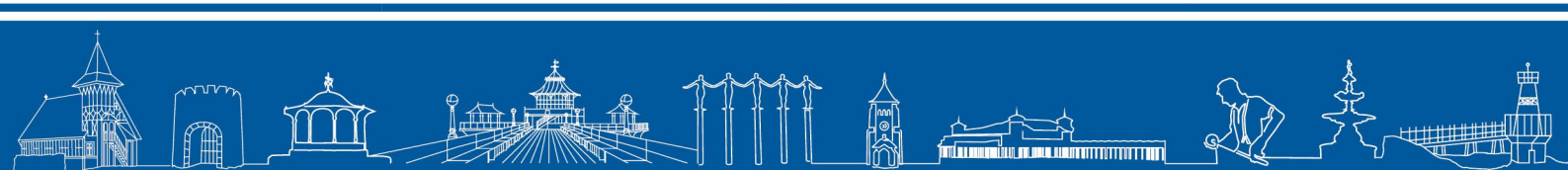


# **Adult Social Services and Housing**

## **Technology Enabled Care (TEC) Eligibility and Charging Policy**



## Document information

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## Contents

1. Introduction .....	5
2. Scope of the policy.....	5
2.1. In scope .....	5
2.2. Not in scope.....	6
3. What is TEC .....	6
4. Eligibility criteria .....	7
4.1. Monitored alarm service .....	7
4.2. Linked devices and standalone TEC .....	7
4.2. TEC in residential and nursing homes.....	7
4.3. Mental capacity and deprivation of liberty safeguards .....	8
4.4. When we will not provide TEC.....	8
5. Charging.....	9
5.1. Monitored alarm service .....	9
5.2. Standalone TEC and other linked devices (hardware) .....	11
5.3. TEC Associated Costs.....	11
5.4. Exceptions to charging .....	12
6. Feedback.....	12
7. Accessible information .....	12
Part A: TEC charges.....	14
Monitored Alarm Service.....	<b>Error! Bookmark not defined.</b>
Standalone Technology Enabled Care .....	<b>Error! Bookmark not defined.</b>
Part B: Care Act guidance .....	16
Prevention – Section 2 of Care Act 2014 .....	16
Reablement – Care Act Guidance .....	16
Care Act Assessment – Section 9 of Care Act 2014.....	16
Carers Assessment – Section 10 of Care Act 2014 .....	16

## 1. Introduction

North Somerset Council is committed to increasing the use of Technology Enabled Care (TEC) so that it becomes integral to the adult social services offer and is embedded within the wider commitments of the council, Integrated Care Board, community health, NHS colleagues and other partner organisations.

Our Vision is;

*To increase the use of technology to support people to live safely and independently in their own homes by; building people's confidence in using technology, offering robust information, advice and guidance, promoting more affordable and accessible high street technology and having an innovative and collaborative approach in everything we do.*

This policy sets out the eligibility criteria for the provision of TEC and how TEC will be charged. In developing this policy, we have given due consideration to the Care Act 2014 legislation and guidance.

The policy will be reviewed annually. The charging element of this policy will only apply to TEC issued after its implementation.

Charges will be subject to consideration of an annual uplift on or around 1<sup>st</sup> April each year.

Changes to the way TEC is provided and charged, as set out in this policy, may be needed due to the rapid development of technology and TEC. The policy may be changed to reflect this within year. A 12 week notice period will be given for any changes.

## 2. Scope of the policy

### 2.1. In scope

1. Monitored alarm service Alarm Receiving Centre (ARC), including emergency responders
2. TEC equipment provided to people living in their own homes

3. Accompanying subscription, SIM or mobile Wi-Fi charges for TEC, referred to as associated costs
4. TEC for people living in a residential or nursing home

## 2.2. Not in scope

1. Individual internet/broadband connection charges and monthly costs
2. Mobility aids, mobility products and equipment.

## 3. What is TEC

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 individual 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

## 4. Eligibility criteria

### 4.1. Monitored alarm service

The Council offers a monitored alarm service that consists of the provision of TEC linked to an ARC that is monitored 24/7. Traditionally the service will include the provision of a base unit, pendant or wrist worn alarm and devices that specifically link to and work with the service (linked devices).

The Council's monitored alarm service includes an emergency response for those people who do not have anyone who is available to respond in an emergency. A key safe is a requirement if you need to have support from the emergency response service.

There is no eligibility criteria for the monitored alarm service. It is a chargeable service that anyone in need can access.

[Link to North Somerset Council Medequip Connect Service](#)

### 4.2. Linked devices and standalone TEC

North Somerset Council will assess, recommend, purchase and provide linked devices and standalone TEC for people in line with the following sections of the Care Act 2014.

Full details ***Part B: CARE ACT GUIDANCE.***

1. Prevention – Section 2 of Care Act 2014
2. Reablement – Care Act Guidance
3. Care Act Assessment – Section 9 of Care Act 2014
4. Carers Assessment – Section 10 of Care Act 2014

Eligibility for TEC will be determined following an assessment by a Council practitioner.

Requests for linked devices to the monitored alarm service can also be made directly to the monitored alarm service provider. This may impact the cost of the service.

### 4.3. TEC in residential and nursing homes

If deemed eligible by a Council practitioner, North Somerset Council will provide TEC to people on short term contracts that will support them to return home. North Somerset

Council will not routinely provide TEC for people permanently living in a residential or nursing home. If a provider identifies a need that could be met with TEC, North Somerset Council will consider on a case by case basis, whether a trial is appropriate. Should this be the case, TEC will be provided for an agreed fixed period. Should the TEC be successful in meeting the individual's needs, the provider will purchase the TEC for the individual.

### 4.4. Mental capacity and deprivation of liberty safeguards

Where it is suspected that an individual lacks the capacity to agree to having TEC, a capacity assessment will be completed. If it is deemed that an individual lacks capacity around the provision, installation and use of TEC, a best interest decision will be taken which will also consider whether by using TEC, the individual may be deprived of their liberty.

### 4.5. When we will not provide TEC

North Somerset Council will not assess or provide TEC that is designed to specifically monitor or detect seizures for those diagnosed with epilepsy. This includes people who have undiagnosed seizure activity or those which relate to other medical conditions. 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.

North Somerset Council will signpost people to their epilepsy specialist within the NHS and can provide information on UK suppliers of epilepsy seizure detection monitoring technology.

North Somerset Council will not provide TEC if there is no clear need as set out in paragraph ***Linked Devices and Standalone TEC***.

However, we want to support people to utilise TEC and technology to ensure they are as independent as possible and are not digitally excluded. Some departments in the



Council such as Care Connect, and our Care Navigator service may recommend TEC or signpost people to where they can purchase TEC or technology that may help them.

With consent, a referral will be made to our Tech Ready service, run by Curo and the West of England Rural Network, who can arrange to provide one to one or group support for people to purchase, install and use TEC and technology.

Additionally, information and advice relating to TEC and technology will be made available.

## 5. Charging

North Somerset Council will work alongside people to identify the best TEC services and product/s to meet their needs. If there are concerns over the type of TEC identified or costs, this should be raised with the Council practitioner involved.

Other monitored alarm services are available, and TEC can be purchased from Medequip, as well as from high street shops or on the internet.

[Link to Medequip self help guide](#)

### 5.1. Monitored alarm service

There are charges for the Council's monitored alarm service which includes the 24/7 response from the ARC, provision, installation, collection and cleaning of equipment and the emergency response service. Charges will be discussed and provided up front and can be found here **Part A: TEC CHARGES**

Charges are currently charged for on an annual or monthly basis at the choice of the individual.

For every new service taken up and with any change of level of service, there will be a 14 day cooling off period. If it is decided during this time that the service is not suitable, the service will end without charge or revert to what was originally being received.

The monitored alarm service may be free for a set period, and for certain groups of people based on different initiatives, such as if being discharged from hospital. The Council cannot guarantee the longevity of any free service offer. You will be clearly informed in advance if the service is to be free and when charges will apply from.

Where linked devices that remotely monitor falls, wider daily living activities and routines are used by Council staff to assess an individual's longer term care and support needs, the TEC, including any charges and associated costs, will be provided for free for a set period, to be determined by the practitioner involved.

Following this period, should the individual or their family wish to keep the TEC, it will fall under the monitored alarm service charges - Level Three charges *Weekly Charges*

Charges for the monitored alarm service are not means tested and are not subject to a financial assessment, although will be allowed as a disability related expenditure if completing a financial assessment for other adult social care services such as home care.

Equipment issued as part of the monitored alarm service, including any linked devices will be recovered at the end of the service.

### **Carers Emergency Response Service (CERS)**

The Carer's Emergency Response Service (CERS) is a service provided by Medequip Connect that offers informal carers peace of mind if they experience an emergency whilst away from the home. This could be an accident or unplanned hospital admission that prevents you from carrying out your caring responsibilities.

#### **How it works**

- You are registered on a central list with your details and those of the person you care for
- You are given a PIN and a card with Medequip Connect's contact number, or you can choose to sign up for the monitored alarm service and be provided with a GPS watch

- In an emergency, if someone contacts Medequip Connect, or you press your GPS watch, they'll arrange support—this could be emergency home care or a short stay in a care home

There is a charge for this service, which can be found here ***Part A: TEC charges***

### 5.2. Standalone TEC and other linked devices (hardware)

If deemed eligible, TEC devices that are not linked to the monitored alarm service, will be provided free of charge, in line with the Care Act 2014.

Where TEC devices identified are not achieving the intended outcome, the Council will provide an alternative, where appropriate.

If no longer needed, the Council may recover any TEC provided.

North Somerset Council will replace any faulty TEC devices.

### 5.3. TEC Associated Costs

Some TEC comes with a subscription or other associated costs such as SIM charges. Individuals in receipt of the TEC will be expected to pay any charges directly and they will be responsible for any relevant terms and conditions, including cancellation notice periods. TEC associated costs will be discussed and provided up front.

There may be some occasions where the Council will source TEC that is not routinely provided, to meet specific care and support needs. In these cases, if there are any associated costs, these will be discussed with the individual before the TEC is purchased by the Council.

There will be occasions where TEC issued requires an internet connection, e.g. a tablet or smart speaker. The Council encourages individuals to invest in a broadband connection, but where there is no broadband connection, a mobile Wi-Fi unit and SIM will be provided. Any costs associated with SIM charges will be considered an

associated cost. Please note that mobile Wi-Fi units can be less reliable than broadband, dependant on mobile coverage, and therefore it is recommended that broadband is invested in.

The Council's TEC Technician can be referred to by a Council practitioner to support individuals set up and use any TEC issued. There is no charge for this support.

### 5.4. Exceptions to charging

The Council reserves the right to waive the charges set out in this policy, in exceptional circumstances, should they deem it to be necessary and appropriate.

Individuals who are eligible to receive care and support under Section 117 Aftercare will not be charged for any TEC services or associated costs set out in this policy which relate to s.117 aftercare needs.

## 6. Feedback

If you have any feedback or any questions about this policy, please get in touch. 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 individual 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)

## 7. Accessible information

Council documents can be made available in large print, audio, easy read 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 01934 888 888.

## Part A: TEC charges

### Monitored Alarm Service

Weekly fees will be charged for either monthly or annually by Direct Debit. Installation fees and additional charges will be added to the annual bill. Full information relating to charges and refunds will be stated in your Medequip Connect service agreement.

There is a 50% reduction in weekly charges if you claim pension credit or Universal Credit, limited capability for work and work-related activity (LCWRA).

\*VAT relief can be claimed for if you are chronically sick or disabled.

### Weekly Charges

#### Level One - 24/7 monitoring, standard base unit and pendant, Response24 service.

Weekly charge	£6.62 VAT Included	£5.52 ex VAT
Half weekly charge (pension credit)	£3.31 VAT Included	£2.76 ex VAT

#### Level Two – The addition to Level One of linked devices that monitor falls, walking with purpose, the home environment or basic aspects of daily living activities.

Weekly charge	£7.22 VAT Included	£6.02 ex VAT
Half weekly charge (pension credit)	£3.61 VAT Included	£3.01 ex VAT

#### Level Three – The addition to Level One or Two of linked devices that remotely monitor falls, wider daily living activities and routines. Remote monitoring is aimed at people who live alone, have complex health conditions and/or who are unable to summon help using a pendant.

Weekly charge	£12.00 VAT Included	£10.00 ex VAT
Half weekly charge (pension credit)	£6.00 VAT Included	£5.00 ex VAT

### Other Charges

Initial installation fee and set up	£40 VAT included	£33.33 ex VAT
Extra Pendant per week	£1.37 VAT included	£1.14 ex VAT
Replacement/Missing Pendant	£67.69 VAT Included	£56.40 ex VAT

### Standalone Technology Enabled Care

Associated costs including subscription and SIM charges – payable directly by individual	£case by case
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### Carers Emergency Response Service

Basic CERS card and PIN	£21.66 per year
Full monitored alarm service at home including GPS watch	£7.22 per week

Add GPS Watch to existing monitored alarm service £7.22 per week  
(an increase of 80p per week if you are on Level One)

**\*What HMRC means by ‘chronically sick or disabled’**

For VAT purposes, you’re chronically sick or disabled if you have a:

- physical or mental impairment which has a long term and substantial adverse effect on your ability to carry out everyday activities
- condition that the medical profession treats as a chronic sickness (that’s a long term health condition)

For VAT purposes, the term ‘chronically sick or disabled’ does not include a individual who’s only temporarily disabled or incapacitated, for example with a broken limb or someone who’s elderly but is not chronically sick or disabled.

You do not need HMRC’s permission to declare that you’re disabled or chronically sick and HMRC advisers, North Somerset Council or our monitored alarm service provider staff cannot tell you if you’re disabled or chronically sick.

If you’re not sure if your condition means you’re chronically sick or disabled you may wish to consult your doctor or other medical adviser.

## Part B: Care Act guidance

### Prevention – Section 2 of Care Act 2014

<https://www.legislation.gov.uk/ukpga/2014/23/section/2>

*(1) A local authority must provide or arrange for the provision of services, facilities or resources, or take other steps, which it considers will—*

*(a) contribute towards preventing or delaying the development by adults in its area of needs for care and support;*

*(b) contribute towards preventing or delaying the development by carers in its area of needs for support;*

*(c) reduce the needs for care and support of adults in its area;*

*(d) reduce the needs for support of carers in its area.*

### Reablement – Care Act Guidance

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

*2.60 The regulations require that intermediate care and reablement must be provided free of charge for up to 6 weeks (see also 8.14)*

### Care Act Assessment – Section 9 of Care Act 2014

<https://www.legislation.gov.uk/ukpga/2014/23/section/9>

*Where it appears to a local authority that an adult may have needs for care and support, the authority must assess—*

*(a) whether the adult does have needs for care and support, and*

*(b) if the adult does, what those needs are.*

### Carers Assessment – Section 10 of Care Act 2014

<https://www.legislation.gov.uk/ukpga/2014/23/section/10>

*Where it appears to a local authority that a carer may have needs for support (whether currently or in the future), the authority must assess—*

*(a) whether the carer does have needs for support (or is likely to do so in the future), and*

*(b) if the carer does, what those needs are (or are likely to be in the future).*

*(2) An assessment under subsection (1) is referred to in this Part as a “carer’s assessment”.*