Technology Enabled Care (TEC) Eligibility and Charging Policy

We have a new plan about who can have TEC and how much it will cost.

What is TEC?

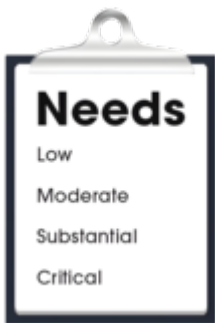TEC is technology that is used to help people **stay safe and well**. It helps with tasks some people might find hard.

TEC includes things like alarm units, fall detectors, and smoke alarms. It also includes devices **that tell people where you are,** and medication reminders.

Who can have TEC?

We have a monitored alarm service called Care Link. If you use your alarm there will be someone to talk to. Anyone can use the Care Link, **but there is a charge**

Hospitals can give people **free alarms** for 8 weeks after **leaving hospital.**

Some TEC needs an assessment by a Council worker. They decide what TEC you can have.

We **do not** give TEC for **epilepsy.**

TEC that knows if you have fallen over is available if needed due to health issues.

How much does TEC cost?

There are three levels of charges for Care Link. **All levels include emergency help**. Ask the person you talk to from the council for more information about this.

The **installation fee** for Care Link is **£40.**

If you get **pension credit**, the **cost** of Care Link is **halved.**

Some people might **not have to pay VAT.** This may include people who are **chronically sick or disabled.**

Standalone TEC is free if it is not connected to Care Link, but you **must pay for any subscriptions or SIM charges**. We will tell you about the costs before ordering the TEC.

Some TEC can help you to keep track of your health at home. We call this **remote monitoring.**

Remote monitoring is free for a short time. After that, you will **need to pay if you want to keep it.**

Family must help with remote monitoring. Emergency alerts are seen by Response24.

To talk to someone about TEC call Care Connect on 01275 888 801.

Other important information

You can get this letter in big print, audio, easy read, and other languages. You can also get documents from our website as plain text by email. For more information contact adultspolicy@n-somerset.gov.uk