

# North Somerset Council Technology Enabled Care Eligibility and Charging Policy Factsheet

**April 2025**

In line with the Council's Technology Enabled Care Strategy and action plan we have developed a new eligibility and charging policy for TEC. The policy covers all Technology Enabled Care, including the Council's monitored alarm service.

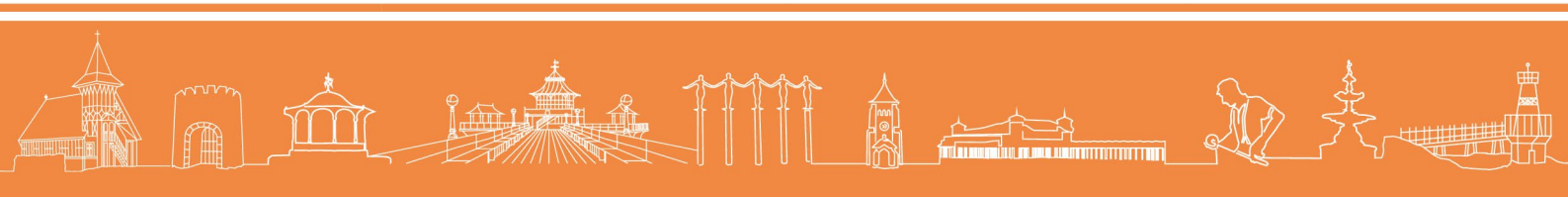
The policy comes into effect from April 2025 and only applies to services and TEC ordered after that date. The full document can be found on our [website](#).

## What is Technology Enabled Care?

The use of technological and/or digital equipment or services that allows an individual to monitor their own (or someone else's) safety and well-being or to increase the ease or safety to perform tasks they would otherwise be unable to.

These are items including but not limited to;

1. Monitored alarm units and pendants
2. Technology that links to monitored alarm units such as;
  - a. Falls detectors
  - b. Bed or chair sensors
  - c. Smoke, Co2 and flood detectors
  - d. Assessment monitoring technology, such as motion sensors
  - e. GPS devices
  - f. Other environmental and personal sensors
3. Technology that links to other receiving units such as carer pagers
4. Medication prompts/reminders
5. High street technology such as ring doorbells, smart speakers and tablets



## 6. Voice activated technology

### Eligibility

The monitored alarm service (currently Carelink) will remain a \*chargeable service that anyone can access. Between now and October 2025, any devices that are linked to Carelink will still need to be ordered by a Council practitioner. You can do this by calling Care Connect on 01275 888801.

\*Individuals who are being discharged from hospital and do not currently have TEC in place, or it is believed additional TEC will help keep them safe once home, are eligible to receive the monitored alarm service for free for 8 weeks. Referrals are made directly by the hospitals to the Council, who will arrange for installation. There is no guarantee of the longevity of free initiatives.

Standalone TEC and other linked devices are available following an assessment by a Council practitioner.

We will not provide TEC that is designed to specifically monitor or detect seizures for those diagnosed with epilepsy. Falls detection TEC may be provided if the assessed need is that the individual falls as a result of a medical condition, physical impairment or behavioural or emotional impairment.

### Charging

There are three charging levels for the monitored alarm service. All levels come with access to our emergency response service, Response24 included.

- Level One, Minimum offer of alarm unit and mechanism for raising alert in emergency.
- Level Two, The addition to Level One of linked peripherals that monitor for falls, walking with purpose, the home environment, or basic aspects of daily living activities.
- Level Three, The addition to Level One or Two of linked peripherals that monitor falls and wider daily living activities remotely. Changes in daily living activities monitored by family or nominated individual.

Charges can be found in our [TEC Eligibility and Charing Policy on our website.](#)

If you receive pension credit, you will get the service for half the weekly cost.

If you believe yourself to be classed as chronically sick or disabled, you may be eligible for VAT relief. You can find more information about this on the [Link to GOV.UK website.](#)

There is a free 14 day cooling off period with new Carelink installations and changes in charging level.

There is an initial installation fee for Carelink of £40 inc VAT. This cost can be spread over 6 months if chosen.

Any standalone TEC or devices that are linked to something other than our monitored alarm service, e.g. directly to a carer or family, will be provided free of charge. Any associated subscription or SIM costs will be payable by you directly to the company. You will be informed of any associated costs before the TEC is ordered for you.

Remote monitoring sensors to determine longer term care needs will be free for a period to be determined by the practitioner working with the person. Following this, if you are assessed as needing or you wish to retain the remote monitoring, you will need to have the monitored alarm service and you will be charged under Level Three charging. You must have a family member who will monitor information produced by the remote monitoring dashboard. Our emergency response service, Response24 will provide monitoring to any emergency alerts that arise from the sensors.

## Feedback

We value your feedback and welcome both compliments and areas for development.

You can send us [feedback through our website.](#) If you have any concerns about any action or decision taken by Adult Social Services and Housing, you should initially talk to the person you normally talk to. You can also contact our complaints manager at:

Complaints Manager,

Adult Social Services and Housing, Town Hall,

Walliscote Grove Road, Weston super Mare, BS23 1UJ

Telephone: 01275 882171

Email: [complaints.manager@n-somerset.gov.uk](mailto:complaints.manager@n-somerset.gov.uk)

## Accessibility

This document is available in easy read. The Advocacy People have further easy read information available on their website at [Easy Read | The Advocacy People](#). Council documents can also be made available in large print, audio, and other formats.

Documents on our website can also be emailed to you as plain text files. Help is also available for people who require council information in languages other than English.

Please email [adultspolicy@n-somerset.gov.uk](mailto:adultspolicy@n-somerset.gov.uk) or ring 01934 888 888.