Technology Enabled Care (TEC) Monitoring and Response Service

What is Technology Enabled Care?

- TEC is a type of support often linked to a community alarm response system
- TEC can include equipment like pendant alarms, domestic CCTV systems, door sensors or fall sensors
- TEC equipment is used to help to promote independence and keep people safe by monitoring their situation

What is a 'monitoring and response' service?

Some TEC equipment can'stand alone' but sometimes it needs to be monitored. This means that there are people who are listening for any alarms that are set off.

When an alarm is set off, the monitoring service will make contact with you to see what the situation is.

If it is an emergency, they will call the emergency services. If it is not an emergency but you need help, they will call anyone that you have identified as a responder. This might be a neighbour, a member of the family or someone else who you think is able to respond when you need help.

If it is not an emergency and there is no one available to respond, but you still need help, they will organise for the response service to come to you and help you until you are safe again.

Are there charges?

The equipment will be supplied to you free, provided we agree that you need it.

The monitoring and response services are chargeable. This means therenmay be some costs which you have to pay. Based on your ability to pay, the Council will let you know whether you will have to pay:

- All of the charges
- None of the charges
- A proportion of the charges.

The charges are as follows:

- The cost of the monitoring service is up to 63p per day per connection.
- There will be no further cost if you need an emergency response service.
- There will be no cost if a member of your family/ neighbour, etc comes to help you.

If someone has to come to you from the response service, this is included in the daily cost you already pay and you won't be charged extra.

Is this price competitive?

This is the price which West Berkshire Council has negotiated after looking at a range of options. Other monitoring and response services apply different charges depending on how they do things.

You are able to make private arrangements with an alternative provider if you can afford to do this. If you want West Berkshire Council to organise the service, it will be using the service set out above.

How reliable is the service?

The system works using your home broadband service or telephone landline. If there is a problem with your landline the alarm service will not work. If you do not have a landline it may be possible to use a mobile phone SIM card and, like all mobile phone systems, coverage can vary.

How will I know the equipment is working?

The equipment will be tested once a year by the people who install it. As well as that, the equipment will prompt you to test it once a month (you will need to press a button on the equipment). This will be explained further when the equipment is installed.

How do I stop the service?

If you do not need the service any longer, please let us know by calling or emailing the Adult Social Care teams, who will arrange for the equipment to be collected.

Equalities

We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please contact Adult Social Care using the details below.

For further information about this service

Contact Adult Social Care on:
Tel: **01635 503050,** you can leave a message and/or request a call back or email: **adultcare@westberks.gov.uk** or **tecadvisor@westberks.gov.uk**

alternatively complete the Adult Social Care Enquiry form **www.westberks.gov.uk/adultenquiry**
Web: **www.westberks.gov.uk/communityalarmsandtec**

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