



**TELECARE CHARGING
POLICY, PROCEDURE & PRACTICE**

April 2017

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INFORMATION SHEET

Service area	All Adult Social Care service areas
Date effective from	April 2017
Responsible officer(s)	Policy Officer. Policy, Performance and Customer Care Team
Date of review(s)	April 2018
Status:	Mandatory
Target audience	All Adult Social Care teams.
Date of committee/SMT decision	21 st June 2017
Related document(s)	<ul style="list-style-type: none"> • Professional Boundaries Policy March 2015 • Telecare Services Association Standards and Codes of Practice
Superseded document(s)	New Policy
Equality Impact Assessment completed	April 2017

1.	POLICY	PRACTICE
1.1	<p>Introduction</p> <p>Halton Telecare Service (formally Lifeline) has been established for over 27 years, during this time the service has grown from a static onsite scheme warden service to a fully operational, assessment, installation and response service.</p> <p>Telecare has potential to benefit people who may need care and support by increasing their confidence and helping them remain independent in their own homes. However, for vulnerable people with cognitive impairments, practitioners should ensure that;</p> <ul style="list-style-type: none"> • Monitoring people through Telecare does not affect their choice and privacy. • Individuals are supported to make decisions about whether to accept Telecare and what type of service would best meet their needs. • If the person lacks capacity, then any decision must follow the best interest process. If Telecare is to form part of a person's care package then consideration should be given as to whether this makes a care package more restrictive. • People understand how the service works and that the equipment remains appropriate to meet any fluctuating needs. 	
1.2	<p>Definitions</p> <p>The Telecare Services Association – the industry body for telecare and telehealth in the UK (and Europe) – provide the following definitions:</p> <p>Telecare is support and assistance provided at a distance using information and communication technology. It is the continuous, automatic and remote monitoring of users by means of sensors to enable them to continue living in their own home. It can also reduce the risk of a fall and detect gas, high temperatures and flooding or other real time emergencies and lifestyle changes over time.</p> <p>Telehealth is the remote exchange of data between a patient at home and their clinician(s) to assist in diagnosis and monitoring typically used to support patients with Long Term Conditions. Among other things it comprises of fixed or mobile home units to measure and monitor temperatures, blood pressure and other vital signs parameters (and the answering of targeted questions) for clinical review at a remote location using phone lines or wireless technology.</p>	<p><u>Telecare Services Association Standards and Codes of Practice</u></p> <p><i>HBC have adopted the term 'Telecare' following guidance from The Good Governance Institute.</i></p>

<p>1.3</p>	<p>Telecare Service</p> <p>The service is for anyone who feels at risk or vulnerable in their own home. People choose to have the Telecare service for different reasons;</p> <ul style="list-style-type: none"> • People who live by themselves, who need reassurance that help is available should they need it. • Those who are susceptible to falling and who require assistance to get up. • People with health issues that might need to get in contact with the ambulance service quickly. • Reassurance and peace of mind for family members should they wish to leave a vulnerable person by themselves in the house for a short while. 	
<p>1.4</p>	<p>Service Levels and Equipment</p> <p>The Telecare Service is provided by Halton Borough Council. The service provides a 24 hr 365 day a year response service and has three service levels;</p> <p>Level 1 - The basis of the system is an alarm unit connected to the telephone line which, when activated, automatically dials to the Contact Centre. A pendant is also supplied which can summon help at the touch of a button whilst within the property.</p> <p>Level 2 - Telecare with up to 2 environmental sensors (listed under Appendix 1) with response.</p> <p>Level 3 - Includes a range of equipment which is listed under Appendix 1. The equipment monitors the person and their environment for specific events and alerts the Contact Centre automatically. These include;</p> <p>Wireless Smoke Detector Falls Detector Property Exit Sensor Wireless Flood Detector Wireless Temperature Wireless Passive Infra-Extreme Sensor Red Sensor Bed Occupancy Sensor Chair Occupancy Sensor Wireless Carbon Monoxide Epilepsy Sensor Carbon Monoxide Sensor Pressure Mat Wireless Pull Cord</p>	

<p>1.5</p>	<p>Charges</p> <p>Charges for each level of Telecare are based on a single person per week.</p> <p>The charge for the supply and installation of a key safe is a one-off fee. The user can source installation from another organisation, if preferred. However, the Telecare Team can only accept responsibility for a key safe which has been installed by HBC (Age UK install key safes on behalf of HBC). Telecare only provide key safes which are Police industry approved and meet stringent security standards.</p> <p>Details of charges can be found in Appendix 3.</p>	<p><i>Age UK offer an installation service – more information is available here:</i></p> <p>http://www.ageuk.org.uk/home-and-care/home-safety-and-security/handyperson-services/</p>
<p>1.6</p>	<p>Billing</p> <p>The service has a number of levels, each of which has a weekly cost. Some service users in receipt of benefits, may be eligible for the service to be funded (see Eligibility 1.7).</p> <p>The service is billed four weekly in arrears by Halton Borough Council. The invoice can be paid by Direct Debit, Credit or Debit Card in person or over the telephone, cash at Halton Direct Link, Cheque or by post or standing order (for more details please see Appendix 2).</p>	
<p>1.7</p>	<p>Eligibility</p> <p>Any person who is a resident in Halton is eligible for the service on a chargeable basis (see 1.6).</p> <p>Service users in receipt of housing benefit and/or council tax relief are not charged for Telecare.</p> <p>Residents who live in extra care housing are included within commissioned contract arrangements between the housing association and Halton Borough Council.</p>	
<p>1.8</p>	<p>Assessment</p> <p>Following receipt of the referral from Adult Social Care, a member of the Telecare team will book an appointment with the client to arrange an assessment, demonstration and installation of the service.</p> <p>During the visit, the member of staff will take note of any medical conditions, a description of the property and a note of any significant others who need to be contacted in the event of an emergency.</p>	

	<p>The service will tailor a package of equipment and services based on the assessment and demonstrate the equipment.</p> <p>With the client's agreement, the equipment and service installed will be left at the property and the service will start.</p>	
1.8.1	<p>Change in Needs</p> <p>The client will be contacted at least annually to confirm the details held on the system are correct and that the service is meeting their needs.</p> <p>A further assessment may be required and clients should be encouraged to contact the service if their needs change prior to the annual check.</p>	
1.9	<p>Cancelling the Service</p> <p>The service can be cancelled at any time and an appointment should be made for disconnection of the Telecare service and return of the equipment.</p> <p>The service remains active until the equipment is collected and billing will continue to the relevant date. Where a service user is admitted to hospital/care home or deceased, the charge will be calculated based on the date the equipment was last used and a credit raised if applicable.</p>	
1.10	<p>Use of Data</p> <p>The data held is stored electronically on HBC's call monitoring system and HBC's Social Care system. This information is encrypted and password protected with access allowed to authorised personnel only. Paper copies of documentation are kept in locked storage cabinets and again accessed by authorised personnel only.</p> <p>Client information will be shared within HBC but will not be shared with any other service or organisation without the person's permission.</p> <p>All calls made to and from both Telecare Service and Halton Direct Link are recorded for training, monitoring and security purposes. The Telecare Service and Halton Direct Link adhere to HBC's Voice Recording Policy (currently under review).</p>	 <p>Voice Recording Policy 2016.doc</p>

1.13	Feedback – Service User Consultation We value comments and feedback as a way of improving and developing the Telecare Service. Anyone using the service or their carer/relative can attend our Service User Focus Groups. If you would like to become a member of this group please contact us; Telecare Service Municipal Building Kingsway Widnes WA7 7QF Telephone: 0303 333 4300 www.halton.gov.uk/cas	
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2.	PROCEDURE	PRACTICE
2.1	<p>Conditions of use</p> <p>It is the responsibility of the user to:</p> <ul style="list-style-type: none"> • Maintain the equipment as detailed in the equipment data sheets. • Maintain an active telecommunication line and electricity supply, pay for such services and notify any malfunction to us straight away. • Ensure that the alarm unit is plugged into the mains supply and telephone socket at all times. • Notify HBC Telecare team is away from the property for more than 24 hours. • Pay HBC promptly for the provision of the service by the contact methods listed in Appendix 2. • Arrange access to the property for the provision of the service, either in the form of a keysafe or a key holder. • Test the equipment on an agreed basis. • Ensure the equipment is protected from damage and report any damage to the Telecare team immediately. • Provide all information requested to the best of their knowledge to ensure the provision of the service as outlined in the assessment. • Notify the Telecare team of any changes to the information outlined in the assessment as soon as possible. • Notify the Telecare team straight away if there is a fault with any equipment. <p>The Telecare team recommend that the service user remains with the same telephone service provider for the duration of the service, as changing the provider may result in a temporary or permanent loss of service.</p>	
2.2	<p>How the equipment works</p> <p>When one of the items of equipment activates, such as a pendant or smoke detector, it will send a radio signal to the alarm unit which alerts the Contact Centre. The operator will aim to answer the call within 30 seconds. The call monitoring equipment will tell the operator who the service user is and what equipment has activated.</p> <p>The operator will attempt to contact the service user to resolve the problem. If the operator cannot hear the service user, they will attempt to call back and if still unable to make contact, will initiate the response protocol as agreed on the service user assessment.</p>	

	<p>When the operator has made contact with the service user, there will be an initial attempt to resolve the problem before contacting a nominated next of kin, GP, Social Worker, Telecare Officer etc.</p> <p>If the Telecare Team are sent as responders, they will aim to be at the property within 45 minutes and will enter the residence using the agreed access method. If the service user requires assistance, the Telecare Officer will attempt to resolve the request and if unable to do so, will make arrangements to contact emergency services, GP etc.</p> <p>Telecare Officers are required to adhere to Halton Borough Council's Employee Code of Conduct and Professional Boundaries Standards.</p>	<p><u>Code of Conduct</u></p>
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APPENDIX 1

Issue	Solution	Picture
Reassurance needed or has health concerns and may need to call for help	Community Alarm with personal pendant	
Requires a Community Alarm but does not have a Landline	GSM System	
Risk of Fire	Smoke Alarm, Temperature Sensors	
Risk of Flood	Flood Sensor	
Risk of Carbon monoxide	CO Detector	

Issue	Solution	Picture
Risk of Hypothermia	Ambient temperature Sensor Monitoring	
Risk of Dehydration due to heat	Ambient temperature Sensor Monitoring	
Not Using Kitchen Appliances	Electrical Usage Sensor	
Risk of Daytime Falls	Fall Sensors Chair Sensor	

Issue	Solution	Picture
Risk of Black Out	Fall Sensor Vital Base	
Risk of no activity in Property	Passive Infra-Red Detector	
Risk of Night time Falls	Bed Sensor	
Risk of leaving Home	Property Exit sensor	
Risk of Epileptic Seizure	Nocturnal Epilepsy Sensor and daytime Fall Sensor	

Issue	Solution	Picture
Night Time Incontinence	Enuresis sensor	
System to alert onsite carer	Onsite Pager	
Forgetting to conduct a routine task such as taking Medication, Eating, drinking going to the toilet	Automated Reminder Function	
Risk of bogus callers	Bogus Caller Button	
Not Managing Long Term Health Condition	Telehealth Monitoring	
To establish a person's activity levels at home	Daily Living Activity Monitoring	

Methods of Payment

The Council offers service users a range of methods to pay their charge for Telecare services. Details can be found on the back of each invoice and include:

- Debit and credit card payments over the phone, calling 0151 511 8811.
- By cheque - posted to
 - *Revenues & Benefits Division,*
 - *PO Box 223,*
 - *Widnes, WA8 2DA*
- By visiting any of the Councils' Direct Link offices. These can be found at:
 - Halton Lea shopping centre, near to the library
 - on Brook Street, Widnes, near to the market.
 - Payment AT Direct Link offices can be by cash, cheque or debit/credit card. Staff will be happy to assist service users to make their payment.
- By setting up a direct debit.
- By setting up a standing order.
- Payment over the Internet using a debit or credit card by visiting the Council's website at www.halton.gov.uk under **Pay it on-line** and selecting **Council Invoices**.

Telecare Charges – April 2017

Charges are based on a single person per week.

Level	Description	Charge per Week
Level 1	Call centre monitoring plus community warden reactive response.	£6.02
Level 2	Telecare with up to 2 environmental sensors with response.	£7.24
Level 3	Call centre monitoring plus reactive call out. Community warden daily visits according to assessed need and support planning. Assistive technology is provided according to assessed need.	£9.64
House of Multiple Occupancy (HMO)	Based on three people sharing at the Level 3 Telecare rate (£9.36).	£3.21

Keysafe is a one-off fee of **£50.50** and includes the keysafe and installation.