

Adapted Teleassistance allows the use of Teleassistance for people with communication difficulties by means of video-interpretation with sign language and for people with functional limitations by means of visual activation.

Custody of keys

Providing a copy of the keys to the home is **optional but highly recommended**, especially for people who live alone, as it allows access to the home to attend to them in the event of a social emergency.

FOR MORE INFORMATION

CALL FREE

010 Informació Barcelona Trucada gratuïta

VISIT THE WEBSITE

barcelona.cat/teleassistencia

WHERE TO APPLY?

At your Barcelona City Council Social Services Centre.

Check it on the website barcelona.cat/serveissocials

At your Health Centre (CAP).

At the Monumental Citizen Help and Information Office.
C/ Sicília, 216-218.

ELDERLY PEOPLE SOCIAL SERVICES

BARCELONA.CAT/SERVEISSOCIALS

MUNICIPAL TELECARE SERVICE



Barcelona

WHAT IS TELEASSISTANCE?

It is a person-centred home care service which, with the appropriate technology, enables people to improve their quality of life and autonomy in order to continue living at home safely while reducing the risk of isolation.





It provides coverage **24 hours a day, 365 days** a year.

WHO IS AIMED AT?

- People aged 75 or over.
- People of legal age and under 75, with a resolution of dependency and people with a certificate of disability requiring assistance from a third person or mobility.
- People in whom, due to their vulnerable situation, the social worker assesses a need for the service.

In any event, they must:

- Be registered in the city of Barcelona and live there permanently.
- Have sufficient mental and cognitive capacity to be able to use the service correctly.
- Live alone permanently or for a large part of the day, or be accompanied by other people with similar characteristics of advanced age, disability or dependency.

WHAT SERVICES ARE OFFERED?

Essential Teleassistance is aimed at all users of the service, and includes:

Support in case of need or emergency, by means of:



Telephone assistance from the Service Centre.



Home visits by service professionals.



Activation of other emergency services (112, health services, fire brigade).



Notifying relatives and/or contact persons.

Continued support and contact to prevent and provide support in situations of insecurity, isolation or unwanted solitude by means of:

- Periodic follow-up calls, according to the needs and preferences of the person assisted.
- Campaigns for a healthy lifestyle and the promotion of active ageing.
- Diary reminders (taking medication, medical visits).

Personalised Teleassistance provides a response to specific situations assessed by service professionals who will recommend the programmes that best suit your situation, such as:

- A home safety programme.
- MIMAL Programme: for people with mild or moderate cognitive impairment.
- Support programme for carers.
- Programme for the detection of cognitive impairment.
- Support programme for unwanted loneliness.