

Remaining Independent In Your Own Home

Advice and Information
Telecare, Carelink, Equipment and
Adaptations





Contents

How to use this guide

Page 3

Getting in and out of your home

Page 4

Moving around the home

Page 6

In the bathroom

Page 8

In the living room

Page 10

In the kitchen

Page 12

In the bedroom

Page 14

Who to contact

Page 16

How to use this guide

This information leaflet is intended for anyone with a disability or condition who may need help and assistance to remain independent in their own home and their carers. It guides you to explore ways and means include advice, information, telecare, carelink, equipment and adaptations, to enable you to remain independent in their own home.

By going through different rooms in the home it will guide you to identify which everyday activity you are struggling with, and to advise you on how you can help yourself and other options.

The tables on the following pages list the everyday activates that people may struggle to do, what could be causing this problem and there are three columns recommending a range of solutions in a graded approach: Simple, Medium and Complex solutions. For example, you try the simple solutions first, if it does not work, then consider the medium solution.

There are keys (B, C, E, F, HS, H) next to the solutions to advise you how and where to get these items. See below table of keys.

Some solutions relate to pieces of equipment which you can purchase from retail stores in the high street or online. If you still struggle after using the equipment, you can contact Derby City Council for further advice. (Contact details on page 17)

The local Fire and Rescue service offer free home fire safety assessments and will also provide and fit fire alarms free of charge in some circumstances. (Contact details on page 16)

Key		Key	
B	Buy it yourself	F	Fire Service
C	Carelink / Telecare	HS	Health Service
E	Equipment and minor / major adaptations	H	Housing

Getting in and out of your home



KEY SAFE
to enable access to your home



DOOR CLOSER
alters the tension of the spring



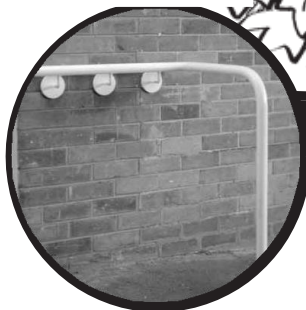
PROPERTY EXIT SENSOR
alerts family or a friend if you are at risk going out alone. Can be connected to a Care Alarm



KEY TURNER
Helps you grip the key



RAMP
to enable wheelchair access to your home



HANDRAIL
provides easier access along paths



STEP LIFT
so you can get up and down steps in your wheelchair

Getting in and out of your home

What you have to do	What is difficult for you	Simple solutions		Medium solutions		Complex solutions	
Open the door	Door is too heavy Lock is awkward Handle is awkward Going outside can put me at risk	Alter tension in the spring Buy loop handle Alter handle Buy key turner	B B	Carer / family to have key Key safe Intercom / door release	B E	Environmental control (Electronic device to control your immediate environment e.g. opening doors)	H
Cross the threshold	Threshold is too high Weather proofing trips you up Threshold needs repair	Use another door		Repair or replace threshold Fit grab rail	E	Portable ramp Replace door frame Widen doorway	B E E
Go up and down steps	Steps too high, deep or narrow Too many steps	Fit a grab rail or handrail	E	Make half steps Enlarge steps	E E	Ramp Step lift	E E
Use the path	Path is too long Path is uneven or badly drained Path is too narrow Path is too steep	Fit handrail beside the path	E	Resurface the path Change the width or gradient Widen the gate	B E E	Get a wheelchair Move home	HS H
Pick up the milk or post	Milk or post too low down	Fit cage behind letter box Fit bottle holder to wall Pick up stick	B B B				
Go outside when it's safe	Knowing what time of the day or night is safe to leave the property	Voice prompt (also see page 5)	C	Property exit sensor	C		

B	Buy Yourself	C	Carelink / Telecare	E	Equipment and Minor / Major Adaptations	HS	Health Service	H	Housing
---	--------------	---	---------------------	---	---	----	----------------	---	---------

Moving around the home

VOICE PROMPT

a recorded message to remind you e.g. not to go out at night



HANDRAIL

for safety when using the stairs



STAIR LIFT

If you are unable to climb the stairs



CARE ALARM

monitored service with a mobile alarm



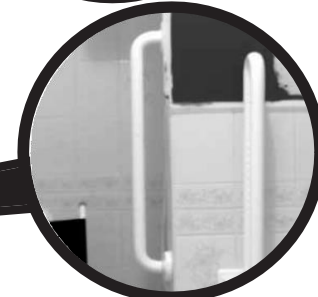
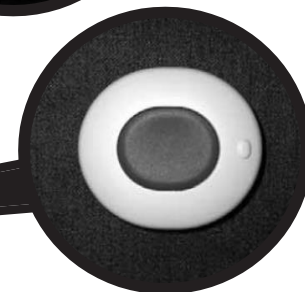
SMOKE DETECTOR

Can be monitored when connected to the care alarm



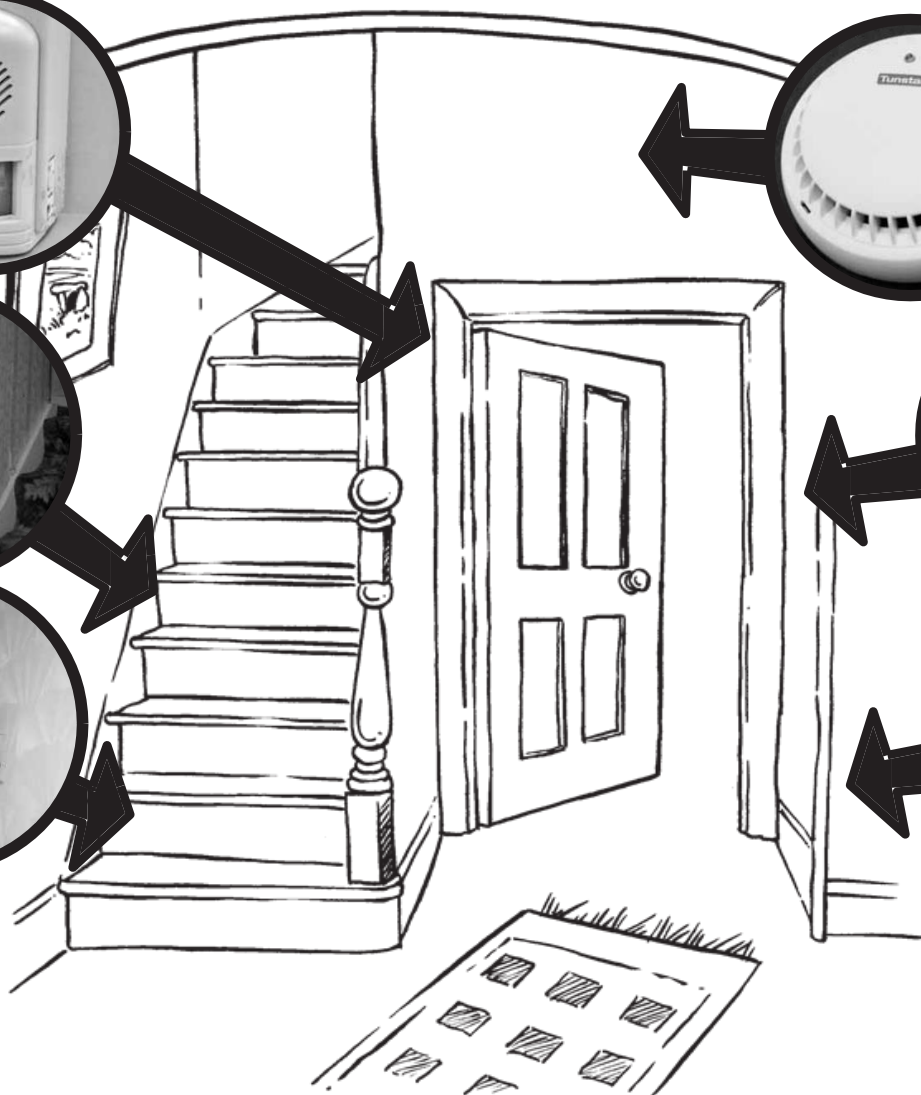
PANIC BUTTON

Needs to be connect to the care alarm



GRAB RAIL

for safety when moving around your home



Moving around the home

What you have to do	What is difficult for you	Simple solutions		Medium solutions		Complex solutions	
Use Corridors	Corridor is too long Lighting is poor Risk of tripping	Walking stick Walking frame Brighter light bulb Remove small rugs	B HS HS B	Fit handrails or grab rails Secure carpets Improve lighting	E B B		
Go through doors	Doorway is too narrow/opens wrong way Threshold may trip you Door is too heavy Door handle is awkward	Loop handle Alter handle Change tension of spring	B	Re-hang door Replace threshold Bi-fold or concertina door	B E BE	Widen doorway	E
Use the stairs	Staircase is too narrow or steep Lighting is poor Risk of tripping on carpet or clutter	Remove clutter from stairs Brighter light bulb Secure carpet Get commode to keep downstairs	B B B HS	Improve lighting Move bedroom downstairs Stair-lift	B B E	Through-the-floor lift Ground floor toilet	E E
Being mobile	Feeling unsteady / had a fall / fear of falling	Care Alarm Light sensor	T B	Care Alarm sensors; Fall Bed	C		
Finding my way around my home	Getting confused or disorientated	Voice prompt	T	Property exit sensor	C		
Feeling safe at home	Getting the help you need in an emergency	Care Alarm Panic Button Smoke Detector	C C B	Care Alarm sensors; Fall, epilepsy, smoke etc	C		

B	Buy Yourself	C	Carelink / Telecare	E	Equipment and Minor / Major Adaptations	HS	Health Service	H	Housing
---	--------------	---	---------------------	---	---	----	----------------	---	---------

In the bathroom

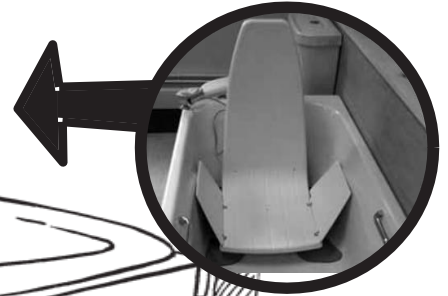


TOILET FRAME
something to lean
on as you get
on/off the toilet

MAGI PLUG
releases water to
prevent flood



**LEVEL ACCESS
SHOWER**
a wheelchair
accessible shower



BATH LIFT
a safe way to help you
in or out of the bath



RAISED TOILET SEAT
makes it easier to get
on/off the toilet



FLOOD DETECTOR
needs to be connected
to a care alarm



BATH BOARD AND SEAT
something to sit on while you
wash yourself

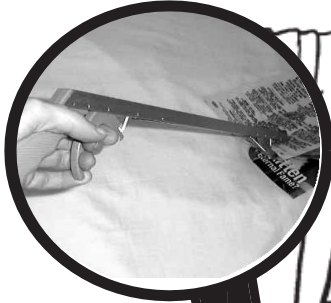
In the bathroom

What you have to do	What is difficult for you	Simple solutions		Medium solutions		Complex solutions	
Wash hands / face / body	Turning taps Standing at the basin Basin is too low or high Can't reach all parts of body	Tap turners Long handled sponge Flannel strap	B B B	Lever Taps Stool Portable Bidet Assistance to bathe	E E E E	Raise or lower basin Shower	E E
Have a bath	Turning taps, using a plug, correct temperature Stepping into the bath Risk of slipping in the bath Getting up out of the bath	Non-slip mat in bath Tap turners Thermometer	B B	Grab rails Bath board Bath seat Lever taps	E E E E	Bath lift Mobile hoist Ceiling track hoist Move home Thermostatic Mixer Valve	E E E H E
Turn off taps	Risk of flood	Anti-flood overflow plug	B	Flood detector	E		
Have a shower	Difficult to stand for long Shower tray/step too high Shower controls are awkward Shower tray slippery Not enough room to move in shower	Non-slip mats Tap turners	B B	Shower board Shower chair or stool Assistance to bathe	E E E	Adapt existing shower Move home	E H
Dry yourself	Floor is slippery Room is too cold	Non-slip mat Towelling gown	B B	Change floor covering Assistance to bathe	B E		
Use the toilet	Toilet is too high or too low Difficult to clean yourself Flush lever/handle is awkward Toilet is hard to get to	Raised toilet seat Combined toilet seat and support frame Bottom wiper Paddle handle flush	E E E E B	Commode Portable urinal Portable bidet Toilet plinth Grab rails	E E E E E	Specialist toilet Move home	E H
Clean teeth	Gripping the toothbrush Standing at the basin	Toothbrush gripper	B	Electric toothbrush Stool	B B		

B Buy Yourself
C Carelink / Telecare
E Equipment and Minor / Major Adaptations
HS Health Service
H Housing

In the living room

PICK UP STICK
helps you to pick
things up



CHAIR SENSOR
connects to a Care
Alarm



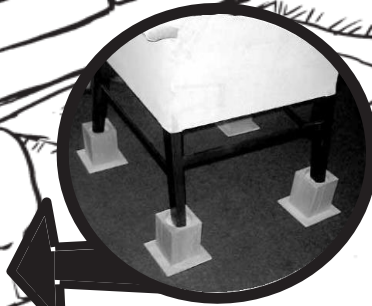
FIRM HIGH SEAT CHAIR
makes it easier to stand up



**CARBON MONOXIDE
DETECTOR**
can be connected to
a Care Alarm



HANDIPLUG
is easy to grip



CHAIR RAISERS
make your own chair a more
comfortable height

In the living room

What you have to do	What is difficult for you	Simple solutions		Medium solutions		Complex solutions	
Get in / out of chair	Chair/settee too low Chair/settee too soft	Blocks of foam in chair base Ready-made chair raisers	B E			Buy new chair	B
Open / close windows	Cannot reach windows Not secure to leave windows open	Move furniture out of the way Gadget to open window	B	Extractor fan	B	Environmental controls	C E
Open / close curtains	Curtains too heavy Cannot reach curtains	Move furniture out of the way Fit pull cords Buy pick-up stick Change to blinds	B B B			Environmental controls	C E
Control Heating	Cannot reach controls for fire or heating Cannot carry solid fuel / lay fire Worried about carbon monoxide poisoning	Change switches Fit timer switch	B B	Move heating controls Carbon monoxide detector	E C	Install new / additional heating system	B
Switch lights on / off	Cannot reach switch Switch is awkward to use	Light switch toggle Socket extensions Easy pull plugs	B B B	Move light switches	B	Environmental controls	C E
Feeling safe	Risk of falls getting out of chair alone	Care Alarm	C	Chair sensor	C		

B	Buy Yourself	C	Carelink / Telecare	E	Equipment and Minor / Major Adaptations	HS	Health Service	H	Housing
---	--------------	---	---------------------	---	---	----	----------------	---	---------

In the kitchen

KETTLE TIPPER

to avoid having to lift heavy kettle



JAR OPENER

helps you to grip



EXTREME TEMPERATURE SENSOR

needs to be connected to the Care Alarm



GAS DETECTOR

needs to be connected to the Care Alarm



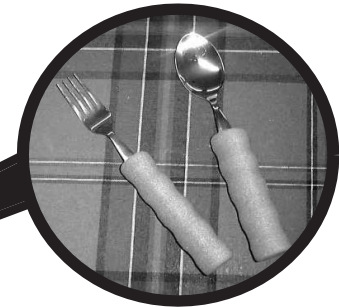
PERCHING STOOL

you can rest while you work



LARGE HANDLED CUTLERY

Is easier to hold



In the kitchen

What you have to do	What is difficult for you	Simple solutions		Medium solutions		Complex solutions	
Reach cupboards	Cupboards are too high or low Cupboards are too deep Cupboard doors are too heavy	Rearrange things in cupboards 'Helping hand' gadget	B			Lower or raise cupboards Change wheelchair	E HS
Use taps and switches	Taps or switches are too awkward Can't reach taps or switches Using gas or electric appliances safely	Fit tap turners Fit sensors; gas, extreme temperature sensor etc	B C	Change switches Raise/reposition taps Fit lever taps	E E E	Change wheelchair Environmental controls for switches	HS C
Cutting, chopping, preparing and cooking food	Work surface too high or low Hard to grip packets or jars Hard to grip knife or food Pans or kettle too heavy to lift Work surface slippery	Range of kitchen gadgets, e.g. knife with thick handle, chopping board with spikes, pan handle holder, kettle tipper	B	Food Processor Perching stool	B E	Change height of work surface Change wheelchair	E HS
Moving around the kitchen	Not enough space	Reorganise furniture		Review mobility equipment used	HS	Adaptations to kitchen	E
Eating	Cutlery is hard to grip Food/dish keep slipping away Can't carry food to table	Large-handled cutlery Non-slip mat	B B B	New crockery/trolley	B E		
Laundry/ironing	Using switches and taps Washing machine is too high / low Putting up ironing board Standing to carry out task	Mark the controls Fold down ironing board Perching stool	B E	Raise/lower washing machine	B	Change washing machine or iron	B

B	Buy Yourself	C	Carelink / Telecare	E	Equipment and Minor / Major Adaptations	HS	Health Service	H	Housing
---	--------------	---	---------------------	---	---	----	----------------	---	---------

In the bedroom

TRANSFER BOARD

helps you to move from your wheelchair to your bed



EPILEPSY SENSOR

needs to be connected to the Care Alarm



PILLOW RAISER

for comfort and positioning in bed



LIGHT SENSOR

MOVEMENT ACTIVATED turns on a light without using a switch



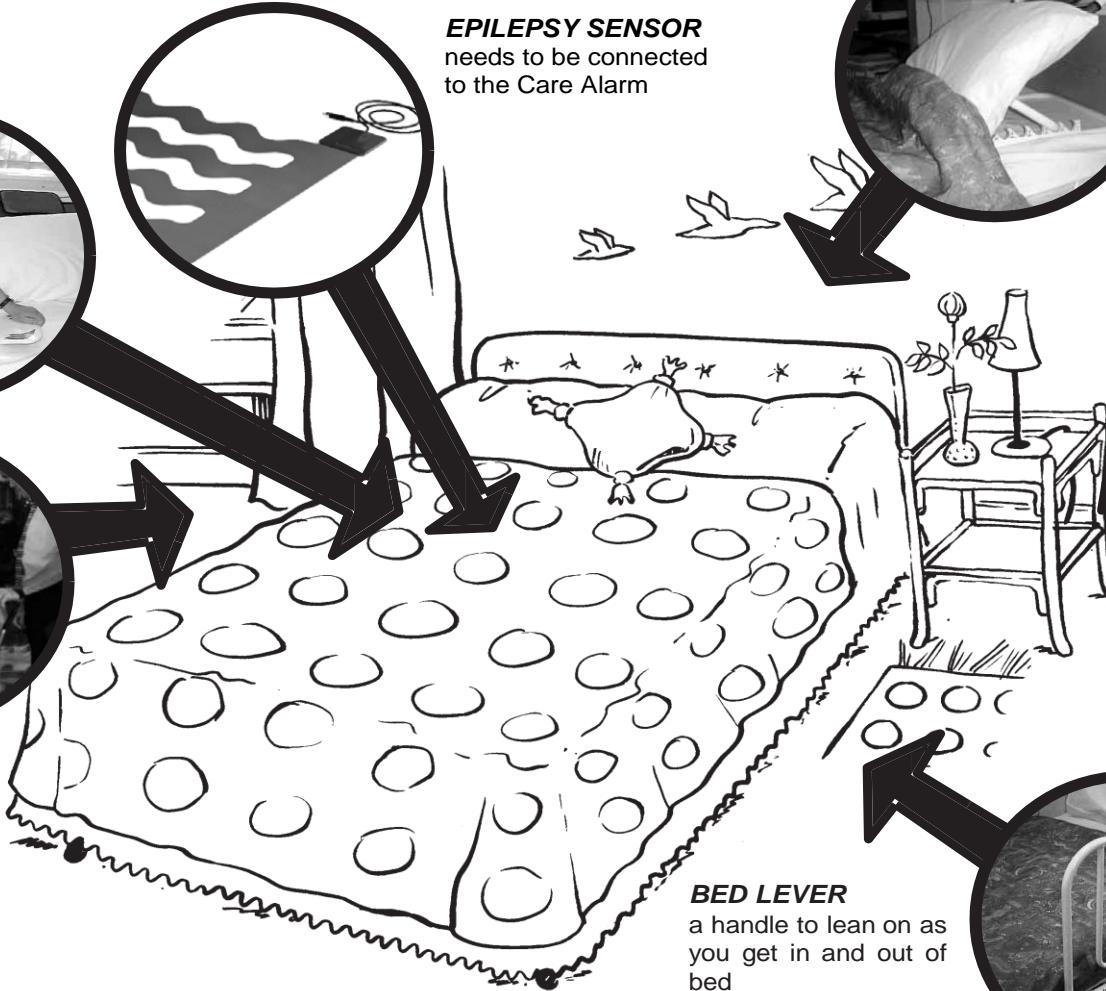
MEDICATION DISPENSER

battery operated, helps to remind you to take your medication



BED LEVER

a handle to lean on as you get in and out of bed



HOIST

if you need to be lifted into a chair, bed or toilet



In the bedroom

What you have to do	What is difficult for you	Simple solutions		Medium solutions		Complex solutions	
Get in and out of bed	Bed is too low Difficulty moving from wheelchair to bed Bed is hard to reach Bed is too soft	Learn new techniques for moving safely Move bed Transfer board	E HS E HS	Fit bed lever Leg lifter Buy a new bed Bed raising equipment	E B E	Hospital bed Adjustable bed Mobile hoist Ceiling track hoist	HS E E E
Sit up in bed, turn or roll over	Bed is too soft Bedding too heavy Nothing to lean on	Change bedding Learn new techniques for moving safely	E HS	Bed cradle Bed ladder Bed leaver Pillow raiser	HS B E E	Specialised mattress	HS
Getting dressed	Difficult to reach all around your body	Learn new techniques for dressing	E HS	Simple gadgets, e.g. long handled shoe horn, elastic laces, dressing stick, button hooks, stocking aids	B		
Cut your nails	Cannot reach feet Difficulty holding scissors	Easy grip scissors	B	Chiropodist	B HS		
Move around	Feel unsteady/Falls	Light sensor Care alarm	B C	Care alarm sensor; bed occupancy sensor	C		
Need assistance in the event of a seizure	Alert the need for help	Care alarm	C	Epilepsy sensor	C		
Taking Medication	Remember to take tablets knowing which tablets to take	Tablet organiser box	B	Medication dispenser	C		

B	Buy Yourself	C	Carelink / Telecare	E	Equipment and Minor / Major Adaptations	HS	Health Service	H	Housing
---	--------------	---	---------------------	---	---	----	----------------	---	---------

Useful Information & Who To Contact

B - Buy yourself

Supermarkets and high street shops are increasingly stocking these items and it is worth looking around or browsing on line. There are a number of local specialist shops, yellow pages or the internet will help you to find them. Always check the returns policy before you buy and check for membership of the British Healthcare Trades Association (BHTA).

F - Derbyshire Fire & Rescue Service

Butterley Hall
Ripley
DE5 3RS
Telephone: 01773 305305

HS - Health Service

Your own GP or contact NHS 111

E - Equipment & Minor Adaptations

Medequip
Jubilee Business Park
Stores Road
Derby. DE21 4BJ
Telephone: 01332 221780
www.medequipuk.com/

Age UK - Derby Office

15 The Morledge
Derby. DE1 2AW
Telephone: 01332 343232
E-Mail: derbyadmin@ageukdd.org.uk
www.ageuk.org.uk/derbyandderbyshire/our-services/derby/

Useful Information & Who To Contact

Derby City Council
The Council House
Corporation Street
Derby
DE1 2FS

C - Carelink / Telecare

Telephone: 01332 642203
E-mail: carelink@derby.gov.uk
www.derby.gov.uk/healthand-social-care/disabilities/carelink/

H - Healthy Housing Hub

Telephone: 01332 640337
E-mail: healthyhousing@derby.gov.uk
www.derby.gov.uk/housing/improvementsand-repairs/healthy-housing-service/

Handyperson Scheme (Home Repairs)

Telephone: 01332 640134
E-mail: home.repairs@derby.gov.uk
www.derby.gov.uk/housing/improvementsand-repairs/care-and-repair-scheme/

Adult Social Care

Telephone: 01332 640777
E-mail: customerservices@derby.gov.uk
www.derby.gov.uk/housing/adaptinghomes/home-adaptations-and-aids/

Housing Grants – Disabled Facilities Grant

Telephone: 01332 640135
E-mail: home.repairs@derby.gov.uk
www.derby.gov.uk/housing/adaptinghomes/disability-facility-grants/

Assisted Bin Collection

An Assisted Collection is a special arrangement for those people who are unable to put out their wheeled bins or recycling bags for collections. Once an assisted collection has been agreed the crew will collect the bin or recycling bag from its storage position, empty it and return it to its storage position. You would need to make sure the crews have access to the storage point.

https://myaccount.derby.gov.uk/service/assisted_bin_collection_request

We can give you this information in any other way, style or language to help you access it.

Telephone 01332 640777, minicom 01332 640666