



## SERVICE OF TELEASISTENCIA

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Recently, I have had a client that lives alone in a pretty deserted area, she is nearing 80 years old, and her children are in the UK

What would happen if something happened to her and she could not reach the phone? The answer is Teleasistencia.

Teleasistencia is a service that is provided by the ministry of employment and social security, which in Andalucía, is enforced by the Agencia de Servicios Sociales y Dependencia- Dependency because it refers to people who may be dependent on others to go about their everyday live

What does Teleasistencia do?

They provide you with a gadget that has a button that you can press if you have any urgent situation. This gadget is impervious to water, so you can shower with it on.

Services Include:

- Attention provided 24 hours a day /365 days a year
- Immediate attention to a call of distress from the person
- Letting your person of contact in case of emergency know of the situation

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# Compass healthcare guidance ©

- Follow-up after the situation
- Periodic contact and follow-up, if only to chat, as it is well-known that solitude is a big problem, even more so in the “connected era”
- Reminders of doctors’ visits or other important appointments
- Free maintenance of the gadget

Who can access this service?

- People in dependent situations as defined by the junta
- People with the sesentaycinco card
- People with more than 65% disability, no matter their age

What does it cost?

Here, there is a contradiction in the government’s page. On one page, it says that it costs 10.80 €/month, but on this page (both from the Junta) it says that the cost ranges from 10.80€ to 0€, depending on income.

But the most it can cost is 10.80 €/month. I think this is a pretty reasonable amount to pay if you feel that you could be in danger of something happening and you would not be able to contact anyone. I know that if my mum lived alone, even though she is very fit, I would want her to have it.

This is for Andalucía, and the service is available in every autonomous community. Prices and requirements may vary, but not much.

Approved by;

**[Myra Azzopardi Swainson](#)**

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