

The digital switchover

What you need to know...

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Telephone/broadband/TV providers across the UK are replacing the current phone line system known as analogue phone lines with new Digital phone lines. As of 2023 all new phone lines installed will be Digital and by 2025 all phone lines will have moved to a digital equivalent for everyone.

What's happening?

By 2025 all telephone providers will have upgraded their systems to use new digital technology. All of our older community alarms will need to be replaced with new digital alarms to work reliably with the new digital telephone lines. Within Inverclyde we have already started installing new alarms however it will take around two years to replace them all.

Why is this happening?

The current telephony network has been around a long time and is becoming hard to maintain so providers need to upgrade their systems to provide a new digital network.

What benefits will this offer?

- A faster connection when you press your pendant to our 24 hour control centre.
- Better clearer audio quality when speaking over the alarm to the call handler.
- Digital alarms don't need to be plugged in to a telephone phone line, giving more choice of where the alarm unit can be located within your home.
- More reliable with more information if there are any faults with your alarm unit.

What are we doing to prepare?

We are currently working hard to upgrade to new digital alarm units and ensure you continue to receive a high quality service, with no disruption.

How this affects you?

We will call to arrange a visit to your home to change your existing alarm unit to a new digital alarm unit as part of our digital programme. It will be an Inverclyde HSCP alarm attendant

who visits with the new alarm who will always provide identification.

As telephone providers progress the switchover to digital if you are concerned it has caused any disruption to your existing community alarm, please take the following action:

- Do a test call by pressing your pendant or alarm unit button and inform the call handler when connected that you are testing the unit.
- If you still have any concerns contact the tec team at the Hillend centre on **01475 715945**.

If you are made aware that you have been switched to a digital telephone line please get in touch so we can ensure your alarm is working appropriately.



Get in touch

How do I know if I have a digital telephone line?

You may not be aware you have a digital telephone line as changes can happen automatically if you purchase a new internet or TV package. If you have been asked by your provider to connect your telephone handset to a different socket e.g. an **internet router**, a **WIFI hub** or a **TV box** then it is likely you have been switched to a digital telephone line and should contact us for support. If there is any changes to your telephony provider they have a responsibility to ask if you have an alarm system installed as it is important they are aware of this.

Further information:

If you want to write in response to this letter or require further information:

Write to:

Technology Enabled Care Team
Hillend Centre
2 East Crawford Street
GREENOCK PA15 2BT Inverclyde

Telephone: 01475 715945 or 715947

Website: inverclyde.gov.uk

Complaints, suggestions or comments

We will always try to resolve any concerns raised about the service. We know things can go wrong and we would like you to tell us if this happens.

Write to:

Complaints Officer
Inverclyde HSCP
Hector McNeil House
7-8 Clyde Square
Greenock
Inverclyde PA15 1NB

Telephone:

01475 715365

If you wish to complain to an independent body please contact:
The Care Inspectorate
4th Floor

1 Smithhill Street
Paisley PA1 1EB

Telephone:

0141 843 4230

Email:

enquiries@careinspectorate.com

Health and Community Care

Technology Enabled Care

Digital Changes to your Community Alarm

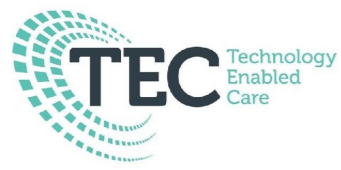


INVERCLYDE
HSCP
Health and Social
Care Partnership

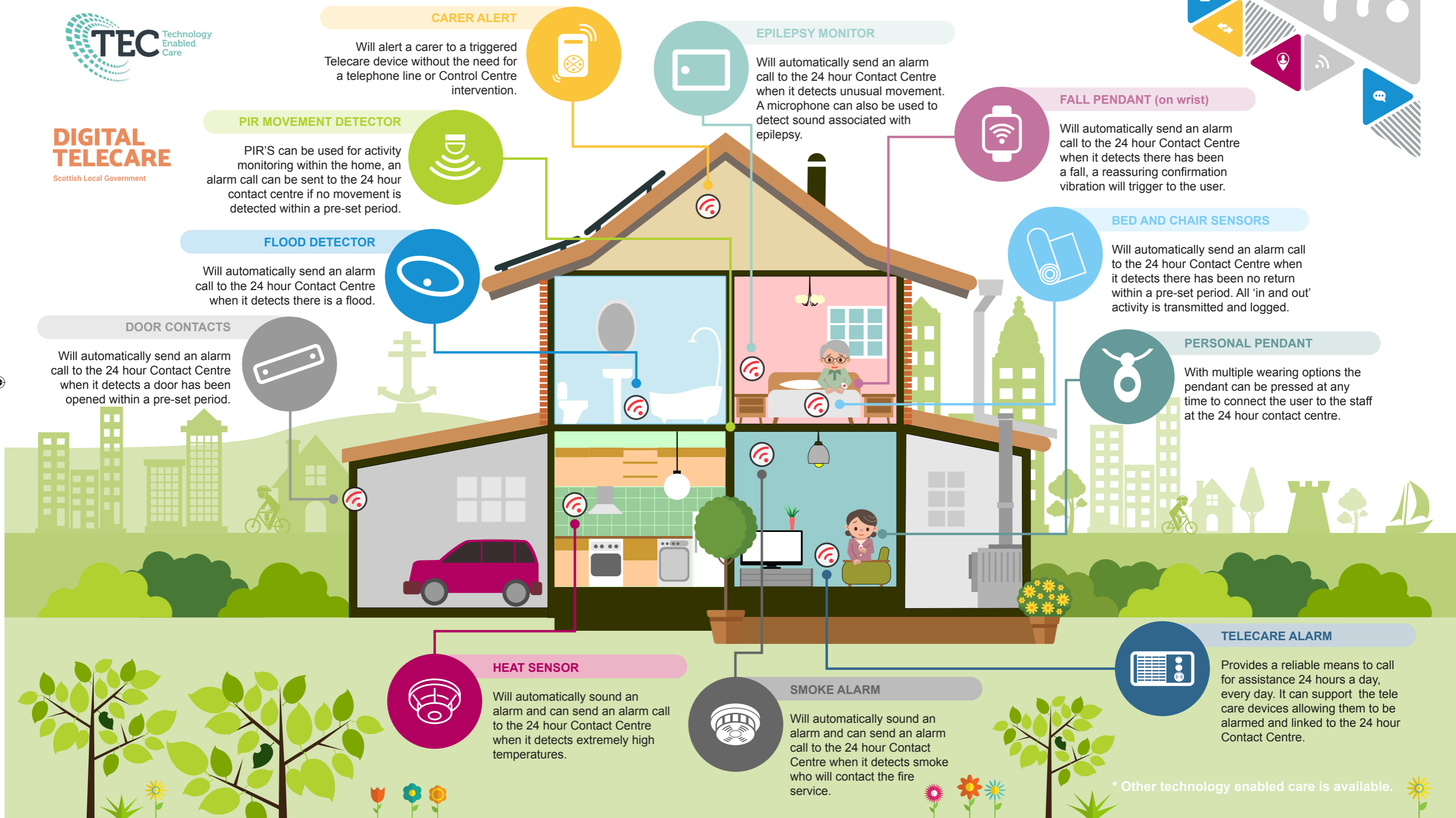
NHS
Greater Glasgow
and Clyde

Inverclyde
council

Telecare within the home



**DIGITAL
TELECARE**
Scottish Local Government



CARER ALERT

Will alert a carer to a triggered Telecare device without the need for a telephone line or Control Centre intervention.

PIR MOVEMENT DETECTOR

PIR'S can be used for activity monitoring within the home, an alarm call can be sent to the 24 hour contact centre if no movement is detected within a pre-set period.

FLOOD DETECTOR

Will automatically send an alarm call to the 24 hour Contact Centre when it detects there is a flood.

DOOR CONTACTS

Will automatically send an alarm call to the 24 hour Contact Centre when it detects a door has been opened within a pre-set period.

HEAT SENSOR

Will automatically sound an alarm and can send an alarm call to the 24 hour Contact Centre when it detects extremely high temperatures.

SMOKE ALARM

Will automatically sound an alarm and can send an alarm call to the 24 hour Contact Centre when it detects smoke who will contact the fire service.

TELECARE ALARM

Provides a reliable means to call for assistance 24 hours a day, every day. It can support the tele care devices allowing them to be alarmed and linked to the 24 hour Contact Centre.

EPILEPSY MONITOR

Will automatically send an alarm call to the 24 hour Contact Centre when it detects unusual movement. A microphone can also be used to detect sound associated with epilepsy.

FALL PENDANT (on wrist)

Will automatically send an alarm call to the 24 hour Contact Centre when it detects there has been a fall, a reassuring confirmation vibration will trigger to the user.

BED AND CHAIR SENSORS

Will automatically send an alarm call to the 24 hour Contact Centre when it detects there has been no return within a pre-set period. All 'in and out' activity is transmitted and logged.

PERSONAL PENDANT

With multiple wearing options the pendant can be pressed at any time to connect the user to the staff at the 24 hour contact centre.

* Other technology enabled care is available.

