

CONTROLLED

Derbyshire County Council
Adult Care
County Hall
MATLOCK
DE4 3AG

Name
Address 1
Address 2
Address 3
Postcode

Telephone: 01629 531307
Ask for: Stakeholder Engagement Team
Email: Telladultcare@derbyshire.gov.uk

Date: 19 November 2018

Dear Sir/ Madam

I am writing to you as we understand you currently use a community alarm or telecare service. This service is funded by Derbyshire County Council but may be provided by another organisation.

We are launching a consultation on Monday 19 November in to proposals to change who can receive these services for free in the future and we would like to hear your views.

Over the next two weeks a member of staff from Stakeholder Engagement and Consultation team will contact you via telephone to offer any help you may require to ensure your views are heard.

Community alarms provide a 24-hour, seven-day-a-week monitoring service where you wear a wristband or pendant which will summon help if an alert is triggered.

Telecare equipment is more specialised and used by fewer people. It can monitor whether you have fallen or it may monitor gas levels or flooding in your home.

With savings of £12m to make this year, we have to ensure our services are supporting those most in need, offering value for money and are as efficient as possible.

Under new proposals the equipment would continue to be provided free but some people may be asked to pay towards the cost of monitoring and maintaining it.

The county council currently pays an average of £2.50 per client, per week to provide this service. These proposals means that for some people this subsidy would no longer continue. It is also possible that charges proposed may rise in the future.

If these proposals went ahead and you no longer receive the subsidised service, you or your relatives can contact the council if you think that you need an assessment under the Care Act 2014.

Under the Act you may be eligible to receive the service if, for example, you are physically disabled, have a learning disability or need support with things like washing, dressing, cooking or getting to work, training or volunteering.

Before any decisions are made you can make your views known by filling in the enclosed questionnaire and returning it in the enclosed envelope. No stamp is needed.

Or you can visit our website - www.derbyshire.gov.uk/communityalarms - and you can ask a relative, friend or neighbour to help you fill it in.

We are also arranging a number of events which you can choose to attend if you have any questions, queries or would like to provide us with further feedback and these are detailed in the attached flyer.

Places should be booked in advance by ringing 01629 531307 or emailing telladultcare@derbyshire.gov.uk.

We also enclose a leaflet with this letter which has more information about the service which is currently provided.

Our consultation will last for 10 weeks so please make sure you fill in the questionnaire and return it to us by Friday 25 January.

We'd like to reassure you that all your answers will be treated as confidential and your personal details will not be passed on. You will continue to receive your community alarms and telecare services as usual throughout the consultation.

When the consultation is finished we will put together a report which will be considered by the council's Cabinet. We will let you know the outcome of this.

If you have any additional questions or would like the questionnaire in another language or format please contact the team on 01629 531307.

Regards



Helen Jones
Strategic Director of Adult Social Care and Health