

# **The Technology Enabled Care (TEC) Service**

## **What is Technology Enabled Care?**

TEC can help you to manage your health and wellbeing by using alarms, sensors and home monitoring to support you to live safely and independently at home. Our technology can connect you to emergency services or responders, including your own nominated key holders such as family, friends or neighbours.

## **How does it work?**

Our TEC service offers help, security and peace of mind in your own home at the touch of a button. This help is available 24 hours a day, every day of the year.

Progress Lifeline deliver the TEC service on behalf of the council. Once they receive a referral the team will carry out an assessment to recommend which equipment is right for you. They will arrange to install the equipment and will continuously monitor your circumstances, to ensure that their support meets your needs. Progress Lifeline can provide a mobile responder if you do not have a key holder living locally and will pick you up, using a specially designed Raizer lifting chair, if you fall and are not injured.



There is a range of equipment available, ranging from a pendant alarm to falls detectors and epilepsy sensors. During your assessment, the TEC Assessor will discuss the equipment that will best meet your needs. In some cases, the equipment will be linked to a base unit which will be connected to your telephone line or router, for other people a mobile alarm will be provided that can be worn anywhere (at home and out and about).

## **How do I get TEC?**

For referrals, please use the online referral form at [www.lancashire.gov.uk/tec](http://www.lancashire.gov.uk/tec) or contact the Customer Access Service on 0300 123 6720. You don't need to be in



receipt of any formal health or social care to receive this service, although you must be a Lancashire resident.

If you wish to arrange TEC yourself, you can contact Progress Lifeline on 03333 204 999 or you can search for an alternative service provider through the Telecare Services Association.

## Is there a Charge?

All equipment is supplied free of charge and includes installation and maintenance. However, you will need to select a service level from the list below and pay a nominal charge:

Level	Description	Cost
<b>One</b>	<b>Monitoring service:</b> You must nominate two people who live nearby to have a set of keys for your home. When you activate the alarm, our TEC service provider will notify your 'keyholders' and, if necessary, the appropriate emergency service.	£4.40 per week
<b>Two</b>	<b>Responder service:</b> A set of your keys will be kept in a key safe outside your home. When you activate your alarm, a member of staff from Progress Lifeline (or the emergency services, if necessary) will enter your home to check on you, using the keys from the key safe to gain entry.	£6.06 per week
<b>Three</b>	<b>Premium service:</b> Includes the level 2 service plus either a weekly face-to-face welfare visit, or two weekly telephone calls from a member of staff at Progress Lifeline.  The visit or phone call will normally last for 10 minutes. The caller will check that you are well and talk about how you feel.	£9.92 per week

## How do I cancel TEC?

Please complete the online form at [www.lancashire.gov.uk/tec](http://www.lancashire.gov.uk/tec).

You can also contact Customer Access Service on 0300 123 6720 or Progress Lifeline on 03333 204 999.

