



Adult Social Care

HARTLEPOOL TECHNOLOGY ENHANCED CARE (HTEC)



**HARTLEPOOL
BOROUGH COUNCIL**

Review Date: September 2025

What is Hartlepool Technology Enhanced Care (HTEC)?

HTEC is the Council's telecare service that anyone over 18 who lives in Hartlepool can use.

The Care Alarm Service provides reassurance to you, your family, and carers by ensuring that help is available 24/7 if needed. This service offers support if you face any difficulties at home, helping you stay safe, secure, and independent in and around your home. It gives:

- Independence when you want it...help when you need it!
- Technology and devices that can help you stay safer and independent at home.
- Personal alarms and monitoring systems that can alert call centres or carers if you have a problem at home, such as a fall - this is called telecare.

HTEC Options

We have 2 ways that you can take advantage of HTEC.

Option 1 - A base unit and a pendant alarm which links to our friendly response team will be provided. For this option, you will decide who you want to be contacted - you can nominate up to 5 people. You must inform the people you nominate that they will be called if you press your alarm and need help. The numbers they will be contacted by are -

- 0330 678 1097
- 0330 678 1675


If you press the alarm your call will be quickly answered. The operator will know who you are and where you are, even if you are unable to speak.

The operator will talk to you through the alarm equipment to understand what help you need. If you need more help the operator will contact a person chosen by you so they can come and help you. From 1st October 2024 , this service will cost you £5.00 per week (£6.00 including VAT).

Option 2 - This is the same equipment as Option 1 but if you need more help, the operator will send a carer from the Councils Direct Care and Support Team to help you. From 1st October 2024, this service will cost you £12.00 per week (£14.40 including VAT), plus a one off start-up cost of £60.00 (including VAT). You will need to have a Council approved key safe which we can arrange for you if you need us to, more details below.

How to get HTEC

To register for either option 1 or 2, you will need to complete the registration form -

 www.hartlepool.gov.uk/htec-apply

If you choose Option 2 where the Direct Care and Support Team provides the response, you will need to give us some basic information so that the carers know a little bit about you.

If you would like someone to help you to complete the online forms please contact the Support Hub.

 **01429 242906**

 htec@hartlepool.gov.uk

Getting the Equipment

Option 1

On receipt of your order, your data will be shared securely with our Contractor *Taking Care* who will contact you direct to arrange a convenient date and time for installation.

- Taking Care will require access to your property for the purposes of installing and demonstrating the products, and/or any ongoing maintenance requirements.
- By agreeing to Option 1 Taking Care installation, you agree to allow Taking Care's representative access to your premises for these purposes and to facilitate easy access to the location where the equipment is to be installed.

At the discretion of Hartlepool Borough Council, the products may be new or previously used and refurbished to an equivalent level of safety and quality.

Option 2

- Installation of the HTEC offer of personal fall sensor and alarm base unit will be as option 1 above.
- For the safe operation of option 2, a Council approved key safe must be fitted to your property.
- The key safe will be fitted by the Council's handyperson within 10 working days of the installation of equipment.
- The Handyperson Service will contact you to arrange a convenient time for installation - the number will be a Hartlepool Borough Council 01429 number.

Payment Arrangements

From 1st October 2024, if you choose option 1 you will pay £5.00 per week (£6.00 including VAT). Payment will be made monthly in arrears on 28th of each month.

From 1st October 2024, if you choose option 2 you will pay £12.00 per week (£14.40 including VAT). Payment will be made monthly in arrears on 28th of each month.

The Council will set up the payments but will **NOT** take any money from your bank account until we have been in touch with you to confirm the start date.

If you choose option 2 there is a one off set-up cost of £60.00 (including VAT) paid on receipt of the order. This is an admin charge, therefore not VAT exempt.

If someone else living with you also needs HTEC you can share the base unit but you will both need a pendent alarm.

From 1st October 2024, the second person will be charged 50% for option 1 which will be £2.50 (£3.00 including VAT) per week.

From 1st October 2024, the second person will be charged 50% for option 2 which will be £6.00 (£7.20 including VAT) per week. Please note, if you choose option 2 there will only be one set -up cost.

VAT

If you are disabled or have a long term illness, you will not be charged VAT on products designed or adopted for your own personal or domestic use. To not pay VAT you must complete the 'Declaration of Disablement Form.'



<https://www.gov.uk/government/publications/vat-reliefs-for-disabled-people-eligibility-declaration-by-a-disabled-person>

Option 2- Key Safe requirements

If you choose option 2, support from the Councils Direct Care and Support Team, you will need to have a Council approved key safe fitted to your house which safely holds a key that can be used by a carer.


A key safe is a small secure box fitted to the outside of your property. It will hold a key to your home which can be accessed by using a code, which you or your family can set.

If you live in rented accommodation the Council will contact the landlord for permission to fit the key safe.

The key safe will be fitted by the Council's handyperson who will contact you to agree an installation date. When he calls to your home he will provide photograph ID so you know he is a Council employee.

Only people with the access code can get into the safe to get the key. Once you have decided what the code is we will make sure the code is only shared with Council employees who need to get access to your house to help you.

The Handyperson will agree and set a PIN number with you. We would advise that you limit the number of people who you share your PIN with. It should only be shared with trusted people who provide you with help and support. You should not change your PIN number but if there is a need to then you must contact the Direct Care and Support Team by contacting -

 **01429 401751**

Key safes approved by the Council come with the 'Secured by Design' guarantee which is the official police security initiative. You must let your house insurance know you are having a key safe fitted. Our experience so far is that this will not increase your insurance premium but you do need to inform them. If you already have a key safe we will need to check if its Council approved. If it isn't you will need to have one fitted by the Council.


Although the key safe is fitted to your property it remains the property of the Council. If you decide in future you no longer want the HTEC service, the Council will arrange for the key safe to be removed.

If you choose option 1 but would still like to have a key safe fitted by the Council, this can be arranged for you but there will be an installation charge.

HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care](#).

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday.
8.30am - 4.30pm on a Friday.

 Email helping@hartlepool.gov.uk

We will connect you to the things that will help you get on with your life.

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

 **01429 803100**

 ispa@hartlepool.gov.uk

 **07977709900 (Relay UK)**

How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**