

## Request 8199 – Telecare Services

Please may I request Freedom of information regarding these Telecare, in particular, to hopefully include the following:

- Which of the following do you provide (Telecare services, Assistive Tech, Tech enabled care, Telehealth)?
- What elements of these do you provide?
- Are these provided jointly?
- Who Commissions/jointly commissions this service and in what financial percentages?
- How much is spent on this?
- How many assessment s are done for each service, each year and what are the typical wait times?
- How many current registered users you have for each service?
- Timescales for delivery?
- Eligibility criteria?
- What do you charge for these services?
- Can you tell me about the purchasing of your kit, delivery of the kit, your responder service, monitoring service, collection of stock, refurbishment of stock?
- Do you have a showcase facility for any of your services?
- Do you have a link to traditional commissioning services?

## Response

- Which of the following do you provide (Telecare services, Assistive Tech, Tech enabled care, Telehealth)?  
An alarm monitoring service in two parts: The Lifeline Service (a community service for non council residents) and an alarm system for council tenants in council owned sheltered housing schemes.  
Additional telecare add-ons (ie fall detectors etc) are requested by referral to the Cambridgeshire assistive telecare services at Telecare services [TEC@cambridgeshire.gov.uk](mailto:TEC@cambridgeshire.gov.uk). All figures for additional telecare equipment are held by the TEC team.
- Are these provided jointly?

The Lifeline Service and the alarm system for council tenants in sheltered housing is monitored by an Alarm Monitoring service. The contract for this has recently transferred Doro Care UK.

- Who Commissions/jointly commissions this service and in what financial percentages?  
Commissioned by Service Managers employed by the council following council [procurement regulations](#).
- How much is spent on this?  
Details of [all payments](#) are declared on the council's website.
- How many assessments are done for each service, each year and what are the typical wait times?  
No assessments for the community lifelines.
- How many current registered users you have for each service?  
Community Lifelines = 870.
- Timescales for delivery?  
Private lifelines typically installed within 3 working days but sooner in an emergency.
- Eligibility criteria?  
No eligibility criteria for community life lines as this is a private service that residents can choose to access and pay for. Tenants in sheltered housing need to meet the criteria for allocation to sheltered housing.
- What do you charge for these services?  
Charges for community lifelines:
  - Charges, Installation is £30
  - Quarterly charge £58.11(13 weeks)
  - Weekly charge if not is £4.47 but this is usually paid quarterly.
- Can you tell me about the purchasing of your kit, delivery of the kit, your responder service, monitoring service, collection of stock, refurbishment of stock?  
Not held

- Do you have a showcase facility for any of your services?  
No
- Do you have a link to traditional commissioning services?  
Commissioning follows [council procurement processes](#).