

## Factsheet: Technology Enabled Care

1. **What is Technology Enabled Care?**

Technology Enabled Care (TEC) is a range of equipment which can help you to stay independent at home and provide peace of mind to your carers. The Council provides four main TEC services:

**Telecare:** Sensors in your home are linked to a special telecare box which automatically makes a phone call to staff at a 24 hour monitoring centre when a risk is detected. There are sensors for a range of risks, including falls, epilepsy, urinary incontinence, ‘wandering’, fire and low temperatures. The telecare box can be linked through your telephone line, or the Council can provide a box with a built in connection to the mobile phone network. Staff at the monitoring centre will speak to you when a call is received and can provide reassurance or arrange for an appropriate response such as calling family or the emergency services.

*Please note that if you already have a lifeline or warden call system in your home it is not usually possible for us to add the telecare sensors to this service. If you wish to receive the telecare service you may have to give notice to your current lifeline service provider and transfer to Nottinghamshire County Council’s telecare service. We will discuss this with you further when you contact us.*

**Standalone TEC:** Some standalone equipment is similar to the sensors used for telecare, but instead of alerting staff at a 24-hour monitoring centre, they trigger an alarm on a short range pager which can be carried by a carer or family member. This means that the person caring for you can carry on with their day to day life at home or in the garden and be alerted if you need help.

If you have problems with your memory, the Council can also provide equipment to remind you to do daily living tasks, such as taking your medication, remembering to lock doors at night, or knowing when it is time to go to bed.

**Activity Monitoring Assessments:** If you have dementia or significant memory problems it can sometimes be difficult to explain to your family and professionals how well you are managing at home. Activity monitoring systems use sensors (not cameras) to detect your movements and use of objects, such as your fridge and kettle, to build up a daily chart of how well you are managing. The systems are usually installed for a couple of weeks and can help to identify what support you need to successfully keep living independently in your own home.

**Digital Inclusion Project**: This project loans a tablet computer with internet access if it is assessed that this will help you to stay independent and meet your social care needs. Examples of how the scheme could help include:

* helping you to keep in touch with family and friends by video call, if you are feeling isolated
* ordering your grocery shopping online, if it is difficult for you to get to the shops due to a disability
* accessing online support groups, such as a carer support group if you are regular carer

It doesn’t matter if you aren’t used to computers or the internet, as the project also provides support from Nottingham Mencap to help you learn the skills to successfully use the loan tablet.

*Please note the Digital Inclusion Project is currently only available until March 2023*

1. **How much does it cost?**

If you are eligible for our service, all equipment is provided and maintained free of any charge. However, if you have the **telecare** service there is a fixed weekly charge of £2:01 to cover the cost of the 24-hour telecare monitoring service if the telecare box is connected through your home phone line, or £3.50 per week (including call charges) if the Council provides a telecare box with a built in mobile network connection.

If your telecare box is connected through your own phone line then you will also have to pay your telephone service provider for the cost of any calls made by the telecare equipment. Calls are made to an 0330 number, and cost the same as a national call to an 01 or 02 number and will be included if you have an inclusive calls package.

1. **How do I know if I am eligible?**

Nottinghamshire County Council provides TEC equipment to people who are either:

* In receipt of long-term social care support, **or**
* At *significant* risk of requiring long term social care support within the next 12 months and the requested TEC equipment will prevent or delay the need for long term social care support.

*Some of our equipment has additional eligibility criteria.*

To check whether a person meets our criteria, or to be signposted to other TEC providers, please contact the Nottinghamshire County Council Customer Service Centre using the details below.

1. **Contact information**

Phone: 0300 500 80 80 - Monday to Friday: 8am to 6pm (Calls cost 3p a minute from a BT landline. Mobile costs may vary).

Enquiries: [www.nottinghamshire.gov.uk/contact](http://www.nottinghamshire.gov.uk/contact)

Website: [www.nottinghamshire.gov.uk](http://www.nottinghamshire.gov.uk)

Deaf / hard of hearing:

* Text relay service:  Dial 18001 0115 9774050 from your textphone or the Relay UK app.
* Download the SignVideo app to communicate with Nottinghamshire County Council in British Sign Language via an interpreter. Visit [www.nottinghamshire.gov.uk/contact-us](http://www.nottinghamshire.gov.uk/contact-us) for more information.

Phone 0300 500 80 80 if you need the information in a different language or format.

*The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at:*

[*https://www.nottinghamshire.gov.uk/global-content/privacy*](https://www.nottinghamshire.gov.uk/global-content/privacy)