

Charging for Adult Social Care Telecare - Consultation

Southend-on-Sea City Council would like to have your views on proposals to make changes to the way it charges for customers who are using the telecare monitoring service via adult social care, and to bring this to one standardised service offer for residents of Southend-on-Sea.



We are therefore asking Adult Social Care Telecare clients, carers, people employed in health and social care along with the wider public to comment on this proposal to include charging for the Telecare Monitoring Service under the adult social care charging policy.

The reason Southend-on-Sea City Council want to do this:

- To bring charging arrangements up to date with the guidance on charging set out in the Care Act 2014.
- To consider charging for services that the law says the Council are allowed to charge for, but that are currently provided for free.
- To bring this into one service offer – one stop shop.

The Council continues to face pressure on resources and seeks to make the best use of funds available to support all care requirements. We continue to be committed to providing a wide range of services to as many people as possible. If we do not bring the Telecare Monitoring service into one chargeable offer, then we may have to consider reducing the level of services we currently provide and the number of people we are able to support with these services.

This consultation is one of a number that the council will be running over the coming weeks, as it seeks to deal with the current financial challenges and set a realistic and balanced budget for 2024/25 and beyond. Visit our website for more information: <https://www.southend.gov.uk/council-budgets-spending/current-budget>.

How does the Telecare service currently work?

The Telecare devices enable people to call for assistance when they have a problem. Some equipment generates automatic alerts in the event of a particular issue arising such as a fall. These calls or alerts are passed straight through to a call monitoring service run by South Essex Homes, where trained staff can talk to the Telecare clients and establish what is needed. If assistance is required following a call, some users have family or friends or neighbours who can be contacted, emergency services can be contacted also if appropriate.

Currently most people have a service directly with South Essex Homes which they pay for themselves, a smaller amount of people have a service provided by

Southend-on-Sea City Council social care team which people do not pay for themselves.

What changes are proposed?

Southend-on-Sea City Council are proposing to bring the Telecare Monitoring service into one standardised offer and to introduce charging for the Telecare Service which Adult Social Care Telecare clients receive under the adult social care charging policy.

The consultation will close at 5pm on 26th January 2024.

Any consultation responses received after this date will not be included.

You can tell us your views by completing an online survey on <https://yoursay.southend.gov.uk/charging-for-telecare-consultation> or a paper survey in one of Southend's libraries or the Civic Centre.

Other ways to take part:

Email: strategiccommissioning@southend.gov.uk

Write to: Adult Social Care Service, Telecare Monitoring Service Public Consultation, Engagement and Participation Team, Southend-on-Sea City Council, PO Box 2, Victoria Avenue, Southend-on-Sea, Essex SS2 6ER

Alternative Formats: are available on request please call 01702 215368.

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Survey

If your response is too long to fit into the text box, please attach additional pages and reference question number.

1. Please can you tell us in what capacity you are responding to this questionnaire:

- As someone who receives care services from the council.
- As a carer or family member of someone who receives care services from the council.
- Someone else (please specify)

2. Do you currently receive the Telecare Monitoring service for free?

(Choose any one option) (Required)

- Yes
- No

3. The council is proposing to introduce a fee starting from £3.54 per week for the Telecare Monitoring service. Will you continue using telecare if charges are introduced?

(Choose any one option) (Required)

- Yes
- No

Answer the question below only if you have chosen Yes for the **Question 3**

If you said yes - can you advise why?

(Choose any one option)

- It is an excellent, vital service.
- It helps me stay safe and gives peace of mind.
- I have no choice; I need this service.
- It is a fair price.

Answer this question only if you have chosen No for the **Question 3**.

If you said no - can you advise why?

(Choose any one option)

- Unable to afford the proposed charges, especially with the cost of living crisis
- The price is too high.
- It is a fair price.
- I no longer require the service.

To what extent do you agree or disagree that the Telecare Monitoring service does the following?

4. Makes you feel safe in your home because the Telecare Monitoring service can speak to you if you need help.

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

To what extent do you agree or disagree that the Telecare Monitoring service does the following?

5. Makes you feel safer in your home because the Telecare Monitoring service are there if you need help.

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree

Strongly disagree

To what extent do you agree or disagree that the Telecare Monitoring service does the following?

6. Reduces the risk of you needing to move into a care home.

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

To what extent do you agree or disagree that the Telecare Monitoring service does the following?

7. Provides reassurance for your family knowing that access to help is available quickly.

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

To what extent do you agree or disagree that the Telecare Monitoring service does the following?

8. Improves your quality of life.

(Choose any one option) (Required)

- Strongly agree
- Tend to agree

- Neither agree or disagree
- Tend to disagree
- Strongly disagree

To what extent do you agree or disagree that the Telecare Monitoring service does the following?

9. Helps you feel less isolated or lonely.

(Choose any one option) (Required)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree

10. How confident do you feel in using your telecare equipment.

(Choose any one option) (Required)

- Completely confident
- Fairly confident
- Slightly confident
- Not confident at all

11. What are the main reasons for you being supported by Adult Social Care (including the Telecare Monitoring service).

(Choose all that apply) (Required)

- Dementia
- Frailty
- Learning disabilities
- Mental health
- Physical disabilities

Other (please specify)

12. Your postcode. This information is not made public, but used for demographic purposes (Required)

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