Agenda item No:

DERBYSHIRE COUNTY COUNCIL

CABINET

8 November 2018

Report of the Strategic Director for Adult Care

CONSULTATION ON ELIGIBILITY CRITERIA FOR COMMUNITY ALARMS AND TELECARE SERVICES

ADULT SOCIAL CARE

1. Purpose of the report

To seek Cabinet approval to commence a ten week consultation on proposals to implement a new eligibility criteria for Derbyshire County Council funded community alarms and telecare services to focus on supporting adults with an eligible health and social care need, as defined by the Care Act (2014).

2. Information and Analysis

2.1 Current community alarms and telecare provision

Derbyshire County Council currently funds a number of community alarms services that provide 24 hours a day seven days a week alarms monitoring provision for individuals across the county. Community alarms systems incorporate a pendant or wristband worn by an individual which connects to a telephone line through a base unit. If required, clients can summon assistance by triggering an alert and once the client is connected to an operator at a monitoring centre they can assess how to support the client's needs at that time.

Currently, there are a range of different alarms monitoring arrangements in place across the county based on each district authority area and these are summarised as Appendix 1.

Additional items of equipment can be added to the basic community alarm system, as part of the Derbyshire Adult Care telecare offer, for example:
- Motion sensors can reduce the likelihood of accidents and falls occurring by automatically switching on a light when the individual gets out of bed
- Sensors placed in a clients bed can alert staff if the person is having an epileptic fit

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- Gas and water sensors can be used to alert if a client has not turned off the tap or cooker
- Sensors can be placed on a front door to alert a carer if a client has left home without anyone knowing

Some telecare equipment requires connection to a community alarm base unit so that specific sensors or equipment can provide information through to a monitoring centre, and for this there is an associated monitoring charge. However there are other pieces of telecare equipment such as a pager system which can allow an individual to request support from a nearby carer or relative. Increasingly, technological developments are bringing to market pieces of telecare equipment that do not require connection to a monitoring system, such as an app which utilises mobile phone technology.

2.2   Legislative requirements

Community alarms and telecare provision support the wellbeing principle within the Care Act (2014), which highlights the importance of preventative services, within the community and enhancing individuals control over their own lives. Preventative interventions can reduce the need for care and support.

The provision of community equipment is considered within the Care Act (2014) and accompanying Care and Support (Preventing Needs for Care and Support) Regulations 2014.The legislation specifies that any community equipment provided under s 2 of the Care Act (2014) for the purpose of aiding daily living should be provided free of charge.

Councils are not permitted to charge more than the cost incurred in meeting the assessed need of a person, nor can it recover administration fees relating to arranging care and support. Adult Care would need to work with current providers to make sure that the charge recovers the cost of the service and that it is applied in a uniform manner across the County to clients who access the various community alarm and telecare services. Any potential equality impact of the change would also need to be addressed in the equality analysis.

2.3   Eligibility for current service provision

Community alarms and telecare services are currently eligible to:
- Adults aged 18 or over

Community alarms are provided free of charge, with no requirement to pay a monitoring charge for:
- Eligible Care Act (2014) clients
- Individuals in receipt of Pension Credit (Guarantee Credit only)
- Individuals in receipt of Housing Benefit

- Individuals where a Fairer Charging Assessment results in a co-funding agreement.

Self-funding (non-Care Act (2014) eligible clients) are asked to make a contribution to monitoring costs, but receive community alarms equipment free of charge alongside any repairs or maintenance of the various different items.

Additional telecare equipment is available to eligible Care Act (2014) clients and individuals who self-fund their care and this is provided free of charge in addition to a personal budget and self-funders only have to contribute towards monitoring costs.

Initial analysis of current community alarm and telecare service users in July 2018 suggests 50% of people had a primary support need of physical support, followed by 41% who did not have a primary support reason listed. For community alarms 82% of service users are aged 65 and over and 18% of clients are aged 18-64 years old, indicating that the adult care social care technology offer is currently focused on supporting older people. Further analysis suggests that 13% of community alarms service users are in receipt of co-funding agreement with the Council. Therefore, 87% of service users access the service via Housing Benefit or Pension Credit eligibility only, or they have chosen to pay for the service as a self-funder. However, this analysis needs to be treated with some caution as there are different counting and reporting methods across the range of service provision. Throughout the proposed consultation further work will take place to analyse current information to cleanse the data and to provide a more accurate picture for the Equality Impact Analysis.

2.4   Client view on current community alarms and telecare provision
In July 2018, the Derbyshire County Stakeholder Engagement Board discussed existing provision of community alarms and telecare as well as reviewing the information and advice available to them for this service via the Derbyshire County Council website. Key messages from this workshop included acknowledging that further clarity was required on how the funding process works to allow individuals to access telecare and community alarms services. Participants also wanted more information on the eligibility criteria for the service so they could see if it was worth requesting support through Adult Care or whether they could purchase it privately.

Within the Strategic Vision for Housing and Accommodation for an Ageing Population, approved by Cabinet in October 2018, there is a recommendation which states that Adult Care and its strategic partners should consider how an integrated preventative offer utilising technological and traditional equipment can support someone to remain independent in their own home. This recommendation has been developed from a local engagement survey with

older people that took place in 2017. Feedback from this engagement highlighted that 69% of older people would like to stay in their own home if they required care and support in the future.

In September 2017, the Derbyshire Older People's Advisory Group suggested that the telecare offer needed to be more widely promoted and there should be investment in technical support to help people to stay at home.

Engagement also took place in May 2018 with clients of the visual impairment rehabilitation, advice and support service, which found that many clients of the service felt that the opportunities provided by technology to support them to maintain their independence was important.

Therefore, across a range of client groups there is evidence to suggest that Adult Care should explore whether the current community alarms and telecare offer is fit for purpose and effectively supports Adult Care clients to access appropriate forms of technology to address their care and support needs.

2.5 Demographic trends

Adult Care is seeking to manage demand pressures on services due to demographic growth and an ageing population. Derbyshire's ageing population will result in the number of people aged 65 and over increasing by 58.5% by 2039. In the same period the number of people aged 90 and over will treble. Nationally and locally life expectancy is increasing and that means that individuals are living for longer with more complex needs.

Adult Care needs to consider how it develops and transforms its business processes and approach to effectively manage this demand for services to support clients with eligible needs under the Care Act to remain as independent as possible and preventing or delaying their care and support needs from increasing.

The proportion of people in Derbyshire with a learning disability is higher than the national average. The proportion who live independently, without support from family and friends, is also higher than the national average. The population structure of Derbyshire suggests that increasingly there will be higher numbers of people with a learning disability reaching older age. We also know that the parents and carers of individuals with a learning disability will themselves become older and may require additional support.

The current community alarms and telecare offer is more focused on supporting older people, a smaller percentage of people with a learning disability also receive the services. It is therefore important to ensure that any future community alarm and telecare offer is designed to support all adults.

2.6   Drivers for Change

2.6.1 Financial challenges
Over the next few years Adult Care will have to make further budget savings and this requires Adult Care to undertake ongoing work to review service design and eligibility to ensure service effectiveness and value for money. Other authorities have already revised their telecare and community alarms offer and following consultation they have implemented a standard charge for non-Care Act eligible clients or asked all service users to make a contribution to the service. In light of reducing budgets Derbyshire now needs to consider similar proposals.

2.6.2 Welfare Reform
Another driver for proposing changes to current community alarms and telecare eligibility is the Welfare Reform agenda and introduction of Universal Credit. Some individuals currently access the alarms service through benefit entitlement only, that includes Housing Benefit and Pension Credit. By 2023 the Government has stated that it intends that there will be no legacy benefit claimants and Universal Credit will be fully adopted. Therefore, options regarding future eligibility criteria for services need to be considered in light of ongoing changes to the benefits system.

2.6.3 Service transformation
Community alarms provision has been subject to ongoing service review and service re-design, however the authority has previously faced a number of barriers when trying to progress new innovative models of service delivery. Service development suggestions have included:
- a proposal to develop a countywide monitoring centre for alarms services via a joint public private sector venture;
- a consortium bid incorporating a number of district and borough council proposals via a joint venture; and,
- an independent evaluation of current services.

The current service model has been in place since 2003 when the authority inherited the Supporting People Programme and the services have not been competitively procured. Therefore, the current service model has not been subject to a value for money assessment as part of a commissioning exercise and is not focused on supporting a personalised outcome focused approach, reflecting the underpinning principles of the Care Act (2014).

In September 2018, Cabinet received a report seeking approval to extend community alarm contracts for a period of two years whilst service transformation and consultation activity takes place. Other community alarms arrangements via inter business arrangements have been put in place with

local authority providers to allow flexibility in how these services are managed over the next two years to facilitate service change.

2.6.4 Current service utilisation

Data analysis suggests that utilisation of current services by provider varies across the County with some providers operating over capacity whilst others are underutilised at around 30%. A full summary on a district-by-district basis can be found in Appendix 1. Therefore, there is an opportunity to look at how the current £1m per annum invested in these services, to ensure that value for money is being delivered and that the service approach is equitable and focused on the Council fulfilling its statutory duties.

2.6.5 New opportunities through technology

As part of the Enterprising Council approach, the Council Plan sets out clear ambitions to be an efficient and high performing council delivering value for money services. As a result, the authority wants to explore creative ways to deliver better services for less and ensuring that the Council's operating model is fit for purpose. The approach will also see the Council modernise and take advantage of new technology and better ways of doing things for both residents and employees. As highlighted in a report to Cabinet on 22 February 2018, there are opportunities to explore how the authority develops its assistive technology offer to support older and vulnerable people, to review the range of external contracts in place and to consider buying these services in a more efficient way, giving the Council better value for money.

Alongside this focus on technology providing new opportunities, other authorities have found that moving telecare and community alarms services into the public market space allows a self-pay model to develop that can be utilised, valued and trusted by the wider local community. Increasingly technological solutions do not require a third party to manage a service via a calls monitoring centre. It is now possible to purchase pieces of technology which do not require external agency involvement and can be operated privately between individuals and their friends, carers or neighbours.

3.   Proposal for consultation

Adult Care is seeking to consult for ten weeks with the current users of telecare and community alarms services who receive a service in their own home via Adult Care funding on the proposals outlined below.

There are different components of the current telecare and community alarms offer on which we are seeking feedback via formal consultation to inform service change and re-design. There are a number of circumstances where telecare is provided via a range of different services that are not focused around supporting adults in their own home, for example Extra Care, that are

detailed in Appendix 2. For clarity these other types of services will not be part of the consultation proposals outlined below.

The proposals, in no particular order, which will form the basis of the consultation are summarised below:

- Service eligibility to access Derbyshire County Council funded community alarm and telecare services is changed to solely focus on providing equipment and monitoring to Care Act (2014) eligible clients who have an eligible health or social care need.
- Individuals who currently access the service as they are in receipt of Housing Benefit or Pension Credit (Guarantee Credit only) will no longer receive a subsidised service and if required be assessed to see if they have an eligible need as defined by the Care Act (2014).
- Individuals, irrespective of eligibility, would be provided (where need is identified) with a community alarms base unit and telecare equipment free of charge, via the statutory requirement to provide minor aids and equipment. Once the equipment is identified as being no longer required it will be removed by the provider.
- The ongoing monitoring and maintenance costs associated with telecare and community alarms for Derbyshire Care Act (2014) eligible clients will be assessed under the appropriate charging regulations and the individual's personal budget will reflect this.
- Self-funding clients, who are not eligible to receive financial support under the Care Act (2014) guidance, would have to pay monitoring and maintenance costs at full cost.
- Should a self-funding client become eligible for financial support under the Care Act 2014 following a period of time and a subsequent financial assessment, they will be able to access a personal budget to allow them to access telecare and community alarms provision.
- That community alarms and telecare is provided free (to include provision of equipment and monitoring charge) as part of a six week reablement offer. Non-Care Act eligible clients who choose to retain the service after the end of the reablement period would be required to pay to receive the service. Or, if following full assessment, they are identified as Care Act eligible they would continue to receive the service a Personal Budget or Direct Payment as per the proposals outlined above.

The consultation would run from 19 November 2018 until 25 January 2019, with an additional two weeks included to take account of the Christmas period when consultation and engagement activity will be limited.

Consultation activity will include an online survey to ascertain the views of those individuals who do not currently access the service, but may do so as

part of their future care and support package. Targeted events and drop-in activity will take place at venues across the county to capture the views of those who currently access the service and where possible the consultation will be promoted at existing groups and networks for older people, such as the Over 50's forum.

Following the consultation, results will be analysed and a further report tabled to Cabinet for consideration outlining the key themes, issues and findings which need to be considered to inform the final options regarding eligibility for community alarms and telecare provision. This report would also provide details of the timescales for any assessments which may need to take place with current clients of the service and any mitigation which might need to take place to support wider service transformation regarding increasing the use of technology within Adult Care.

Irrespective of the consultation outcome, service users need to be aware there may be further changes to provision as the current contracted arrangements need to be re-procured on a competitive basis and a new service model developed utilising the skills and expertise of the proposed development partner.

4. Risks
If the consultation does not take place as planned, then:
- Current contract arrangements will expire or need to be further extended with increasing risk of procurement challenge
- Disparity in price and service outcomes/ outputs continues across the county
- Continued inequity in service provision across Adult Care where some clients receive a subsidised service, whilst the eligibility across other Adult Care services has tightened to focus on statutory requirements
- Ability to sustain current services in light of ongoing budget pressures unless access criteria changes
- Ability to develop and offer new more innovative technological solutions as part of service transformation is likely not to take place
- It is likely that the proposed changes will impact on relationships with district, boroughs and registered social landlords who have become used to the current service and funding arrangements.

5. Financial Considerations

The current community alarms service has a maximum available budget of £1.031m per annum. The current contractual commitment to 2021 is summarised on the next page.

Contract provider	Commitment 2019-21
Futures Homescape Limited (Amber Valley)	£0.447m
Rykneld Homes (North East Derbyshire)	£0.294m
Riverside ECHG (English Churches)	£0.004m
Yorkshire Housing Group (M&D)	£0.007m
Stonewater	£0.001m
Derwent Housing Association Ltd	£0.001m
Chesterfield Borough Council	£0.444m
Bolsover District Council	£0.346m
High Peak Borough Council	£0.140m
South Derbyshire District Council	£0.244m
Tunstall Response Ltd - Derbys Dales	£0.045m
Tunstall Response Ltd - Erewash	£0.103m
Total	**£2.076m**

In addition to these contracts, telecare equipment is purchased via Adult Care Prevention and Personalisation Area team budgets. Equipment costs via these budgets for 2017-18 were an additional £0.112m.

In the Budget report tabled at Cabinet on 25 January 2018, the increased use of assistive technology was identified as an area for potential savings through the re-shaping of the service. The report outlined that in 2019-20 potential savings of £0.100m had been identified and a further £0.150m for 2020-21. The proposals for consultation outlined in this paper will help contribute towards these identified savings targets.

6. Legal considerations

Proposals such as these which may change service provision significantly require consultation with those affected, including service users, staff and carers. In assessing these proposals, the Council should also have regard to its statutory duties under the Care Act 2014 and equalities legislation.

The consultation proposes that community alarm base unit equipment and pieces of telecare equipment continue to be provided to individuals as part of the statutory requirements under section 2 of the Care Act (2014) to provide community equipment as part of a preventative offer. However, the authority, in line with the statutory requirements outlined in Section 18 of the Care Act (2014), proposes to make a charge to individuals for any ongoing monitoring and maintenance costs associated with specific pieces of telecare or community alarm equipment where individuals do not have an identified eligible Care Act (2014) need.

In so far as the Equality Act 2010 is concerned, Cabinet members are reminded that, as and when the results of this are reported to them, they are under a personal duty, when considering what decision to make, to have due regard to, in short, the need to protect and promote the interests of persons with protected characteristics (e.g. persons who are vulnerable on account of age, gender reassignment, pregnancy or maternity, race, disability, religion or belief, sex, sexual orientation).

7. Equality and Diversity Considerations

An Equality Analysis will be undertaken to assess the impact of the proposals on the protected characteristic groups. The Equality Analysis will include an assessment of the response to the consultation and engagement and will include a range of recommendations and potential mitigations.

8. Other considerations

In preparing this report the relevance of the following factors has been considered: Human rights, human resources, health, environmental, transport, property, social value and crime and disorder considerations.

9. Key decision
Yes.

10. Is it required that the Call-in period be waived in respect of the decisions being proposed within this report?
No.

11. Officer's Recommendations

That Cabinet approves the commencement of a ten week consultation on proposals to implement a new eligibility criteria for Derbyshire County Council funded community alarms and telecare services to focus on supporting adults with an eligible health and social care need, as defined by the Care Act (2014) and that an equality analysis also be undertaken.

Cabinet be asked to further consider the proposal in the light of feedback from consultation and equality processes.

Helen Jones
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Appendix 1: Analysis of current users of the community alarms and telecare service (August 2018).

The summary below provides an overview of current community alarm and telecare provision.

Community alarm provision, infrastructure and operational arrangements by district

Clients access community alarms and telecare via a geographical place based offer and the service is provided by a district or borough local authority, a housing provider or in two areas is co-ordinated directly by Adult Care. A summary of current users is detailed below:

Amber Valley
- The service is provided by Futures Housing Group who provide both the community alarms and telecare service via dispersed alarm units which are owned by Adult Care. Futures Housing Group decommissioned all hard wired systems three years ago.
- Community alarms provision is capped from an Adult Care funding perspective at 1,650 clients. Adult Care currently funds 972 clients.
- Utilisation of the Adult Care funded community alarm and telecare service in Amber Valley is currently at 62%
- For community alarms the provider qualifies the clients, installs the equipment in a client's home and monitors the alarms 24/7 via a third party monitoring centre.
- Adult Care owns the dispersed community alarm unit systems and telecare equipment
- The provider assembles the requested telecare sensors and equipment, the package is installed and programmed with the required timings as appropriate by the Handyvan Service. Telecare is monitored by the same monitoring centre as the Community Alarm Service.
- Futures Homescape have a number of private clients who are ineligible for DCC subsidy and self-fund the community alarms service.

Bolsover
- The service is provided by Bolsover District Council.
- Community alarms provision is capped from an Adult Care funding perspective at 1,300 clients. Adult Care currently fund 864 clients.
- Utilisation of the Adult Care funded community alarm and telecare service in Bolsover is currently at 67%.
- The service provides dispersed alarms, hardwired alarms and telecare across the borough, with the majority of Community Alarms provided utilising dispersed units. For community alarms the provider qualifies the

clients, installs the equipment in a clients' home and monitors the alarms 24/7 via their own monitoring centre based at Doe Lea, Bolsover.

- Both the hard wired and dispersed community alarm equipment is owned by Bolsover District Council, whereas Adult Care source and own the telecare equipment provided to clients.
- Bolsover District Council have external contracts that maintain equipment in hardwired accommodation and they have a number of private clients who are ineligible for DCC subsidy and self-fund the community alarms service
- The provider assembles the requested sensors and equipment, the package is installed and programmed with the required timings as appropriate by the Handyvan Service. Telecare is monitored by the same monitoring centre as the Community Alarm Service.

Chesterfield
- The service is provided by Chesterfield Borough Council.
- Community alarms provision is capped from an Adult Care funding perspective at 1,650 clients. Adult Care currently fund 972 clients.
- Utilisation of the Adult Care funded community alarm and telecare service in Chesterfield is currently at 57%.
- For community alarms the provider qualifies the clients, installs the equipment in a client's home and monitors the alarms and telecare service via their own monitoring centre based at Stone Gravels in Chesterfield. The call centre triages all calls and requests for both appropriate services to respond the client's needs
- The service provides dispersed alarms, hardwired alarms and telecare across the borough. The majority of Community Alarms are provided utilising dispersed units.
- Both the hard wired and dispersed equipment is owned by Chesterfield Borough Council, Adult Care source and own the telecare equipment provided to clients.
- Chesterfield have external contracts that maintain equipment in hardwired accommodation.
- Chesterfield Borough have a number of private clients who are ineligible for DCC subsidy and self-fund the community alarms service.

Derbyshire Dales and Erewash
- Adult Care provides both community alarms and telecare services in both local authority areas via in house service provision. This arrangement has been in place since April 2013 as a result of incomplete service redesign and providers ending contractual arrangements with the authority.

- The service provides dispersed alarms and telecare, which is owned by Adult Care.
- DCC uses a third party to support the administration and sign up process for clients at a one of cost of £18 per client. Installations and maintenance are completed by the Handy Van Service which is funded by DCC.
- Monitoring arrangements for community alarms and telecare is contracted to Tunstall Response who are based in Doncaster. The call centre triage all calls and request appropriate services to respond to the client's needs.
- Adult Care have no external contracts that maintain the dispersed equipment any repairs are undertaken on a case by case basis overseen by Adult Care staff.
- Unit numbers for community alarms are capped at 650 clients for Derbyshire Dales and 1,500 clients for Erewash. Adult Care currently fund 210 clients in Derbyshire Dales and 527 in Erewash.
- Utilisation in Derbyshire Dales is 32% and is 35% in Erewash for community alarms and telecare.
- There just over 500 private funded clients who are ineligible for Adult Care funded services and therefore choose to self-fund the community alarms service via monthly Direct Debit.

High Peak
- High Peak Borough Council provide both the community alarm and telecare services using both dispersed and hard wired equipment. There is a more even split between hard wired dwellings and dispersed equipment across the district than in other areas.
- Community alarms provision is capped from an Adult Care funding perspective at 650 clients, but Adult Care currently fund 689 clients at. This oversubscription to the service is because High Peak had the largest number of Cat 2 Sheltered Accommodation in Derbyshire, and the additional costs are offset by underutilisation in other areas,
- Therefore, utilisation of the Adult Care funded community alarm and telecare service in High Peak is currently oversubscribed at 106%.
- Both the hard wired and dispersed equipment is owned by High Peak Borough Council, and Adult Care source and own the telecare equipment provided to clients.
- The Provider qualifies clients, installs equipment in the clients home and monitors the alarms 24/7 via a third party monitoring centre based in Eastbourne, Kent. The call centre triages all calls and requests appropriate services to respond to the client's needs.
- The provider assembles the requested sensors and equipment, the package is installed and programmed with the required timings as

appropriate by the HandyVan Service, the telecare is monitored by the same monitoring centre as the community alarm service.

- High Peak DC have a number of private clients who are ineligible for DCC subsidy and self-fund the community alarms service.

North East Derbyshire

- Rykneld Homes provide both the community alarm and telecare services. This arrangement has been in place since 2006 when the contract transferred by mutual agreement from North East Derbyshire District Council.
- Community alarms provision is capped from an Adult Care funding perspective at 1,500 clients. Adult Care currently fund 972 clients.
- Utilisation of the Adult Care funded community alarm and telecare service in North East Derbyshire is currently at 50%.
- The service provides dispersed alarms and telecare and the community alarm equipment is owned by Rykneld. Adult Care source and own the telecare equipment.
- The Provider qualifies clients, installs equipment in the client's home and monitor the alarms and telecare 24/7 via a third party monitoring centre in Doncaster. The calls centre triage all calls and request appropriate services to respond to the client's needs.
- The provider assembles the requested sensors and equipment, the package is installed and programmed with the required timings as appropriate by the Handy Van Service.
- Rykneld Homes have a number of private clients who are ineligible for Adult Care subsidy and self-fund their community alarms service.

South Derbyshire

- South Derbyshire District Council provide both community alarm and telecare services.
- Community alarms provision is capped from an Adult Care funding perspective at 900. Adult Care currently fund 497 clients.
- Utilisation of the Adult Care funded community alarm and telecare service in South Derbyshire is currently at 57%.
- The provider assembles the requested sensors and equipment, the package is installed and programmed with the required timings as appropriate by the Handy Van Service.
- The service provides hard wired alarms, dispersed alarms and telecare across South Derbyshire. The majority of community alarms are provided using the latest generation hardwired units. The community alarm equipment is owned by South Derbyshire District Council and Adult Care source and own the telecare equipment

- The Provider qualifies clients, installs equipment in the client's home and monitors the alarms and telecare services 24/7 via their own monitoring centre based at Oaklands Village, Swadlincote.
- South Derbyshire DC have external contracts that maintain equipment in hardwired accommodation.
- South Derbyshire DC have a number of private clients who are ineligible for DCC subsidy and self-fund the community alarms service.

Housing specific schemes

In addition there are four housing schemes across Derbyshire which have DCC funded community alarm provision within them and they support 29 clients. These schemes can support up to 36 clients and the total budget allocation is £6,285 per annum.

Appendix 2: Other services that utilise telecare and technology that are not subject to the consultation proposals outlined in this report.

In addition to the Adult Care community alarm and telecare offer, there are a number of other scenarios where individuals may be in receipt of services either commissioned by the Council or as private arrangements. These scenarios are detailed below and for clarity none of these service types will be impacted by the proposals for consultation detailed in this report.

- Standalone telecare equipment which is not connected to a monitoring service, such as 'Carer Assist' pager units that allow individuals to alert a nearby carer wearing a pager that they require help and assistance.
- There are a small number of clients in Children's Services who access the services as they support young carers and young people with a physical or learning disability.
- Community safety have previously utilised telecare to support victims of domestic violence, but this is not currently a live service as the equipment is out of date and is in the process of being decommissioned.
- Telecare and community alarms available in Extra Care settings that are operated by Derbyshire County Council or a registered social landlord. In these settings community alarms are most commonly provided by hard wired systems, such as an emergency pull-cord. Telecare and community alarms in these settings forms parts of a generic wellbeing service charge which an individual contributes to privately in addition to their rent or is funded by Derbyshire County Council.
- Telecare provided in Adult Care Direct Care establishments, such as the Community Care Centres, which utilise telecare support in both the communal spaces and individual rooms that is locally monitored in the establishment.
- Private clients who are not known to Adult Care who self-fund community alarms and telecare services operated by the same providers as those utilised by Derbyshire County Council.
- Individuals may have put independent arrangements in place themselves or through their landlord for telecare support within their property or with a national provider.