

Technology Assisted Care



This easy read document will explain what technology assisted care is, the kinds of technology we can offer, details of what these services cost and what the eligible criteria is.

What is Technology Assisted Care?

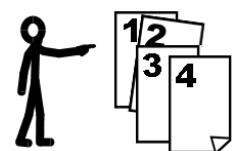


“Technology assisted care”, or TEC is a range of equipment we can provide to help you live on your own.

This service enables you to get some additional support with daily living, providing peace of mind to your carers.



This is especially useful if you are living with a disability and are at home on your own.



We can offer 3 main types of TEC:

- [Telecare](#)
- [Standalone TEC](#)
- [Activity Monitoring Assessments](#)

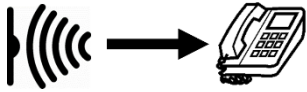
More information about these types of TEC we provide can be found in this document.

Telecare

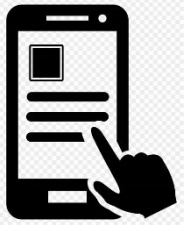


Telecare is a range of sensors we can put in your home to keep an eye of different risks.

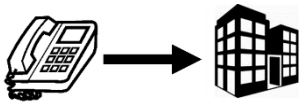
These risks could be anything from epilepsy, fires, falls, low temperatures, incontinence and wandering.



Telecare sensors are linked to a special box in your home that may either connect to your telephone line.



Or we may provide a box to connect it to the mobile phone network instead.



When one of the risks is detected, the box will ring a member of staff at one of our monitoring centres.



The member of staff will then talk to you, providing reassurance and letting your family or the emergency services if needed.

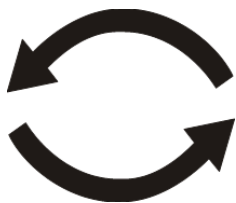


Our monitoring centres are open 24 hours a day to take your call.



Please remember to be polite when talking to the member of staff.

I



f you already have a lifeline necklace or watch, or the warden call system is already installed in your home, we may not be able to add the telecare sensors unless you contact your current provider and transfer to us.

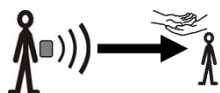


We will discuss this further when you contact us.

Standalone TEC



Some standalone TEC will trigger an alarm on a short range pager.



This pager can be given to a family member or carer and so that they can be alerted if you need help even if they are in the garden.



If you struggle to remember to do daily living tasks such as taking your medication, locking your doors at night or knowing when its time to go to bed then we can also provide equipment to help remind you.

Activity Monitoring Assessments



If you have serious problems with your memory, such as dementia, we can do an Activity Monitoring Assessment.



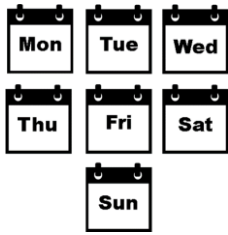
An activity monitoring assessment allows us to get a clear image of how you are managing at home.



We do this because if you are struggling with your memory they you might find it hard to tell family or professionals how you're doing at home.



For a couple of weeks, sensors are installed in your home to monitor your use of certain objects, such as your fridge and kettle.



We will keep track of your usage on these appliances on a daily chart.

This daily chart will help us decide what support you will need based on how you are managing.

How do I know if I'm eligible?



If you think that any of the TEC detailed in this document can help you then you need to be aware of the eligibility criteria.



We can only give TEC to you if:

- you are in receiving long-term social care support.

or

12 Months



you have shown significant risks of needed long-term social care support in the next 12 months and TEC could help with this need.



Depending on the type of TEC you require, then you may have to meet additional criteria.

How Much Does the Technology Cost?



If you meet the criteria, we will give you the equipment and maintain it free of charge.

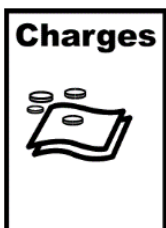
You will only need to pay if you are using the telecare service.

The price for telecare service is a fixed weekly charge:

- £2.01 (plus call charges) if your telecare box is connected directly to the phone line.

or

- £3.50 (plus call charges) if we provide you with a box that has a mobile network connection.



Broken equipment



Equipment supplied by us will have a label on it saying that it comes from either:



- Nottinghamshire County Council



- British Red Cross



- Nottingham Rehab Supplies.



If equipment provided by us has broken within its first 12 months telephone ICELS Red Cross on 0345 127 2911



or you can request a replacement using [their online portal](#).

If equipment provided by us has broken and you have had it for more than 12 months, you will need to contact our Customer Service Centre to arrange a new assessment

If the equipment was not supplied by us contact the original supplier for advice and support.

Returning equipment



If you no longer need equipment provided by us, you can arrange its collecting by telephoning ICELS Red Cross on 0345 127 2911



Or you can request a collection using [their online portal](#).

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



Sign Video

People who use British Sign Language to communicate can use [the SignVideo app](#) to speak with us.

Links in this document

British Red Cross – Broken equipment returns portal

redelms.ethiteonline.com/ClientPortal/index.html

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[Technology enabled care \(formerly assistive technology\) |
Nottinghamshire County Council](http://nottinghamshire.gov.uk/care/adult-social-care/help-living-at-home/equipment-to-help-you/monitors-and-alarms)

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This easy read was first published 15 March 2025.

This information was last updated 26 June 2025