



The freedom to get out with confidence

Pauline is caring for her husband who has chronic respiratory disease which greatly restricts his ability to move around even in the home. As a result Pauline has been finding it difficult to get out to meet friends and visit her family, especially if this requires her to be away from home for more than an hour, as she understandably feels anxious to leave her husband unsupported.

The new Flexi TeleCheck service has made a real difference. In the last 6 weeks Pauline has been able to get out for several hours once a week and visit family and friends. Both greatly value the fact that they can call and receive the service any day at just two hour's notice.

“I am now confident to leave my husband alone for a few hours as the Flexi TeleCheck staff are so reliable and friendly. It has given me new freedom and energy and my husband really likes the regular and reassuring chats.”

Flexi TeleCheck

Free short term respite for carers

For more details on the service, how to get it and what's involved, contact:

East Sussex County Council,
Adult Social Care Direct
0345 6080191

Association of Carers
0300 330 9498

Care for the Carers
01323 738390

Welbeing
01323 636394



What is the service?

It's a new carers' service funded by East Sussex County Council and provided by Welbeing, that gives carers access to short breaks without too much planning ahead, it can also provide regular planned short breaks.

If you need a short break from your caring responsibilities for a few hours per week and worry about leaving the person you care for, then this new facility may enable you to do so, knowing that the person you care for is receiving comforting and reassuring telephone check calls by highly trained and skilled operators. Calls can be for any number of reasons - welfare checks, prompting to eat or drink, medication reminders or even just a brief informal chat to relieve anxiety.

The carer can leave home for up to 4 hours at a time and the cared for person can have as many calls over this time as you and the cared for person feel is appropriate.

How do I access it?

You will need to register with the free Carers Respite Emergency Support Service (CRESS), if you haven't already. The CRESS service provides a card which stores contact and medical information so relatives can be contacted in an emergency, and the emergency services can quickly find out about any medical conditions.

Once you have been assessed and it has been agreed that the Flexi TeleCheck service can meet your needs, calls can be booked in advance or for the same day.

Once you are set up for the service you will be able to book calls anytime between 8am and 10pm with two hours notice. Lines open at 6am to take bookings.

Contact East Sussex County Council on 0345 6080191 for more information about the CRESS service.

1

Register - If you haven't already you'll need to register via the Carers Respite Emergency Support Service.



2

Assessment - Once you've been assessed and approved for the service, calls can be booked in advance or for the same day.



3

Book call times - Book calls anytime between 8am and 10pm with only 2 hours notice. Lines are open from 6am to take bookings.



4

Peace of mind - Rest assured that we'll make the necessary calls as agreed.



Additional support

If the person you care for needs regular check calls then East Sussex County Council also offers an additional support service to check that clients' wellbeing and safety is being maintained.

This can support carers who are at work all day, or who don't live with the cared for person, or have other commitments as well such as childcare.

Calls can:

- Check that their wellbeing is maintained with food and drink and medication prompts
- Check that they are safe and secure
- Offer a degree of brief social contact.

Contact East Sussex County Council Adult Social Care Direct for more information 0345 6080191.

