

Torbay **NHS**

Care Trust

Safely Home

**Supporting Carers of
vulnerable people
with dementia**



Safely Home aims to make it easier to return home a person with dementia who is found lost and confused in a public place. Often their confusion means they cannot remember their address or even their name. This makes it very difficult for the Police to get them safely home and can cause real distress.

The scheme uses technology and the expertise of Torbay Carers Register to provide a simple solution to a serious problem. It provides a confidential and secure means of identifying confused and wandering people and instructions for the Police or emergency services about the vulnerable person.

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

The service is FREE and open to any unpaid carer looking after a person with a diagnosed dementia who lives in Torbay. Carers have to be a member of the Torbay Carers Register and carry a Carers Emergency Card.

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 by the carer 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. 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 on Torbay Carers Register. Carers fill out a questionnaire giving details of the cared for person and instructions for returning them home in an emergency. Bracelets will then be issued within two weeks.

Will it cost anything?

No, the scheme is free. However, if the bracelet is lost you will 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 and who have a carer who is a member of Torbay Carers Register.

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.



Alzheimer's Society
Dementia care and research



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