

Torbay and Southern Devon
Health and Care
NHS Trust



Safely Home

Supporting Carers of
vulnerable people



Alzheimer's
Society

Leading the
fight against
dementia

The 'Safely Home' scheme is available to any person living at home in Torbay who may become confused or unable to communicate when they are out and about. This includes people with dementia, acquired brain injury, stroke, panic attacks, and children with disabilities.

The service can only be used to provide information to the Carer, to the Police or Emergency Services when that person is found confused, wandering or unable to communicate in a public place. Information will be held on a secure database and no information will be passed on to any other agency or member of the public.

Safely Home will give peace of mind to vulnerable people and their Carers. The scheme is a partnership between the Alzheimer's Society (South Devon Branch) Torbay Care Trust, Devon & Cornwall Police and Torbay Council.

Where there is a Carer, they must be willing to be the named contact person. Where there is no Carer, then another nominated person eg Torbay Care Trust staff member must agree to be the named contact person. The service is free to Carers and the person for whom they care.

How does Safely Home work?

We provide a bracelet for the person to wear which has a contact telephone number and a unique identification number engraved on it.

Information about the person and instructions for returning them home are provided and held on a secure, independent database



operated by Torbay Carers Register. If the Police or Emergency Services ring the dedicated telephone number and give the bracelet ID number, operators at the Carers Register will provide the necessary information. If the vulnerable person is found by a member of the public who rings the Register, no personal information will be given out. Staff will ring the named contact to advise them of the person's whereabouts. The Register will respond to calls 24 hours a day, 7 days a week. Staff at Torbay Carers Register are trained and have years of experience in handling emergency calls together with a good understanding of the needs of unpaid Carers.

Is it difficult to join the scheme?

No, the scheme is easy to join and available to any carer. A simple form must be completed giving details of the cared for person and instructions for returning them home. Bracelets will then be issued within two weeks.

Will it cost anything?

No, the scheme is free. However, if the bracelet is lost you may be charged for replacing it.

What if the cared for person is living in a residential home?

The scheme is only open to people living at home. However, if someone wishes to keep it when moving to a Care Home, then they just need to ensure the Register details are updated.

I'm worried the information might be given to the wrong people. Who will know my details?

The bracelet has no information apart from a unique ID number and the scheme telephone number. All information about the person is held on a secure independent database and will only be available to the Police or Emergency Services. No information will be shared with other agencies or members of the public.

What if we move house or our circumstances change?

It is easy to update the information held at any time. We will also check at least once a year to ensure the information is accurate.

For more information or to join the scheme ring Signposts for Carers 01803 666620.



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