

Mobile Emergency Care (MECS) and Telecare Service



Falkirk Council

www.falkirk.gov.uk/mecs



Falkirk Council

Mobile Emergency Care Service Aims

MECS is provided as part of Falkirk Council's Social Work Adult Services.

The aim of the service is to provide a prompt and appropriate response to alarm calls from service users through telecare equipment in people's homes.

Referrals

Referrals for MECS/Telecare service is open to everyone.

People may be referred to the service, for example, as a result of old age, frailty, disability, social vulnerability or a pre-disposition to falls or other accidents at home.

Assessment and Installation

Assessment for an installation of basic or enhanced telecare equipment is undertaken in accordance with Falkirk Council's Social Work Adult Services Eligibility Criteria.

It should be noted that installation for dispersed alarms and some telecare equipment can only take place where there is a telephone line installed with a modern jack-plug fitting. The telephone line must be capable of making an outgoing telephone call so the alarm unit can connect with the Control Room

Staffing

The Service is staffed to provide help 24 hours a day through calls registering in a central Control Room and a Mobile Warden response being arranged if necessary.

Confidentiality

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

All alarms calls to the Control Room are recorded and information stored and processed.

Training

MECS staff has a training programme which includes:

- Induction
- First Aid
- Extended Personal Care
- Emergency Resuscitation
- Moving and Handling
- Use of Hoists and other equipment
- Telecare Awareness
- Child Protection
- Adult Support and Protection

Mobile Warden Services

Mobile Wardens, depending on the circumstances, may undertake a range of tasks to offer assistance to service users including:

- Assistance following a fall or seizure
- Accessing appropriate assistance e.g., GP, District Nurse, Next of Kin
- Help with immediate personal care needs

Equipment

A range of moving and handling equipment is provided for staff to assist manual handling, particularly useful when dealing with falls.

Key Safes

Before we will agree to provide a Service a key safe must be fitted to the property and the key safe number must be provided to enable MECS staff to use in an emergency. It will be the service user's responsibility to ensure a key is left in the key safe.

Cost

It costs Falkirk Council over a million pounds a year to maintain the MECS Service.

If there is any cost for the Service this is discussed before provision of the Service.

Care Inspectorate

The Care Services provided by MECS are subject to registration and inspection by the Care Inspectorate

The current inspection report can be made available on request from the MECS Administration Office.

The Service is registered as:
Falkirk Council – Mobile
Emergency Care Service
Registration No: CS2007144765

It is your right to make a complaint about any aspect of this service direct to the Care Inspectorate as well as to the Service if you so wish. The contact telephone number for the Care Inspectorate is: 0345 600 9527. The local office is:

The Care Inspectorate
Compass House
11 Riverside Drive
Dundee DD1 4NY

For further information in relation to the MECS Service please contact:

Mobile Emergency Care/Telecare
Service
Social Work Office
Oxgang Road
Grangemouth FK3 9EF
Tel: 01324 506520
E-mail: falkirkmecs@falkirk.gov.uk

Falkirk Council Control Room
Tel: 01324 506500
www.falkirk.gov.uk