

# Welcome to the Telecare Service

## Better Lives for people in Leeds

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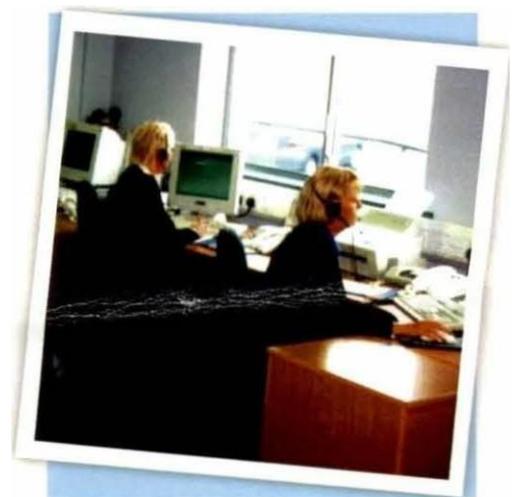
**The Adult Social Care Telecare services aim to support older people and those with long term health conditions to live safely and independently in their own home.**

The pendant alarm service is an emergency alarm call service which involves a unit and pendant linked to the response centre by your telephone line.

**Telecare** is a service that adds simple sensors to the pendant alarm unit and pendant such as smoke and flood detectors, fall sensors and medication dispensers. The pendant and sensors are linked to a telephone response centre where trained staff will respond as necessary to the activated sensor.

### **What are the charges?**

Due to central government funding reductions, there is less money available to the Council to support the cost of this equipment, and in April 2013, the Council decided it needed to introduce charges for Telecare services. There are no charges for the actual equipment; the charges are for the monitoring by our telephone response centre and the mobile response service. The new charges were introduced in January 2014.



**"Telecare is a fantastic life-saving service that can respond 24 hours a day, seven days a week in an emergency.**

**It's about independence and safety, not just technology and services."**

A Telecare customer

Service	Charge from 1st July 2016
Telephone monitoring of pendant alarm	£2.70 per week
Mobile response service for Pendant Alarm Service	£0.50 per week
Telephone monitoring of pendant Alarm with additional Telecare sensors	£3.20 per week
Telephone monitoring of Telecare 'GPS' systems	£9.60 per week
Mobile response service for Telecare	£3.20 per week

### What is the Telecare GPS systems?

Some Telecare services include a GPS location device that can be used outdoors to assist you if there is an emergency. It can tell where you are and alert the response centre if you leave an area that is familiar to you.

### What is the mobile response service?

The mobile response service is for people who receive Telecare services, and who do not have a carer, family member or another person living locally that can come to their aid if there is an emergency. This is different to a warden for a sheltered housing scheme.

### Will everyone pay the full charge?

If you only receive the pendant alarm service you will pay the charge in full. Anyone that uses Telecare services will have had a financial assessment which will help us to determine how much, if anything, you will contribute towards the service. Currently, 43% of people who have been financially assessed do not pay towards their services.

### What should I do if I am concerned about the impact of these charges?

If you are concerned about the impact these charges may have on you, please do not cancel or reduce your services without

contacting the charging review team first on **0800 138 0222** – we will make sure that someone gets in touch with you to discuss your situation and how we continue to meet your care needs.

### How will I pay for my services?

If you only receive the pendant alarm services we will send you a bill in June.

If you only receive the Telecare services we will send you a bill every three months.

If you don't want to pay these bills all at once you can pay in monthly instalments at no extra cost. Details of how to arrange this will be set out on the back of your bill.

If you receive additional Adult Social Care services you will continue to receive 4-weekly bills to cover all your services, including Telecare.

For further information please email [charging.review@leeds.gov.uk](mailto:charging.review@leeds.gov.uk).