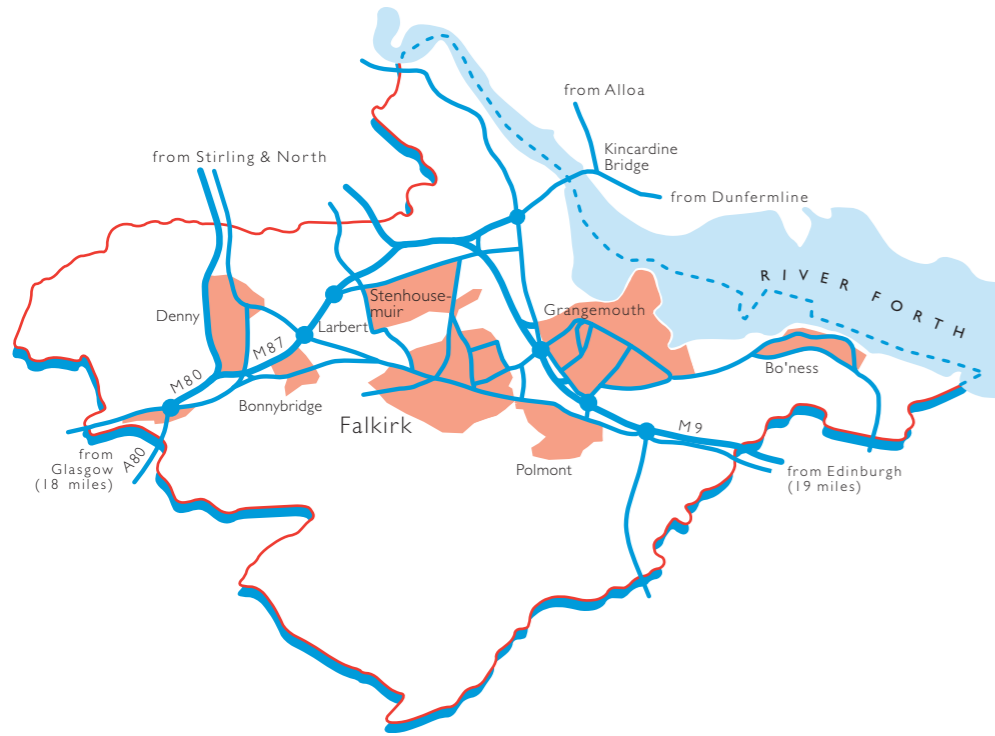


Mobile Emergency Care Service



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 Commission as
well as to the Service if you so
wish. The Care Commission is
located at the address below:

The Care Commission
Central East Region
Springfield House
Laurelhill Business Park
Stirling
FK7 9JQ
Tel: 01786 406363

MECS



Falkirk Council

SWCC02 March 2007

For further information please
contact:

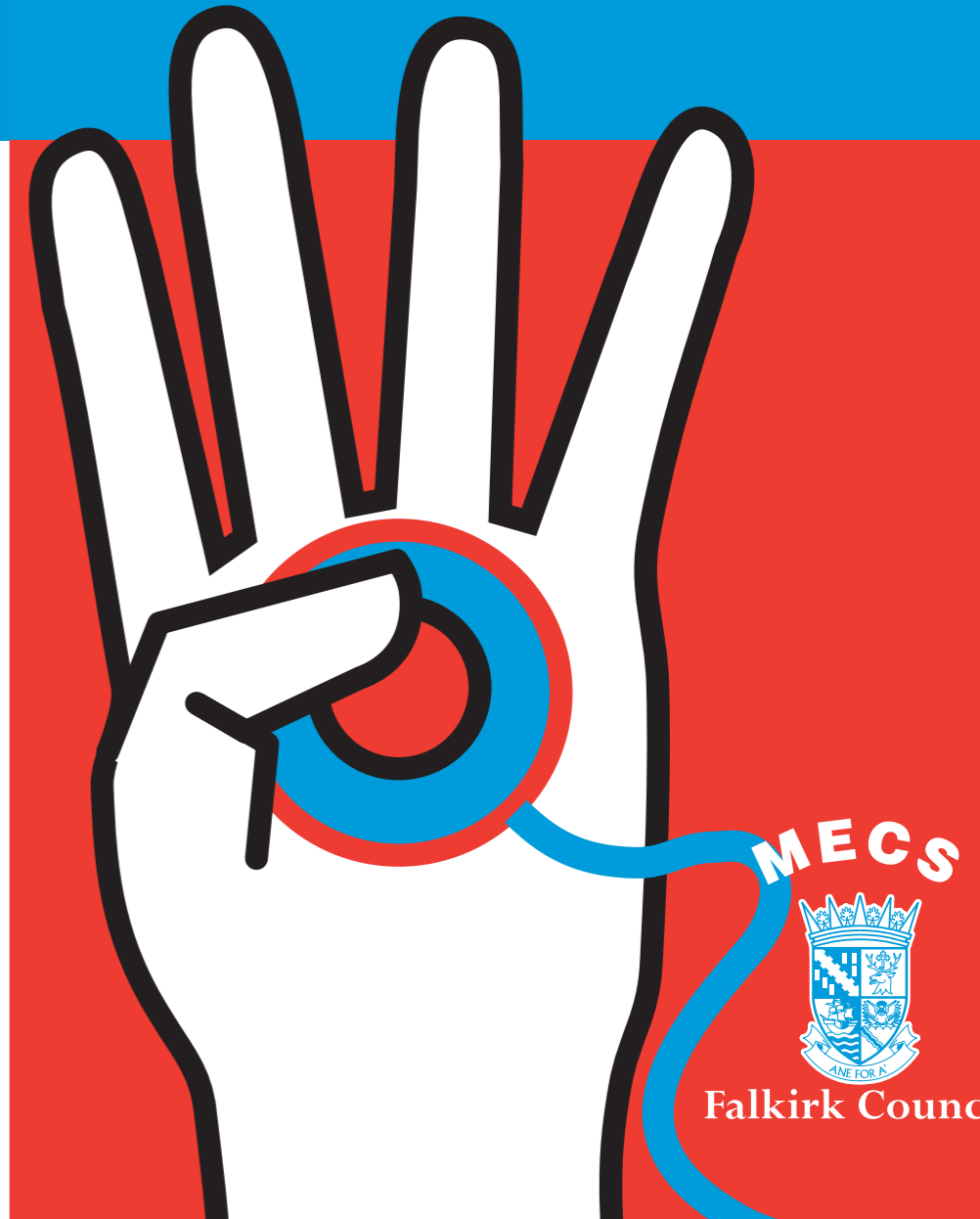
Mobile Emergency Care Service
Suite 1.13
The Forum
Callendar Business Park
Falkirk
Tel: 01324 506520
Fax: 01324 506550

Falkirk Council Control Room
Tel: 01324 503050

www.falkirk.gov.uk

Booklet provided by:-

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Service Aims

The Mobile Emergency Care Service is provided as part of Falkirk Council's Housing & Social Work Service.

The aim of the service is to provide a prompt and appropriate response to alarm calls from service users through either pull-cord systems or individual dispersed alarms in people's homes.

Referrals

Referral to the Service for installation of equipment is open to anyone.

Prioritisation

Everyone referred to the Service has their presenting needs prioritised in order that the service is able to target its resources to those with the greatest levels of need and vulnerability.

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.

Installation

Due to effective targeting of both time and resources it is now possible to guarantee that

anyone in the top priority category will receive an assessment within 48 hours.

People whose needs are in a lower priority category may still have to wait a considerable time for assessment and installation since efforts are concentrated on those whose level of vulnerability is greatest and who live alone.

It should be noted that installation for dispersed alarms 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.

Specialist Services

The Service has several specialist provisions in addition to the more generic service and these include:-

- A scheme specifically for people at risk of violence from previous partners or relatives;
- A passive alarm service for people with dementia or cognitive impairments, intended to provide unobtrusive monitoring of environmental hazards;
- An epilepsy project set up specifically to monitor the conditions of people who have epilepsy and facilitate early assistance in the event of seizure;

- A contact telephone service for people who may require to make an occasional call for assistance for a partner/relative in distress or difficulties;
- A falls management project which aims to reduce the number of falls through the provision of information, advice and referral to Falls Management Clinics for assessment and therapy.

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 you with a safe and efficient service. All such information is strictly controlled to offer privacy to service users.

Training

The staff of MECS have a training programme which includes:

- Induction
- First Aid
- Extended Personal Care
- Emergency Resuscitation
- Moving and Handling
- Use of Hoists and other equipment
- Epilepsy Awareness
- Dementia Awareness
- Dealing with Aggressive

Behaviour 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 eg GP, District Nurse, Next of Kin
- Help with immediate personal care needs
- General emotional or social support

Equipment

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

All MECS vehicles are equipped with keys for most service users. Before we will agree to provide you with the Service we need enough keys for your home for each vehicle which patrols your area so that Mobile Wardens can respond to an emergency in your home. Keys are numbered and coded in such a way that only MECS staff can know who they belong to. The keys are kept in locked cabinets in the MECS vehicles. The vans are kept locked and alarmed.

Cost

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

If there is any cost to yourself as a Service User, this will have been discussed with you before provision of the Service.

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

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

