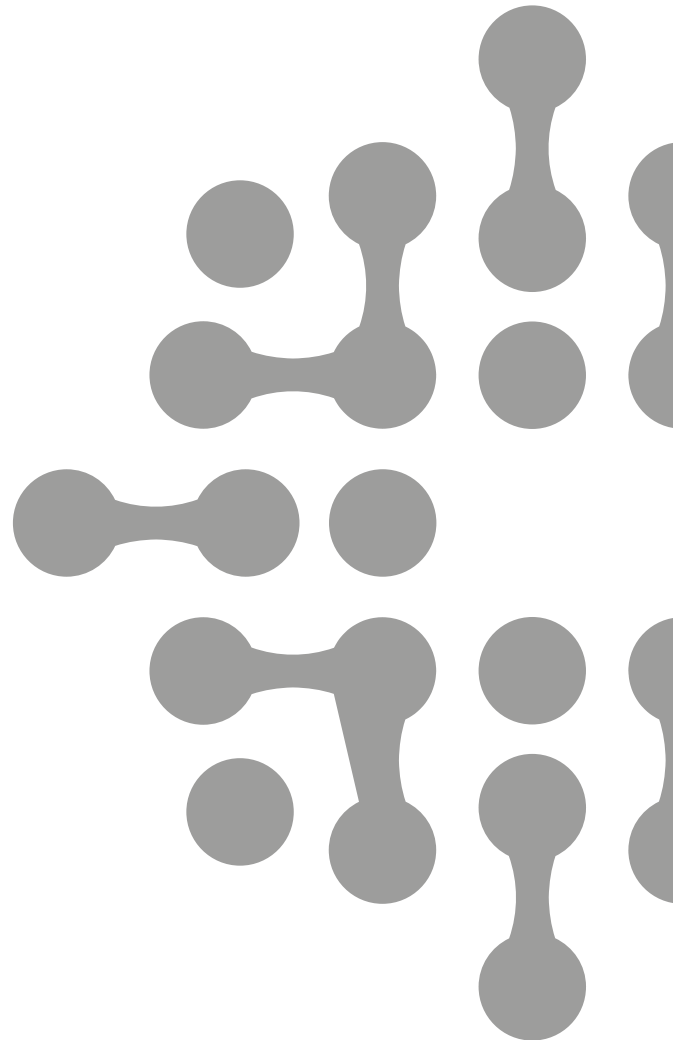


# Have your say on changes to the service offer for Care Technology



## Tell us how this might affect you

Online: [www.leicestershire.gov.uk/care-technology-engagement](http://www.leicestershire.gov.uk/care-technology-engagement)

For general enquiries or comments about this consultation phone  
**0116 305 4699** or e-mail [a&cbusinesssupportservices@leics.gov.uk](mailto:a&cbusinesssupportservices@leics.gov.uk)

Public consultation: Please submit your views by midnight on  
**Friday 9 December 2022**

## Introduction

We are seeking feedback from the public on changes to the county council's service offer for care technology. In particular, we want to consult with members of the Deaf and Hard of Hearing community in Leicestershire who have used the old Assistive Technology services that were provided on a discretionary and/or universal basis.

## Background

In April 2022, the county council launched a new Care Technology (CT) service that recognises the importance of assisted technology in enabling people with care and support needs to lead independent and fulfilling lives.

Technology Enabled Care (TEC) is seen as a cornerstone of the A&C department's digital strategy and the strategic ambitions of TEC are underpinned by the Council's Strategic Plan and the Adults and Communities Department Strategy 2020-24.

The Care Technology service now provides a greater range of equipment and remote 24/7 monitoring services to people who have been assessed as eligible for care and support.

The new equipment being provided includes falls and seizure sensors, linked to 24-hour monitoring services; sensor pads in respect of personal care and alerts for people who are at risk of wandering.

You can read more about the council's offer on our website at:

[www.leicestershire.gov.uk/care-technology](http://www.leicestershire.gov.uk/care-technology)

## Eligibility for the service

The Care Technology (CT) service is provided based on eligibility. This is defined as the person being assessed as having eligible needs under the Care Act (2014) or is likely to in the next six months. The person must also be over 18 and live in Leicestershire.

Applying eligibility criteria helps the council make the most effective use of its limited resources whilst ensuring the benefits of the new CT service are available to those who meet the eligibility criteria.

Adults who meet the criteria will receive support in respect of their care needs and this may include care technology as part of this. People who have received care and support services in the past, including care technology, and subsequently undergo a care and support review, will be assessed as part of the review process.

Where people are not eligible to receive support, the council would expect to signpost the relevant individual to other organisations which might be able to assist.

The extension of the eligibility criteria to all persons ensures that all persons in need of support qualify on an equal or comparable basis.

Referrals to the Care Technology (CT) service will be made as part of the Adult Social Care assessment of care needs with individuals. Where it is felt that Technology Enabled Care TEC could meet an identified need, a referral will be made to the CT service, where a full suitability assessment will be undertaken on an individual basis.

## Legacy equipment

The Council has an amount of legacy equipment that has been previously provided on a discretionary basis, particularly to people who are deaf or hearing impaired. The Council continues to receive calls regarding repairs/maintenance of this legacy equipment, and since the launch of the new Care Technology service, a discretionary repair and maintenance service has been provided, but your views are needed on how we could provide this as demand increases for statutory provision.

The Council is proposing that requests for repairs and maintenance for legacy equipment are considered as part of a care and support review and be subject to Care Act eligibility criteria to ensure fairness across the service and those it supports.

This means that people who are assessed as not having eligible needs for local authority funded social care, the future maintenance or repair of equipment would not be provided by the County Council. The person would instead be signposted to alternative support and/or services.

Legacy equipment is equipment no longer provided by our new supplier under the new Care Technology service. Examples include personal listeners, amplified phones, adapted smoke alarms, doorbells, medication safes, big button telephones and key locators.

## Your views

We are seeking your views on what you think the service offer could be going forward for people with legacy equipment that may need future maintenance, especially where people may not meet the eligibility criteria for care and support. We are particularly open to any innovative and/or alternative approaches that you think we could consider and/or any experience you have had when accessing other sources of support.

We are also seeking wider views on the Care Technology Service.

You can find details of, and take part in the consultation on the Leicestershire County Council website [www.leicestershire.gov.uk/care-technology-engagement](http://www.leicestershire.gov.uk/care-technology-engagement)

## How will the consultation work?

The consultation begins on **11 November** and will end at midnight on **9 December 2022**.

To submit your views please fill out the consultation questionnaire and make sure it reaches us by midnight on **9 December 2022** at the latest.

The survey is available online at [www.leicestershire.gov.uk/care-technology-engagement](http://www.leicestershire.gov.uk/care-technology-engagement)

If you are able to, please complete the questionnaire online as it will save us money. If you need a paper copy of the questionnaire, please call 0116 305 4699.

You can send your completed questionnaire to the following freepost address:

**Business Support Services Team, Room 700, Leicestershire County Council,  
Have Your Say, FREEPOST NAT 18685, Leicester, LE3 8XR**

If you need help to complete the questionnaire or have any questions about the consultation, please call 0116 305 4699 or email [a&cbusinesssupportservices@leics.gov.uk](mailto:a&cbusinesssupportservices@leics.gov.uk)

Please telephone 0116 305 4699 if you would like the information in an alternative format.

## What happens next?

After the consultation closes in December, we'll analyse the results and share with cabinet and residents in January 2023.

## You can view the latest information in a number of ways

Visit us online at [www.leicestershire.gov.uk/care-technology-engagement](http://www.leicestershire.gov.uk/care-technology-engagement)

Our web pages will be kept up-to-date with the latest information and developments.

You'll also be able to access the survey here.

Follow us @leicscountyhall for general updates from the council, including the developments on the budget.

Alternatively, you can telephone **0116 305 4699** to ask for information in printed or alternative formats.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ  
ઈચ્છતાં હો તો 0116 305 4699 નંબર પર ફોન કરશો અને  
અમે આપને મદદ કરવા અવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ  
ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 4699 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ  
ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজের ভাষায় বুঝার জন্য আপনার যদি কোন  
সাহায্যের প্রয়োজন হয়, তবে 0116 305 4699 এই নম্বরে  
ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں  
0116 305 4699 اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔

假如閣下需要幫助，用你的語言去明白這些資訊，  
請致電 0116 305 4699，我們會安排有關人員為你  
提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji  
w Twoim języku, zadzwoń pod numer 0116 305 4699,  
a my Ci pomożemy.