



Technology Enabled Care

Technology (aids) to help you in your home

What is Technology Enabled Care?

Technology Enabled Care (TEC), also known as assistive technology or telecare, is designed to help you remain safe, comfortable and independent. It includes a range of devices from personal alarms, activity trackers, medication reminders all support with achieving your personal goals and provide peace of mind to families and carers.

Why have TEC in your home?

TEC can help you:

- live at home safely, comfortably, securely, and independently
- manage your care and support in, a way that is right for you
- stay connected with other people
- reduce the chance of having to go into hospital because of a fall or accident
- improve your quality of life in other ways

How does TEC work?

TEC works through the installation of a range of different sensors or other devices in your home or for you to carry with you. They can be connected via a control box to a monitoring centre* that is there to help 24 hours a day, seven days a week or can allow family and friends to support you.

How do I request TEC and who do I contact?

You can access TEC by either purchasing it privately or contacting us to arrange for one of our social care practitioners to complete an assessment to see how would benefit from any TEC. Please see the information on options below.

Assessment through Adult Social Care:

You can contact the Central Bedfordshire Council's Customer Service Centre to ask for a referral and assessment with our Adult Social Care practitioners.

Contact us...

by telephone: 0300 300 8303

by email: customers@centralbedfordshire.gov.uk

on the web: www.centralbedfordshire.gov.uk

Write to Central Bedfordshire Council, Priory House,
Monks Walk, Chicksands, Shefford, Bedfordshire SG17 5TQ

In Central Bedfordshire, TEC is provided by us through our partnership with Livity Life. If your assessment indicates that you would benefit from TEC, a Livity Life engineer will attend to arrange installation and

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show you how to use the equipment. If this is not required, we will simply arrange for delivery. We will also contact you regularly to see how TEC is working for you.

If you would prefer to organise TEC yourself without approaching the council, <https://www.m-guardian.com> (also provided by Livity Life) is able to offer services direct by calling 0800 130 0011 (opening hours are Monday to Friday from 9:00am to 5pm). There are other companies that can provide similar services. If you want to search for them good places to start are: <https://livingmadeeasy.org.uk/> and <https://www.alzheimers.org.uk/get-support/staying-independent>.

How much does it cost?

Cost below is in relation to TEC provided through the council following an assessment.

If you take advantage of the monitoring centre service the cost is £6.60 per week. There is no additional cost for assessment, installation, the equipment itself or its maintenance. If you have other care services, the cost of TEC monitoring centre service can be considered when we assess your contribution.

What are the payment options?

You will be sent monthly invoices. The invoice will state the payment options available. You can choose to pay the invoice online or you can pay by direct debit. If you wish to pay by direct debit, please get in touch with the council using the details on your invoice and you will be sent a direct debit form to complete and return. If charged, you will be paying Central Bedfordshire Council directly. Nationally there have been reports of scam calls in relation to Telecare Services. Please be assured that Livity Life will never contact you asking for your bank details.

What if I no longer need / want my TEC?

You can cancel your TEC agreement at any time. You can cancel your TEC by contact Central Bedfordshire Council directly (details on page 1) or Livity Life directly via 300 790 0128 (opening hours are Monday to Friday from 8am to 5pm) or Email: centralbedfordshiretec@livitylife.co.uk. Livity Life will aim to contact you and arrange collection within 5 working. Livity Life will tell Central Bedfordshire Council when the TEC is collected. The date of collection is the date you will be charged until.

- *There is a charge for the monitoring centre service – see ‘How much does it cost’ above*

Contact us...

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