

**Consultation on the eligibility criteria for  
community alarms and telecare services  
Nov 2018 - Jan 2019**

Derbyshire County Council is consulting on who receives subsidised community alarms and telecare services. Community alarms incorporate a pendant or wristband worn by an individual which connects to a telephone line through a base unit. Individuals can summon assistance by triggering an alert which is responded to by a relative or carer. Owners are responded to by a monitoring centre which can incur an additional charge. Additional items of telecare equipment, such as a falls sensor, can be added to a community alarm base unit and provides extra support. This consultation is about proposed changes to who can access a subsidised community alarm and telecare service. If approved, and following a further decision by Cabinet, users of the service may see changes from Summer 2019 onwards. Please give us your opinion on these proposals by completing this questionnaire.

INSTRUCTIONS	
This survey form may be scanned electronically so it is important to complete your form in the following way:	
• Use a black or blue pen, not pencil.	
• Write clearly in any boxes, e.g.	
Name ( <b>BLOCK CAPITALS</b> )	<input type="text" value="YOUR NAME"/>
Email address	<input type="text" value="John.smith@example.com"/>
Comment/Free text box	<input type="text" value="I would like to comment ....."/>
• Use a cross <input checked="" type="checkbox"/> Not a tick <input checked="" type="checkbox"/>	• If you make a mistake cross it out and mark the right box <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>
• Keep the text inside the box, text outside the box will not be picked up when the form is scanned.	
like this <input type="text" value="~~~~~"/>	not like this <input type="text" value="~~~~~"/>
• If the question or page does not apply to you, leave it BLANK, unless a 'not-applicable' option is provided.	

***Please complete all questionnaires by Friday 25 January 2019***  
***You can also complete this questionnaire on-line at:***  
**[www.derbyshire.gov.uk/communityalarms](http://www.derbyshire.gov.uk/communityalarms)**

Please tick the below to agree to take part in the survey. In doing so, you agree to participate in the survey and the use of your survey responses as described in our privacy statement, this can be viewed at:  
**[www.derbyshire.gov.uk/prizedrawprivacynotice](http://www.derbyshire.gov.uk/prizedrawprivacynotice)**

I agree to take part in the survey

## HOW DO YOU CURRENTLY USE COMMUNITY ALARMS AND TELECARE SERVICES?

Q1 **Which statement below best describes your current circumstances?**

(Please select **all** that apply)

- I use a community alarm
- I use telecare equipment
- I am not sure whether I have a community alarm or telecare equipment in my home
- I am answering on behalf of someone I care for who uses a community alarm
- I am answering on behalf of someone I care for who uses telecare equipment
- I used to have a community alarm/telecare equipment in my home, but I no longer do
- I have equipment installed in my home but I no longer use it
- Other

If '**Other**', please specify

Q2 **If you, or the person you care for, currently has community alarm or telecare equipment at home please tell us what you consider the main benefits** (Please select **all** that apply)

- |   |   |
|---|---|
| <input type="checkbox"/> Feel safe at home                                  | <input type="checkbox"/> Manage a long-term health condition              |
| <input type="checkbox"/> Maintain my independence                           | <input type="checkbox"/> Get help and support if I need it                |
| <input type="checkbox"/> Provide reassurance I can get support if I need it | <input type="checkbox"/> Know my carer feels reassured I am safe and well |
| <input type="checkbox"/> Alert others easily                                | <input type="checkbox"/> Other  |

If '**Other**', please specify

Q3 **Derbyshire County Council is interested to understand how important you consider community alarms and telecare to be within part of your wider care and support package, or if you are answering on behalf of someone, how they feel it supports them. How important or unimportant do you, or the person you care for, consider community alarms and telecare service in comparison to:**

	Very important	Important	Neither important nor unimportant	Unimportant	Very unimportant
Tenancy support and warden service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Home help or domiciliary care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drop in home visits by Adult Care staff or NHS staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends or family	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other community based organisations e.g. befriending service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 **One of the ways people can access community alarms and telecare services is via qualifying benefit. Please tell us if you are in receipt of any of the following benefits: (Please select all that apply)**

- |   |  |
|---|--|
| <input type="checkbox"/> Pension Credit – Guarantee Credit only | <input type="checkbox"/> Income Support                |
| <input type="checkbox"/> Pension Credit                         | <input type="checkbox"/> Personal Independence Payment |
| <input type="checkbox"/> Employment and Support Allowance       | <input type="checkbox"/> Housing Benefit               |
| <input type="checkbox"/> Universal Credit                       | <input type="checkbox"/> Other                         |

If 'Other', please specify

Q5 **Do you currently access and use any Derbyshire County Council Social Care Services?**

- Yes  No

Q6 **If you answered 'Yes', do you contribute to your social care costs via a co-funding arrangement?**

Yes

No

Q7 **How important or unimportant do you think using technology such as apps on mobile phones, telecare equipment and other electronic monitoring devices are as part of the overall social care support you receive.**

Very  
Important

Important

Neither  
Important nor  
Unimportant

Unimportant

Very  
Unimportant

## **YOUR VIEWS ON THE CONSULTATION PROPOSALS**

Derbyshire County Council is proposing changes to the community alarms and telecare service and this forms the basis of the consultation. Each statement is outlined so you can give your views on them. This feedback will help us understand how much people agree or disagree with proposals.

**PROVISION OF EQUIPMENT: Continue to provide community alarm and telecare equipment free of charge to everyone but service monitoring and maintenance charges may be paid for by the client following a financial assessment.**

Q8 **How strongly do you agree with the proposal outlined in the statement above regarding the provision of equipment?**

Strongly  
agree

Agree

Neither agree  
nor disagree

Disagree

Strongly  
disagree

Q9 If you have any other comments on the proposal regarding the provision of equipment service – please put your comments in the box below.

**ELIGIBILITY:** Change the criteria so that only those people who are assessed as being eligible to receive services under the Care Act 2014 will receive community alarm and telecare services. You can find out more information about Care Act eligibility at: [www.derbyshire.gov.uk/CareServicesEligibility](http://www.derbyshire.gov.uk/CareServicesEligibility) People who currently receive housing benefit or pension credit may remain eligible to receive community alarms and telecare services for free but only if they meet Care Act 2014 criteria. Following the assessment there may be a requirement for them to pay towards these services.

Q10 How strongly do you agree or disagree with the proposal outlined in the statement above regarding eligibility for the service?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q11 **If you have any other comments on this proposal regarding eligibility for the service – please put your comments in the box below.**

**USE OF PERSONAL BUDGETS AND DIRECT PAYMENTS FOR ELIGIBLE CLIENTS: People will be assessed to see if they need to contribute towards on-going monitoring and maintenance costs. Some people may be able to use their personal budget to pay for the service.**

Q12 **How strongly do you agree or disagree with the proposal outlined in the statement above regarding the use of personal budgets and direct payments for eligible clients?**

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q13 **If you have any other comments on the proposal regarding the use of personal budgets and direct payments for eligible clients service – please put your comments in the box below.**

**SELF-FUNDING ARRANGEMENTS:** Self-funding clients who are not eligible for financial support and who have been provided with telecare equipment free of charge would be required to pay the full costs of monitoring and maintenance. If a self-funding client becomes eligible for financial support under the Care Act 2014 they could use their personal budget to pay for on-going monitoring and maintenance.

Q14 How strongly do you agree or disagree with the proposal outlined in the statement above regarding self-funding payment arrangements?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q15 If you have any other comments on the proposal regarding self-funding payment arrangements – please put your comments in the box below.

**REABLEMENT:** Telecare and community alarm equipment and monitoring would be provided free for people – whether eligible under the Care Act or not – for a period of six weeks to enable them to return home from hospital. If they were subsequently assessed as needing the equipment it would be under the terms listed above.

Q16 How strongly do you agree or disagree with the proposal outlined in the statement above regarding reablement?

Strongly agree

Agree

Neither agree nor disagree

Disagree

Strongly disagree

Q17 **If you have any other comments on the proposal regarding reablement – please put your comments in the box below.**

## **YOUR VIEWS ON PAYING FOR COMMUNITY ALARM AND TELECARE SERVICES**

Thank you for your comments on the proposals. Some of the statements propose that some people who currently receive the service for free, or at a subsidised rate, may in the future be required to pay for the service. In this section you are asked for your views about this.

Q18 **Do you or the person you care for currently pay for the community alarms or telecare service?**

Yes

No

Not sure

Q19 **If you answered 'Yes', please tell us how much you pay every week?**

Less than  
£1

£1 to  
£2.50

£2.51 to  
£5.00

£5.01 to  
£7.50

More than  
£7.51 a  
week

Not sure

Q20 **In the future how strongly do you agree or disagree to pay more to receive the service?**

Strongly  
agree

Agree

Neither agree  
nor disagree

Disagree

Strongly  
disagree



Q21 **In the future would you pay to receive this service if following assessment you were required to do so?**

Yes, less than £1	Yes, £1 to £2.50	Yes, £2.51 to £5.00	Yes £5.01 to £7.50	Yes, more than £7.50 a week	No, I do not want to pay for this service
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22 **If you have any other comments regarding payment for the community alarm or telecare service please put these in the box below.**

## About you

The following questions are about you and will help us understand the views of different demographic groups and of people living in different areas of Derbyshire.

Q23 **What is your home postcode?**

Q24 **Do you or the person you care for live alone?**  Yes  No

Q25 **Are you:**  Male  Female

Q26 **What was your age at your last birthday?**

Q27 **A disabled person is someone who has a physical or mental impairment which has a substantial and long term adverse effect on their ability to carry out normal day-to-day activities. Do you consider yourself disabled?**

Yes  No

Q28 **If you do consider yourself disabled, what type of disability do you have?**  
(Please select **all** that apply)

Disability affecting mobility

A learning disability

Disability affecting hearing

Mental Ill Health

Disability affecting vision

Other

If '**Other**', please specify

Q29 **What is your ethnic group?**

White British

Black/Black British

White Other

Chinese

Mixed

Other

Asian/Asian British

If '**Other**', please specify

**Thank you for completing this questionnaire**