires attention while in bed.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Argos (Extra), Loreburn Centre and Church Place, Dumfries, and Bellevilla Road, Stranraer. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Bed Rails / Ladders

Bed rails and ladders can assist a person to lift themselves to an upright seated position or to get into or out of bed. They are often easily fitted by sliding under the mattress.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.

# Aids and Equipment for the kitchen



## Tap Turners

Tap turners come in a variety of designs for different shaped taps and are easily fitted. They provide the user with greater leverage in operating the tap and increase ability to use the taps independently for people who have difficulty gripping objects.

**See equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Kettle Tipper

A kettle tipper enables someone who has difficulty lifting heavy objects to pour water out of the kettle. Electric jug kettles can be used, but the kettle tipper is not suitable for kettles with a base unit.

**Local Suppliers:** The Care Shop (Dumfries), 26 Great King Street, Dumfries; Boots the Chemist, 20 High Street, Gatehouse of Fleet; Wigtown Pharmacy, 20 North Main Street, Wigtown. (See Local Suppliers list for full details – page 42)

**See also equipment mail order catalogue list (page 45) for further details of following suppliers:** Ability, Able 2, Chester Care, Keep Able, Med-Ecosse, OT Stores, Ways and Means, Youreable.



## Ring Pull

The Ring Pull is a simple device for safely and easily removing ring pull lids from tinned food. It is made from plastic and is dishwasher safe.

**Suppliers:** Available from the RNIB, 12 – 14 Hillside Crescent, EDINBURGH, EH7 5EA. Tel: 0131 5571004, Web: [www.rnib.org.uk](http://www.rnib.org.uk). (Contact details on page 45) and also from local supermarkets.



## Dycem non-slip material

Dycem is a non-slip material which has been adapted for use in a variety of ways.

## Dycem non-slip reel

This is the Dycem material supplied on a reel. It can be cut to size for a variety of uses, for example, place mats, tray liners etc.

**Suppliers:** Available from the RNIB, 12 – 14 Hillside Crescent, EDINBURGH, EH7 5EA. Tel: 0131 5571004, Web: [www.rnib.org.uk](http://www.rnib.org.uk). (Contact details on page 45).



## Dycem Grip-it Jar Opener

A thick, circular piece of the Dycem material which provides a handy kitchen aid to open stubborn jar tops, with ease. Fits all sizes of jar. Can also be used for other tasks such as opening round door handles.

**Suppliers:** Available from the RNIB, 12 – 14 Hillside Crescent, EDINBURGH, EH7 5EA. Tel: 0131 5571004, Web: [www.rnib.org.uk](http://www.rnib.org.uk) and The Care Shop (Dumfries), 26 Great King St, Dumfries (Contact details on page 45).

# For people with memory difficulties

When people experience memory difficulties, this can put them at extra risk of harm. This may be, for example, because they cannot remember what to do to keep safe, or because they do not recognise danger signs, or because they do not recognise what something is used for.

Many of the 'Telecare' items listed in the 'Telecare' section earlier in this book are beneficial in helping to keep someone with memory difficulties safe at home. Any of the equipment which does not rely on the person activating it, is particularly suitable. This type of equipment is sometimes called 'passive technology'. This includes all the sensors and detectors which respond automatically to certain triggers such as movement, smoke, etc and which relay a message to the response centre without the person having to take any action.

There are other pieces of equipment which can help to keep people with memory difficulties safe and independent. A few of these are shown below.



## Door Alerts and Alarms

Local DIY stores sell a wide range of door alarms and alerts systems. Some of these are very simple and easy to install but are also very effective. The simplest consist of two contacts, one positioned on the door and one on the door frame. These can be affixed without screws. When the door is opened and the contact is broken, an alarm will sound, alerting the occupier. This can be very useful where someone has memory difficulties and can alert another family member to the fact that the person has left the house or the room. For use inside the house, an alarm with a chime function, such as the Yale SAA 8012 (shown here) is easier on the ear.

**Suppliers:** Larger DIY stores or [www.yale.co.uk](http://www.yale.co.uk)

**Additional suggestion:** One simple way of alerting the occupier that a door has been opened is to suspend a wind chime above the door. When the door opens, it activates the wind chime.



## Memo Minder

This is a battery operated device which can record a short message by a family member to remind someone with memory problems, should they open the door, that it is not time to leave the house. The unit is positioned near to the outside door. When the occupier goes to leave the house, the small PIR (passive infra-red) light in the unit activates the voice message.

**Supplier:** Solon Security Limited, Unit 40, Manor Ind. Estate, Flint, Flintshire, CH6 5UY Tel: 01352 762266, email: sales@solonsecurity.co.uk



## Magiplug

The Magiplug is a device which permits the bath to be filled only to a specific level. It prevents the bath from overflowing and causing damage to one or more properties. It works using a pressure-activated system. When the bath water reaches a certain depth, the pressure plate opens and releases the excess water safely until the taps are turned off.

The Magiplug also incorporates 'Colourtherm' material which changes colour if the water becomes too hot. This provides an added safety feature to protect against excessively hot water.

**Supplier:** Sensorium, Sensorium House, 9 Nethertown Broad Street, Dunfermline, FIFE, KY12 7DS, www.sensorium.co.uk Freephone 08000 565454, e-mail: sales@sensorium.co.uk



## Picture Phone

The Picture Phone is a big button telephone with 9 easy to programme fast dial buttons. Each fast dial button has a cover flap under which a person's photograph, or the name of a service eg 'doctor', 'fire brigade', can be placed. By placing a photograph of a carer or relative on the fast dial button, someone who cannot remember a telephone number or who is unable to dial, can call their relative etc, by simply touching the photograph.

Additional features of the Picture Phone are a 50% speech amplification option and a flashing light when the phone rings.

**Supplier:** Sensorium, Sensorium House, 9 Nethertown Broad Street, Dunfermline, FIFE, KY12 7DS, www.sensorium.co.uk Freephone 08000 565454, e-mail: sales@sensorium.co.uk

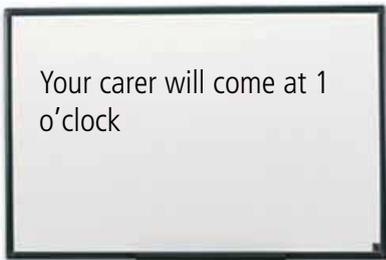


## Socketsafe

'Socketsafe' is a locking socket cover preventing accidental removal of a plug from a socket. The 'Socketsafe' only takes a few seconds to fit and prevents essential pieces of equipment from being disconnected from the power supply. It can also prevent equipment, which may cause harm to someone with memory problems, from being switched on when there is no-one around. Access to the socket is gained using a special key.

**Manufacturer/Supplier:** SMJ Products – Tel: 01933 677668;

Dormina (UK) Ltd, 44 Flask Walk, London NW3 1HE,  
Tel: 01372 740 743



## Whiteboard

A whiteboard is a very useful aid for those with memory difficulties. It offers relatives, friends and care providers a clear way to communicate useful information or messages, including detail to help orientate. Easy to use and clean, available in range of sizes, frames and finishes and can be wall-mounted. Supplier, local DIY stores or supermarkets are a good cheap source.

**Supplier :** Border Office Supplies, Dumfries and local DIY stores or supermarkets



## Calendar Clocks

Radio Controlled Calendar Clocks displaying the time, the day and the date, help people with memory problems to orientate. As they are radio controlled, they never have to be adjusted when the clocks go back or forwards. These are two examples which can be either affixed to the wall or can stand on a flat surface.

Klik Radio Controlled LCD Calendar Wall Clock

Acctim Radio Controlled LCD Wall Clock



**Local Suppliers:** Both of these clocks are available from Argos, Loreburn Centre and Church Place, Dumfries, and Bellevilla Road, Stranraer. (See Local Suppliers list for full details – page 42).

# Organisations which offer help for people with memory difficulties

There are a number of organisations which can advise regarding all aspects of care for people with memory problems. Two of the most experienced that will offer advice and help to people with memory difficulties and their carers are:

**Dementia Services Development Centre**, Iris Murdoch Building, University of Stirling, STIRLING, FK9 4LA, Tel: 01786 467740, [www.dementia.stir.ac.uk](http://www.dementia.stir.ac.uk)

**Alzheimers Scotland**, local offices:

Dumfries - 1 Gordon Street, DUMFRIES, DG1 1EG, Tel: 01387 261303, [www.alzscot.org](http://www.alzscot.org), e-mail: [Dumfriesservices@alzscot.org](mailto:Dumfriesservices@alzscot.org)

Stranraer – 14a Bridge Street, STRANRAER, DG9 7HY, Tel: 01776 889181, [www.alzscot.org](http://www.alzscot.org), e-mail: [Stranraerservices@alzscot.org](mailto:Stranraerservices@alzscot.org)

Another local service which is available to help Carers is **Princess Royal Trust for Carers** which offers information, advice and support to anyone who is caring for a relative or friend who is affected by long term illness or disability.

Contact: PRTC, 2-6, Nith St, Dumfries, DG1 2PW, Tel: 01387 248600, email: [info@dgalcarers.org](mailto:info@dgalcarers.org)

## Community Mental Health Teams

Dumfries and Galloway Council and the NHS Dumfries and Galloway work together in Community Mental Health Teams to help support people with memory difficulties and their carers. Contact details for the four Community Mental Health Teams in Dumfries and Galloway can be found on page 40.

# For people with hearing impairment

## Portable Flashing/Vibrating Door Chimes

### Libra flashing door chime



The wireless portable door chime enables a person with hearing impairment to know when there is someone at the door. The door chime receiver can be taken anywhere in the home or garden up to a range of 200 metres. When the bell is pressed, it activates a high intensity flashing light. Alternatively it can give out a loud audible tone.

### Byron vibrating door chime



A portable door chime system with both vibrating and audible alert options. The receiver can be clipped to a belt or put in a pocket and will vibrate when the door bell is pressed. Active up to 100 metres.

### Byron door chime combination set



This set provides the user with vibrating, flashing or audible options.

## For people with hearing impairment



### The Mountcastle door and telephone alert

This is a system which requires to be wired into a home's lighting circuit, by a professional electrician. The Mountcastle is for people who are profoundly deaf. It causes room lights to flash or dim when the door bell is activated. Extra options are available which can alert the user to the telephone or textphone ringing, or it can be linked into a door entry system.

**Suppliers:** A range of door chimes, including all those listed above, can be purchased from RNID who produce a catalogue of equipment for people with a hearing impairment. Contact details for RNID are on page 45.



### Wake 'n' Shake Alarm Clock

This is a mains powered digital alarm clock which has a large visual display, a vibrating pad and strobe light. It can also be connected to the telephone to alert to incoming calls when the user is asleep.

**Supplier:** RNID. (See page 45 for contact details.)



### Strobe Light/Vibrator Smoke Alarm System

This is a smoke alarm system which can accommodate up to 10 smoke detectors. The main base unit is positioned by the bed and the vibrating pad is placed under the pillow. If the system detects smoke, the strong strobe light flashes on the base and the under pillow pad vibrates to wake even the heaviest sleeper.

**Supplier:** RNID. (See page 45 for contact details.)



### Phoneflash

The 'Phoneflash' is a small device which flashes a light whenever the phone or textphone rings. It is bright enough to be clearly seen in daylight. The 'Phoneflash' plugs into the telephone socket using the telephone 'doubler' which is provided with it.

**Supplier:** RNID. (See page 45 for contact details.)

## Amplified Phone

### Converse 1200 telephone



The Converse 1200 is one of a series of telephones designed for people with a hearing impairment. It will easily link up with the wide selection of BT services such as Call Return, Call Minder etc. It is fitted with an inductive coupler for hearing aid wearers and amplification for those who are not. The ringer tone and volume of incoming calls can be adjusted and it has a small incoming call indicator light. Headsets are available to use instead of the usual handset.

**Supplier:** BT or RNID. (Contact details for RNID are available on page 45).

### CL 100 Clearsound



This telephone is one of a range which offers facilities for people with a hearing loss as well as a big button display to aid those with a visual impairment. The CL 100 is especially suitable for those with a high frequency hearing loss as it has tone control as well as a range of other facilities such as incoming speech volume control.

**Supplier:** BT or RNID. (Contact details for RNID are available on page 45).

## Personal Listeners

### Crescendo personal listener



'Personal Listeners' are devices which can help someone with a hearing impairment to hear conversations. The Crescendo comes with a tie-clip microphone and a 4 metre lead so that it can be connected to the TV, radio or hi-fi. It also has a built-in microphone. It is available with either stetoclips for non-hearing aid users or a neckloop for those with a hearing aid fitted with a T switch. The unit has a large twist control making it ideal for anyone with dexterity difficulties.

**Suppliers:** RNID (See contact details on page 45).

## Loop Systems

### Megaloop



The 'Megaloop' is a powerful and flexible loop system. There are two microphone sockets. One is used when the microphone is fixed to a TV or hi-fi speaker and the other can help with environmental sounds or for conversation. It is recommended that the cable is laid around the room at skirting board height.

The new 'Megaloop+' has two built-in scart sockets, microphone and line inputs. This means that it can be connected to a video, satellite system and DVD in a number of possible ways without any extra junction boxes. The system is easy to install.

**Suppliers:** RNID (See contact details on page 45).

# For people with visual impairment

## Lighting

Most people find that adjustable lamps, which shine directly on to what needs to be viewed, are the most beneficial. A lamp with a fluorescent bulb is more expensive to buy, but it doesn't get too hot, produces more light and is cheaper to run than an ordinary bulb.



## Adjustable Desk Lamp

This task lamp is fitted with an 11 watt Daylight Fluorescent bulb, which gives out light similar to natural daylight. It is coloured black with a contrasting white on/off switch. It is supplied with a round base and a clamp, making it a very versatile lamp which can be used in a variety of situations around the home. The lamp also has a swivel head and an adjustable spring arm enabling the light to be positioned at virtually any angle.

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.



## Writing Frame

Strands of elastic serve as guides which allow sufficient movement to form upward and downward strokes. The A5 frame has 15 lines and the A4 frame has 22 lines. The frame has a pen clip at the top and a non-slip pad on the back.

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.

# For people with visual impairment



## Big Button Telephone

BT produce a number of big button telephones including the one pictured which is the new cordless design. Up to four handsets can be used with each base station, with a maximum range of 250 metres.

**Suppliers:** Available from BT or the RNIB catalogue. See contact details on page 45.



## 'Bump-ons'

These provide an easy way to mark or label items around the house. The raised bumps are supplied on self-adhesive sheets and are available in a range of different colours, shapes and sizes. They are particularly useful for identifying different functions on a cooker, washing machine, television, etc

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.



## Talking Cube Clock

The talking cube clock is a cube with a different coloured button on the top which when pressed speaks the time.

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.



## Liquid Level Indicator

The new slimline version pictured, will indicate when sufficient liquid has been poured into a container. There are two different tones, an intermittent one when the container is nearly full and a continuous one when it is full. Battery operated.

**Suppliers:** Available from RNIB catalogue. Contact details on page 45.

## Cooking Aids

### Coloured Measuring Cups



This is a five piece measuring set which helps to make it easier to measure liquids and powders when cooking. The five cups come in different colours to help identification and measure a range of sizes from 250ml to 30ml. The measure is also printed on the handle of each cup and is tactile.

**Suppliers:** RNIB catalogue, details on page 45.

### Talking Kitchen Scales



Mains operated talking kitchen scales that weigh up to 5kg/11lb in 5gm/half ounce steps. The easy to use scales are accurate to within 2% and come complete with a large secure plastic bowl and non-slip feet.

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.

### Mechanical Timer



This easy-to-read timer with bold and tactile numbers can be wall hung. It is available with black numbers on a white face or white on black and has a loud ring when the time is up.

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.

### Talking Bathroom Scales



These talking scales speak your weight in pounds or kilos. They also have a digital display. Weight capacity 330lbs. Battery operated.

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.

# For people with visual impairment



## Seven Day Pill Organiser

This plastic organiser for storing medication has seven small compartments each with its own hinged lid. Each lid is marked with the initial letter of a day of the week in Braille and large, raised print.

**Supplier:** Available from RNIB catalogue (see page 45). Some local chemists and supermarkets also stock pill organisers, without the Braille markings.



## Coin Holders

Coin holders come in a range of capacities to hold coins of different value. The coin holder pictured above is for 10 pence pieces. Each different value coin holder comes in a different colour and shape for easy recognition.

**Suppliers:** Available from the RNIB catalogue. Contact details on page 45.



## Magnifiers

Magnifiers can be purchased in many local stores, chemists and opticians. However, as a person's vision can change rapidly, it may be advisable to request a referral to the 'Low Vision Clinic' for professional advice. Anyone with visual impairment may be referred to the clinic by their GP, optician or by the council's Sensory Loss Service (contact details on page 41).

# Contact Details



- Community Mental Health Teams ..... 40
- Social Services Contact Details ..... 41
- Suppliers of Equipment..... 42
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- Mail Order Catalogues ..... 45

# Community Mental Health Teams – Older Adults

## **Annandale & Eskdale Community Mental Health Team**

Town Hall  
ANNAN  
DG12 6AQ  
Tel: 01461 207019

## **Nithsdale Community Mental Health Team**

Nithbank  
DUMFRIES  
DG1 2SD  
Tel: 01387 244428

## **Stewartry Community Mental Health Team**

Garden Hill Primary Care Centre  
2 Garden Hill Road  
CASTLE DOUGLAS  
DG7 3EE  
Tel: 01556 505722

## **Wigtownshire Community Mental Health Team**

Cromarty  
Sun Street  
STRANRAER  
DG9 7JL  
Tel: 01776 889300

# Dumfries & Galloway Council

## Adult Services Contact Details

### **Annan**

Town Hall  
High Street  
ANNAN  
Tel: 01461 203311

### **Castle Douglas**

Garden Hill Primary Care Centre  
2 Garden Hill Road  
CASTLE DOUGLAS  
DG7 3EE  
Tel: 01556 505777

### **Dumfries**

122-124 Irish Street  
DUMFRIES  
DG1 2AW  
Tel: 01387 030 33 33 3000

### **Kirkcubbin**

Main Street  
KIRKCONNEL  
DG4 6LU  
Tel: 01659 67601

### **Newton Stewart**

Penninghame Centre  
Auchendoon Road  
NEWTON STEWART  
DG8 6HD  
Tel: 01671 403933

### **Stranraer**

Ashwood House, Sun Street  
STRANRAER  
DG9 7JJ  
Tel: 01776 888450

### **Sensory Loss Service**

(for people with a visual or hearing impairment)  
122-124 Irish Street  
DUMFRIES  
DG1 2AW  
Tel: 030 33 33 3000

### **Care Call**

Dumfries and Galloway Council  
Monreith House  
Crichton Business Park  
Bankend Road  
Dumfries  
DG1 4ZY  
Tel: 01387 702648

Detailed information regarding all the Tunstall equipment shown in section 1 can be viewed on the 'Care Call' website:

[www.dumgal.gov.uk](http://www.dumgal.gov.uk)

then select 'Services' then 'Care Call'

Frequently Asked Questions (FAQs) are also listed.

Further copies of this hand book can also be downloaded from the website or obtained by telephoning 01387 272734.

# Contact Details For Local Suppliers

## Chemists / Pharmacies

### Boots The Chemist

88 High Street, Annan  
Tel: 01461 – 202142

97 – 101 King Street, Castle Douglas  
Tel: 01556 502023

79 Garden Hill Road, Castle Douglas,  
Tel: 01556 502026

47 Buccleuch Street, Dumfries  
Tel: 01387 252875

20 High Street, Gatehouse of Fleet  
Tel: 01557 814210

9 St Cuthbert Street, Kirkcudbright  
Tel: 01557 330422

44 – 46 Victoria Street, Newton Stewart  
Tel: 01671 402226

22-23 East Morton Street, Thornhill  
Tel: 01848 330263

Catalogue at the counter.

### Co-operative Pharmacies:

50 Annan Road, Gretna  
Tel: 01461 338201

39 – 41 High Street, Lochmaben  
Tel: 01387 810262

21 – 23 High Street, Lockerbie  
Tel: 01576 202618

There is a “Wardles Aids to Living”  
catalogue behind the counter.

### Dalston Pharmacy

Market Place  
High Street  
Langholm  
Tel: 01387 380220.

There is a “Home Solutions” catalogue  
behind the counter.

### Hetherington Pharmacy

High Street  
Moffat  
01683 220024

‘Aids to Living’ catalogue available.

### Lloyds Pharmacy

48 Hanover Street  
Stranraer  
Tel: 01776 702201

Catalogues are available.

### Wigtown Pharmacy

20 North Main Street  
Wigtown  
Tel: 01988 403474

‘Aids to Living’ catalogue available.

# Contact Details For Local Suppliers

## Other Suppliers

### Argos

Church Place and Loreburn Centre,  
Dumfries

Bellevilla Road  
Stranraer

Items are listed in the catalogue index under "Bathing Aids" and "Wheelchairs". Items displayed in the catalogue as only obtainable from 'Argos Extra' can be ordered by phone to be delivered to the Dumfries or Stranraer shop.

### B&Q

Sanquhar Farm Road  
Ayr

Tel: 01292 886644

or Carlisle

Tel: 01228 818100

[www.diy.com](http://www.diy.com)

### Border Office Supplies

Great King Street,  
Dumfries

Tel: 01387 254840

### C S McKerlie

Electrical & Mobility Services

260 King Street

Castle Douglas

DG7 1HA

Tel: 01556 502564

### Homebase

Unit 1

Cuckoo Bridge Retail Park

Dumfries

Tel: 0845 6407175

[www.homebase.co.uk](http://www.homebase.co.uk)

### Home Hardware

51 Victoria Street

Newton Stewart

Tel: 01671 402122

### Home Hardware

King Street

Castle Douglas

### Homes and Gardens

George Street,

Stranraer,

Tel: 01776 702092

Good for bathroom and kitchen equipment. Willing to order specific items via a catalogue if available via current suppliers.

### Kleeneze

For details of your local agent Tel: 08703 33 66 88

### The Care Shop (Dumfries)

26 Great King Street

Dumfries

DG1 1BD

Tel: 01387 251255

# Telecare Equipment

## **Chubb Community Care**

Shadsworth Road  
Blackburn  
BB1 2PR  
Tel: 01254 688774  
[www.chubbcommunitycare.co.uk](http://www.chubbcommunitycare.co.uk)

## **Positive Response**

Ian Hobson  
Technical Director  
Campbell House  
Crichton Campus  
Dumfries  
Tel: 01387 702388  
[www.positiveresponseuk.com](http://www.positiveresponseuk.com)

## **Sensorium**

9 Nethertown Broad Street  
Dunfermline  
FIFE  
KY12 7DS  
Tel: 08000 565454  
[www.sensorium.co.uk](http://www.sensorium.co.uk)

## **Tunstall Group Ltd**

Whitley Lodge  
Whitley Bridge  
YORKSHIRE  
DN14 0HR  
Tel: 01977 661234  
[www.tunstall.co.uk](http://www.tunstall.co.uk)

## **Tynetec Ltd**

Cowley Road  
Blyth Riverside Business Park  
Blyth  
Northumberland  
NE24 5TF  
Tel: 01670 352371  
Email: [sales@tynetec.co.uk](mailto:sales@tynetec.co.uk)

# Equipment by Mail Order

The following is a selection of companies who can all send you detailed catalogues or will supply goods by mail order:

## **ABILITY**

British Red Cross  
113 Claredon Park Road  
LEICESTER  
LE2 3AH  
Tel: 0844 209 0029  
[www.redcross.org.uk](http://www.redcross.org.uk)

## **ABLE 2**

Moorgate Street  
Blackburn  
LANCASHIRE  
BB2 4PB  
Tel: 01254 619000  
[www.able2.eu](http://www.able2.eu)  
[enquiries@able2.eu](mailto:enquiries@able2.eu)

## **CHESTER CARE (now Youreable)**

## **KEEP ABLE MAIL ORDER**

Unit 3/4  
Sterling Park  
Pedmore Road  
Brierley Hill  
West Midlands  
DY5 1TB  
Tel: 0844 888 1338  
[www.keepable.co.uk](http://www.keepable.co.uk)  
[customerservices@keepable.co.uk](mailto:customerservices@keepable.co.uk)

## **MED-ECOSSE LTD**

Unit 13  
32 Dryden Road  
Bilston Glen Industrial  
Estate  
Loanhead  
EDINBURGH  
EH20 9LZ  
Tel: 0131 4404225  
[info@med-ecosse.co.uk](mailto:info@med-ecosse.co.uk)  
[www.med-ecosse.co.uk](http://www.med-ecosse.co.uk)

## **NRS**

Nottingham Rehab  
Supplies  
(see **WAYS & MEANS**)

## **OT STORES**

OTS Limited  
PO Box 234  
MALVERN  
WR14 1QB  
Tel: 0845 260 7061  
[www.otstores.co.uk](http://www.otstores.co.uk)

## **RNIB**

Royal National Institute  
for the Blind  
12 – 14 Hillside Crescent  
EDINBURGH  
EH7 5EA  
Tel: 0131 5571004  
[www.rnib.org.uk](http://www.rnib.org.uk)

## **RNID**

Royal National Institute  
for Deaf people  
Empire House, 131 West  
Nile Street  
GLASGOW  
G1 2RX  
Tel: 0141 3415330  
[www.rnid.org.uk](http://www.rnid.org.uk)

## **WAYS & MEANS / NRS**

Clinitron House  
Excelsior Road  
Ashby-de-la-Zouch  
LEICESTERSHIRE  
LE65 1JG  
Tel: 0845 1218110  
[www.waysandmeans.co.uk](http://www.waysandmeans.co.uk)

## **Youreable**

Patterson Medical Ltd  
(now incorporating  
Chester Care)  
Nunn Brook Road  
Huthwaite  
Sutton-on-Ashfield  
Nottinghamshire  
NG17 2HU  
Tel: 08444 124331  
[www.youreableshop.co.uk](http://www.youreableshop.co.uk)

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**Disclaimer**

No responsibility can be accepted by Dumfries and Galloway Council or by NHS Dumfries and Galloway for any accident or injury incurred as a result of using equipment referred to in this book. Particular care should be taken when purchasing items such as bath aids, toilet aids, chair and bed raisers etc, that thought has been given to factors such as the frailty, mobility, height and weight of the person for whom the equipment is to be used. Bath and toilet measurements etc will be required to be taken before purchase of items, to ensure equipment fits properly and safely. If there is any doubt regarding the suitability of a piece of equipment, it is recommended that advice be sought from a suitably trained professional, such as an occupational therapist.



If you would like to have a translation of this in your own language you should telephone the number below to request this, or get someone else to telephone on your behalf.

إذا كنت تريد الحصول على هذه المعلومات مترجمة بلغتك، ينبغي الاتصال برقم الهاتف المذكور أدناه لطلب ذلك، أو جعل شخص آخر يتصل نيابة عنك.

আপনি যদি এর একটি অনুবাদ পেতে চান তাহলে আপনার নিজের দেওয়া টেলিফোন নম্বরে ফোন করে অনুরোধ জানানো উচিত, বা আপনার পক্ষ থেকে অন্য কাউকে ফোন করতে বলতে পারেন।

如果你需要本資料的其他語言版本，請撥打下面的電話號碼，或請他人代錶你撥打。

Jeji norëtumëte gauti šios medžiagos vertimą į Jūsų kalbą, paskambinkite žemiau nurodytu telefonu numeriu ar paprašykite, kad kas nors šiuo telefonu paskambintų už Jus.

Aby otrzymać tłumaczenie na język polski, prosimy zadzwonić pod numer telefonu podany poniżej, albo poprosić kogoś, żeby zadzwonił w Państwa imieniu.

ถ้าคุณต้องการคำแปลของเอกสารนี้เป็นภาษาของคุณ

กรุณาโทรศัพท์มาที่หมายเลขด้านล่างเพื่อขอคำแปล

หรือให้คนอื่นช่วยโทรแทนคุณก็ได้

Bu belgenin kendi dilinize çevrilmesini istiyorsanız, çeviri talebinde bulunmak için aşağıdaki numaraya telefon açmanız veya sizin adınıza başka birine telefon açtırmanız gerekmektedir.

اگر آپ اپنی زبان میں اس کا ترجمہ چاہتے ہیں تو آپ کو اس کی درخواست کرنے کے لئے درج ذیل نمبر پر فون کرنا چاہئے، یا کسی اور سے اپنی جانب سے فون کرنے کے لئے کہنا چاہئے۔

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