

# Integrating Technology Enabled Care

## Frequently Asked Questions

### TEC Assessment Process

### TEC Equipment


#### Q1. Who should I contact if I have a question on how the equipment works?

Please contact Livity Life on the following email [CentralBedfordshireTEC@livitylife.co.uk](mailto:CentralBedfordshireTEC@livitylife.co.uk) or call 0300 7900128.

You can also contact the TEC team on [integratingTEC@centralbedfordshire.gov.uk](mailto:integratingTEC@centralbedfordshire.gov.uk)

We offer two open doors weekly. Invites are sent out to all prescribers and provide opportunity to pop in with any TEC Questions/Queries.





## **Q2. Who is responsible for filling the pill dispenser for a customer?**

A family member would usually be responsible unless the pharmacy agrees to fill them, however in most cases they would charge the person for this.

## **Q3. If a battery dies, who is responsible to get this changed?**

If the equipment is monitored, an alert will go through to the Livity Life call centre who will raise a ticket with the service centre for an engineer to visit.

If this is a standalone item, the person will be responsible to change the batteries.


It is recommended that the person periodically tests the equipment. For lifelines it is recommended the person tests the pendant alarm once a month, by pressing the button and talking to the monitoring centre.

## **Q4. Where can I find the CBC standard catalogue items?**

The standard catalogue items can be found on Livity Life Millflow ordering system.

<https://millbrook.store/CentralbedfordTecAssessment/>

If the TEC you require is not included in the CBC catalogue, you can request a special through Livity Life Millflow ordering system. Please see Q8.





#### **Q5. Is TEC equipment available to be purchase privately?**


Yes, customers who would rather purchase TEC Privately without having an assessment can visit [Mi - Guardian](#).


#### **Q6. Do I need to raise separate orders for a pendant and the telecare alarm box?**

No, all telecare alarm units come with one pendant. You only need to place an order for a pendant for the following reasons: If a client has lost the original pendant, or if there are going to be multiple people using the lifeline system.

#### **Q7. Can some equipment go to carer pagers?**

Yes, if you refer to the Livity Life Millflow ordering system <https://millbrook.store/CentralbedfordTecAssessment/> the equipment descriptions will detail which equipment can go to pagers as well as the monitoring centre.





#### **Q8. Can I offer Equipment that is not covered with the existing Catalogue?**

Yes, if you cannot find what you need in the existing catalogue you can order a special / non-catalogue item. This does however need to meet the care act outcomes. The first step to ordering a special is that you must seek written permission from your Senior/Manager to place a special order (please obtain this consent via email – so you can have written audit trail for Care Director). Please CC [integratingTEC@centralbedfordshire.gov.uk](mailto:integratingTEC@centralbedfordshire.gov.uk) into this email. We can then discuss the customer needs.


The TEC Team will support you to research appropriate TEC, source quotes and will need to authorise your order.


#### **Q9. If a customer already has some equipment, how would I order the additional equipment?**

You need to identify the client is on Livity Life Millflow ordering system, check that the equipment is being monitored by Livity life, to avoid ordering equipment for customers who are being given a service through other providers.

You can then place the order for the additional equipment needed, but it needs to be compatible.

If you are unsure, you can contact [integratingTEC@centralbedfordshire.gov.uk](mailto:integratingTEC@centralbedfordshire.gov.uk) or pop into one of our regular open doors, to check whether current equipment will be






compatible or whether all equipment may need replacing to meet need.

**Q10. Can we transfer any TEC that was in place to the surviving spouse of the deceased?**

This is a good question. We appreciate that just swapping the kit over within a household would be an efficient way to work. However, the answer depends upon the individual circumstance. Has the Partner / surviving household member been assessed? Do you know, with confidence, that the TEC in place will meet their need or would an alternative piece of TEC work better for them? Have the responders (for TEC that is monitored) remained unchanged? We would suggest that the individual be assessed to ensure that their TEC needs (and other needs) are met. A new Benefits Realisation form must be completed via <https://millbrook.store/CentralbedfordTecAssessment/>





## TEC Funding & Eligibility

### Q1. Will we fund TEC if a person has over savings threshold?

Yes, if TEC has been identified as part of your assessment and eligible under the care act for support based on need then TEC equipment will be provided on loan.

A person will be charged for the monitoring fee.


If they do not wish to have an assessment for support needs, then they can purchase the items direct through Mi - Guardian.


### Q2. What happens if the person says they cannot afford it? They have not undertaken a financial assessment as only TEC required and eligible under care act

The default position is that people will be charged unless they are paying their max contribution already towards a care package.

If it has been assessed that the risk of not providing TEC is of concern, you will need to discuss with your senior / manager & email the [integratingTEC@centralbedfordshire.gov.uk](mailto:integratingTEC@centralbedfordshire.gov.uk) to consider if a waiver of the charge can be made.

If yes, then email finance team to advise that a waiver has been authorised.





Please also CC the TEC team  
[integratingTEC@centralbedfordshire.gov.uk](mailto:integratingTEC@centralbedfordshire.gov.uk) so we can monitor this.

### Q3. When would someone be eligible for a VAT exemption?

A person may be eligible for a VAT exemption if they are a person with a:

- Physical or mental impairment which has a long-term and substantial adverse effect on their ability to carry out everyday activities.
- Condition which the medical profession treats as a chronic sickness, such as diabetes.


Guidance for people is available on the .GOV website:


<https://www.gov.uk/guidance/reliefs-from-vat-for-disabled-and-older-people-notice-7017>

### Q4. If two people from same household require TEC, how do I order this? And What are the costs?

If you are ordering a lifeline unit for a customer, and their partner also requires an additional pendant alarm or “other TEC”, then a separate Benefit realisation form will be required for them.

<https://millbrook.store/CentralbedfordTecAssessment/Information2.aspx>





We need this information as if something was to happen to the original customer, then the Lifeline unit would have to be sent back, and this would then put the partner at risk of having no TEC in place. If the benefit realisation has been filled in for both, then the partner has been issued the TEC, so this will be left in place.

If the TEC is being monitored, then responder details/medical history also need to be recorded for each individual, so this can be set up at the monitoring centre.

The TEC is chargeable per customer and not per household.


## Installation

**Q1. Will Livity Life arrange for family to be there if needed for installation and to record their voice?**

Yes, either a practitioner or Livity Life can arrange this. When ordering the TEC, you must add to the confidential notes in Livity Life Millflow ordering system, who needs to be present and the contact details.







## **Q2. Who is responsible for demonstrating the equipment to the service user?**

At the installation stage, the engineer will demonstrate the equipment to the person.

## **Millflow**


### **Q1. Are the prices on Millflow what the public would pay if they are not eligible?**

No, once an appropriate need has been assessed the TEC equipment is provided free to charge to the person, on loan. The price shown on Millflow is the price CBC pay to our contract holders for supplying the TEC. The only cost to the person receiving the TEC is the possible monitoring fee charge, if relevant and applicable.

### **Q2. What do I do if a person advises that they no longer need or want their TEC and needs it to be collected?**

Livity Life will arrange for the TEC to be collected within 5 days of the request. The collection request can be made through Millflow by the prescriber or team using the speed of delivery “5 Day (AT Only)”. Alternatively, the person or family can contact Livity life directly on 0300 7900 128 advising that it is no longer required.





### Q3. What do I do if a person advises that their TEC is broken and needs it repaired?


Livity Life will be able to undertake a repair on the next / same day, depending on how urgent the need. The request to Livity Life can be requested through Millflow by the prescriber or team. Or the person or family can contact Livity Life directly on 0300 7900 128 advising which item needs to be repaired. Please note that the cut off for an order to be actioned the following day is 3pm.


### Q4. If I confirm a key safe is in situ when working through the TEC referral form do I need to share the key safe number with Livity Life?

Yes, as this will be shared with the Call Centre if the TEC is being monitored. The key safe code must be added to the activity notes to allow Livity Life to share with the Monitoring Centre.

### Q5. Can I order a Keysafe for the person I am supporting?

An order for a Keysafe can be placed **ONLY** if the customer has Telecare or you are placing order for Telecare through Livity life, and Responders/emergency services may require access to home in case of an emergency. Please note if the person does not own their own home, they will require permission from





landlord/housing association, as will require drilling into the property.

#### **Q6. What options are available if the person does not have a responder?**


The customer may benefit from the [Lifeline alarm](#) system, which is available mainly in the south of Central Bedfordshire. A similar service, [Life24](#) is available to people mainly in the North of Central Bedfordshire, which has a professional 24-hour response service.


#### **Q7. Can I still proceed with an equipment request for a pendant alarm if the person only has 1 responder?**

Yes, in exceptional circumstances if the single responder is credible and able to provide response this will be accepted. When you go to complete the benefits realisation form, the second responder details will be optional

#### **Q8. Do I need to email next of kin details?**

No, all details required will be requested when you complete the Benefit realisation tool and Livity life order form.





### **Q9. What is the standard time of service once an order has been placed?**

5 working days (excluding weekends and bank holidays) e.g., if an order is raised on 20<sup>th</sup> July at 11.15am then this has a target completion date of 28 July by 11.45pm. This is assuming the order is complete, doesn't require authorisation and that we have been able to secure an appointment with the Service User. If its reason coded because its outside of Millbrook's control, then the clock stops and resumes when able to proceed with securing the appointment. Next day delivery is available, but for urgent case only, i.e. to support a hospital discharge. Please note this is only available Monday to Friday. If next day delivery is placed on a Friday before 3pm this will not be delivered until Monday, the following week.


## **Benefits Realisation**

### **Q1. How do I access the benefits realisation form and referral form and where can I find it?**

You can access the benefits realisation page via the following link:

<https://millbrook.store/CentralbedfordTecAssessment/Information2.aspx>

We would recommend that you save this web page to your favourites.






## Q2. When do I complete the benefits realisation form?

The steps to ordering TEC are as follows:

1. Refer to assessment tab  
<https://millbrook.store/CentralbedfordTecAssessment/LiveAssess.aspx> on Livity Life website.
2. Complete the benefits realisation tool  
<https://millbrook.store/CentralbedfordTecAssessment/Information2.aspx>
3. Order TEC equipment from the catalogue via [Self Assessment Portal \(millbrook.store\)](#)

## Q3. If we put in a Care director Number, will the tool populate all the information about the person?

No, the data won't be automatically populated into the tool, the persons data is not held on this externally secure web account. Only necessary and appropriate data is collected.





## Training

### Q1. How do I complete the ITEC training?


(CBC Staff)


To complete the training, please go to your Success Factors homepage and click on 'take courses'. The AI ITEC training will be available as a programme on your learning plan, for you to complete online.

### Q2. I am an external colleague. Can I still access the AI TEC training?

(ELFT colleagues)

The TEC training programme can be accessed online via CBC's learning management system.

1. To access the TEC training please follow the instructions below.
  2. To register, please use the following [link](#) and [guide](#).
  3. Once you have reached the landing page, select the link to register under 'New User'.
  4. Please enter the below information in the following fields under the employee information section. These details will enable you to search for the correct learning modules.
  5. It is important to **take note of your user ID** under account information, as this is needed for login.
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Once you have completed all the information, select submit. Please note that from the point of registration, it can take up to 1 hour before you receive a confirmation email and the tiles become available.

**How do I access the TEC Training?**


1. To complete the training, please search for the 'AI TEC' programme and select enrol.
2. The full training programme will take approximately 1.5 hours to complete, however each module can be completed on separate occasions.

**If you experience any problems registering or accessing the training modules online, please contact [learningcentral@centralbedfordshire.gov.uk](mailto:learningcentral@centralbedfordshire.gov.uk).**

**Q3. Who do I contact if I am unable to access the ITEC training on Success Factors?**

If you work for CBC, please go to the SolarWinds portal and log your query with the L&D Team via the following link: <https://centralbedfordshire.samanage.com/welcome.portal>.

If you experience problems with accessing the training portal as an external member of staff, please email [IntegratingTEC@centralbedfordshire.gov.uk](mailto:IntegratingTEC@centralbedfordshire.gov.uk)





#### Q4. When will I receive my Millflow PIN?

Once you have completed the full training programme, take a snapshot screen of your online certificate and email [IntegratingTEC@centralbedfordshire.gov.uk](mailto:IntegratingTEC@centralbedfordshire.gov.uk). We will then get your pin ordered, and you will be emailed directly once your pin has been issued. Please save this email for future reference. You will also be added to our email distribution list and will start to receive our open-door invites.

To keep your PIN active, please login every few weeks otherwise it will automatically be blocked. We recommend changing your password periodically too. If your PIN does get blocked, then please email [IntegratingTEC@centralbedfordshire.gov.uk](mailto:IntegratingTEC@centralbedfordshire.gov.uk)

We would also be grateful if you could make us aware if you move teams or no longer require your PIN.

#### Contact us...

If you have any additional queries, please contact [integratingTEC@centralbedfordshire.gov.uk](mailto:integratingTEC@centralbedfordshire.gov.uk)

