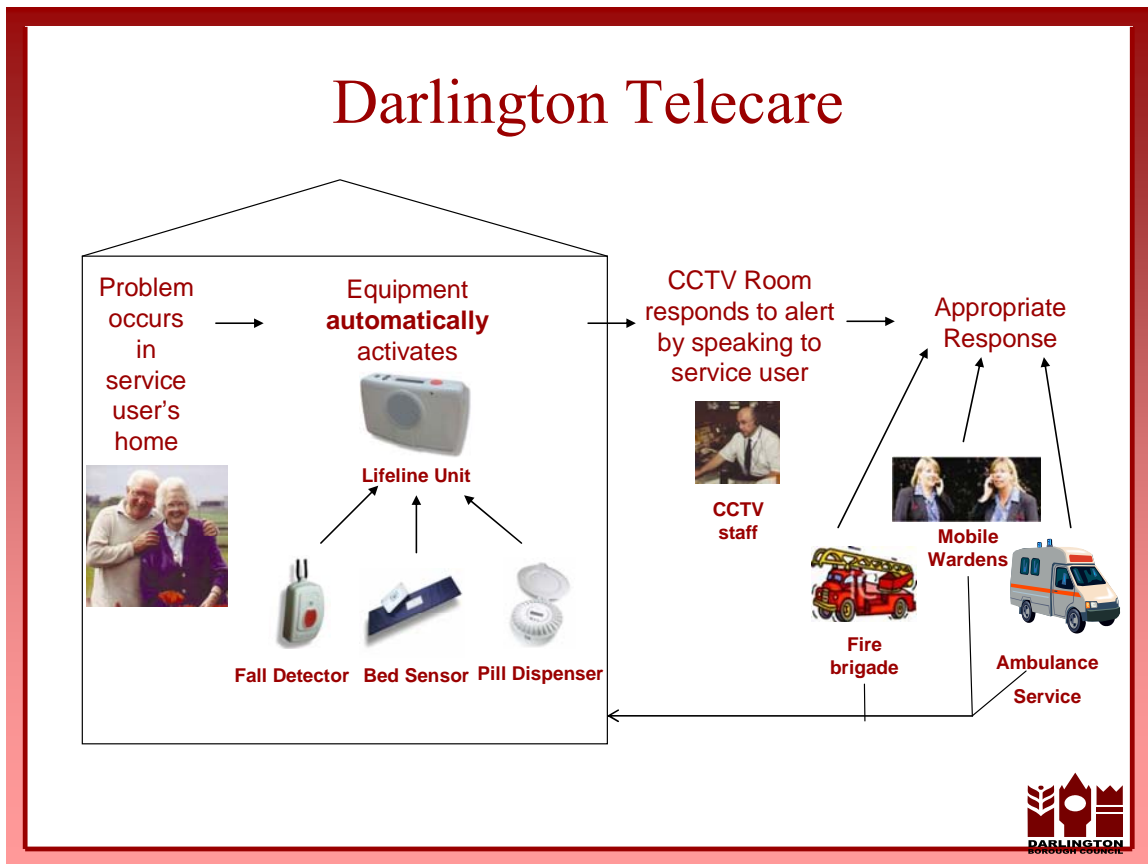


# Darlington Telecare

## Disability Equality Impact Assessment



Policy or Action Title: <b>Darlington Telecare – Charging Policy</b>			
Policy Action owner Name & Title: Warren Tweed, Operations Manager Older and Disabled People - Adult Social Care, Darlington Borough Council			Date: March 2009
Type of assessment	Type 1 <input type="checkbox"/>	Type 2 <input checked="" type="checkbox"/>	Type 3 <input type="checkbox"/>
Is this a policy or an action? Please state: Government Policy			

## Introduction

A number of meetings or focus groups have taken place to ask people what they think about the proposal to charge for telecare and about the equipment itself.

At present people do not pay for telecare as the council has been testing it out with some people before offering it to everyone.

In each of the meetings or focus groups people were asked if the proposal to charge would have either a negative or positive effect on them or their disability:

Negative effect

or

positive effect



It was discussed with the disability equality steering group to carry out a type **two** disability impact assessment, as recommended within the disability equality scheme 2006-2009. Type two means consult with a reasonable amount of people who either use the service or who might be interested in benefiting from the service.



Everybody at the time, who was using telecare were sent a questionnaire to ask them about what they thought of the service and about this proposal to charge.

As well as the questionnaire, a number of meetings and focus groups were organised. This report describes the outcomes of the questionnaire related to the proposed charge, and the meetings and focus groups. This is being made available to decision makers to decide either to introduce the proposed charge or keep the things the way they are now.



## Background

### What is Telecare?

1. Telecare is a flexible term used for sensors and alarms linked via telephone lines to monitoring systems, often community alarm centres. A feature of telecare that it is different from standard community alarms in that it can raise an alert without the person doing anything.



2. The Department of Health advise that telecare is as much about the philosophy of dignity and independence as it is about equipment and services. It can support people with high care needs by monitoring changes and problems.

3. The potential for Telecare to support people to live at home and to complement traditional care is extensive. The system will give carers more personal freedom and more time to concentrate on care and support.



## The Preventative Technology Grant



4. The Preventative Technology Grant (PTG) was launched in July 2005 by the Department of Health. Nationally £30 million was made available in 2006/7 and £50 million 2007/8. Darlington's entitlement has been used to pilot and develop a local pilot for Darlington.

5. In March 2008 the Council's Corporate Management Team (CMT) approved a Project Initiation Document (PID) for the continued strategic use of the Preventative Telecare Grant (PTG) in line with key priorities as outlined below:



- i. Client groups – increased availability to individuals across all service areas;
- ii. Independent Evaluation – Outcomes;
- iii. Replacement of the Lifeline Service call handling software;
- iv. Create clear process maps / procedures for new service;
- v. Extend areas to demonstrate / train telecare equipment;
- vi. Charging – include Disability Equality Impact Assessment;
- vii. Communication & Marketing.

## What are the positive or negative effects that the policy or action will have on disabled people?

Negative

or

Positive



There was mixed feelings about having to be asked to pay more.

Those clients who didn't have telecare already, felt that the service, when explained and demonstrated sounded really good and could consider how it could help.

The majority of the comments from this group were largely positive about possibly paying towards the cost of monitoring and response.

The people who currently used telecare, (either in their own property or within either extra care setting or sheltered accommodation) had more negative views.

The majority of people understood that they were already paying towards the cost of the community alarm, either directly or within their rent.

Having to pay an additional £1.50 per week, was seen as too much. Although, those who had actually seen the benefits telecare e.g. had a fall and the mobile warden came out to help, would be quite happy to pay a little more for the same service.

## What evidence supports this?

The **positive** comments included:



- Not bad for one week
- Need to watch my budget. But would be happy to pay if I get the service discussed.
- It doesn't matter, as its included within my rent
- Happy with the current lifeline service
- Not a bad price to pay for a lifeline service
- If its for your safety then its worth it
- Good that you would only be charged for a maximum of three sensors
- £1.50 good price, bargain.
- Sounds like a good service.



The **negative** comments included:

- Depends if the equipment works well enough
- A person wanting telecare may not have a phone line. This would be a negative impact because they would be paying your proposed £1.50 plus the cost of a new line.
- Good price, but costs add up
- Adding a new charge makes it more to pay e.g. £4.37 for community alarm plus £1.50 per sensor.





## **General comments** about the equipment or service

Question: How would a sayphone alert a person with a hearing impairment?

Answer: There is a strobe light which can be positioned in the property. Every time the alarm goes off, the strobe light will flash.

Question: Somebody with a visual impairment would need additional support during installation e.g. positioning a flood sensor. Is this given?

Answer: Yes. All installations are undertaken by one of DBC's trained mobile wardens. If specialist support is needed, this is arranged.

Question: Can you not just have telecare without a lifeline service?

Answer: Unfortunately the community alarm service is an established service, with an existing charging structure. All telecare devices require a community alarm to be able to function.

Question: Can I have a family member or other person as my named contact?

Answer: Yes. A named contact is always requested. Where somebody does not wish to have a named contact, the mobile warden is the first person contacted.

Question: Is there a voice controlled burglar alarm?

Answer: No, not at present. However, our supplier maybe able to link the two pendants, one which could turn the telecare device on and one off.

Comment: The panic button will be fantastic for visually impaired people because they do feel very vulnerable when answering the door.

Comment: Very good, marvelous.

### **Who was involved?**

- DBC staff
  - Assistive Technology Group
  - Care Management
  - Financial Assessments Team
  - Lifeline Services
  - Rosemary Court staff
  - CCTV Staff
- Age Concern
- GOLD
- Dimensions
- Existing Telecare Users
- Disability Equality Scheme Group
- Newcastle Business School

## What action will you take as a result of the impact assessment?



A Cabinet paper will be produced which will highlight the proposal.

In relation to comments about the equipment and the service, any feedback in this area, is taken to one of our regular suppliers forums.



This forum discusses possible issues/changes required to the equipment. The suppliers research and development section then aim to listen and re-design or develop their equipment.

Regular meetings/updates will be given to various groups within Darlington throughout 2009/10. This will be to ensure residents are made aware of changes or new technology that becomes available.



Any negative comments raised were discussed in a little more detail to ensure that we had thought about how to possibly overcome them.

An individual wanting telecare may not have a phone line. This would be a negative impact because they would be paying the proposed £1.50 plus the cost of a new line. This unfortunately is a requirement to access the service. However, there is possible financial support either through Supporting People and or through the proposed fairer charging for Telecare.

Adding a new charge makes it more to pay e.g. £4.37 for community alarm plus £1.50 per sensor. This is correct. However, the proposal is to include Telecare within Adults Social Care's

charging policy and therefore, service users will be offered a fairer charging assessment. Depending upon the outcomes, some may not contribute anything towards the proposed charge.

## How and when will this action be monitored?



A Telecare policy group will ensure that the outcomes of the DIA are highlighted within a Cabinet report. The group meets monthly and will ensure that the feedback about the equipment and service are addressed.



The Disability Equality Impact Assessment on Telecare aims to:

Promote equality of opportunity	<input checked="" type="checkbox"/>
Eliminate unlawful discrimination	<input checked="" type="checkbox"/>
Eliminate disability-related harassment	<input checked="" type="checkbox"/>
Promote positive attitudes towards disabled people	<input checked="" type="checkbox"/>
Encourage participation by disabled people in public life	<input checked="" type="checkbox"/>
Take steps to meet disabled people's needs	<input checked="" type="checkbox"/>

Source: DBC Disability Equality Scheme 2006-09

## Appendices

Appendix A - Briefing Paper

Appendix B - Consultation Schedule

## Appendix A

### **DISABILITY IMPACT ASSESSMENT**

We would like to undertake a Level 2 Disability Impact Assessment (DIA)

We have discussed and arranged this in conjunction with the Disability Impact Assessment (DIA) Sub-group

We are following the information provided within the Disability Equality Scheme (DES) 2006-2009

#### **Why are we undertaking a Disability Impact Assessment (DIA)?**

1. To assess what impacts or effects introducing a weekly charge for our new Darlington Telecare service might have on current and potential future users.
2. To assess if some of the telecare equipment is not appropriate to one or all people due to a disability. Where this arises, we would like to understand how the equipment could be amended to better suit somebody's needs.

#### **Who might a charge impact upon?**

People who currently have telecare installed and those considering telecare.

#### **How do we plan to record your comments?**

We will not be taking word for word minutes. We will record whether your comments are positive or negative, the evidence for these and any possible ways to resolve raised issues.

#### **What will happen with this information?**

We will collate all of the information. We will then undertake an exercise to go through each comment and record this onto the DIA record sheet. This will then be included within a report to Cabinet for their information, consideration and decision in February 09.

The consultation period to obtain views is 5<sup>th</sup> January – 27<sup>th</sup> March 2009

You can also provide your views by the following methods:

Write to: Darlington Telecare, Adult Social Services, Central House, Gladstone Street, Darlington. DL3 6JX

Telephone: 01325 346753

Minicom: 01325 468504

Fax: 01325 346474

Go to: [www.darlington.gov.uk](http://www.darlington.gov.uk)



## **What would you be charged if you think you would like a telecare service?**

There are two routes to receive a telecare service, through either:

1. Health Service or Adult Social Care (Assessed Route) – financial assessment option
  2. Self-assessment with the Lifeline Service (Housing) – no financial assessment option
- Any weekly charge includes:
    - Cost of the equipment (only community alarm (lifeline equipment))
    - Service (installation, maintenance & repair and removal)
    - Monitoring (handling calls activated by the equipment)
    - Response (mobile warden call out or emergency services)
  - Our lifeline service will arrange with you and install the equipment into your own home. Your care manager can be present during installation.
  - All you need is a modern telephone socket and connection and an accessible electric socket.

We have put together a proposed telecare charging model. Let us explain how this works.

## Proposed Telecare Package Charging Model

Package type	Equipment	Weekly Charge	Potential financial relief
<b>Lifeline Package</b>		4.37	1.51 – if eligible for supporting people
<b>Telecare Sensors</b> <ul style="list-style-type: none"> <li>- Fall detector</li> <li>- Bed sensor</li> <li>- Flood detector</li> <li>- Enuresis</li> <li>- Pill dispenser</li> <li>- PIR movement</li> <li>- Exit alert</li> <li>- Epilepsy alert</li> <li>- RNID smoke</li> <li>- Vibrating pillow</li> <li>- Smoke</li> <li>- Gas &amp; CO2</li> <li>- Panic switch</li> <li>- Heat</li> <li>- Temp Extreme</li> <li>- CO detector</li> <li>- Gas – mains</li> </ul>		£1.50 per sensor per week up to a maximum of 3 sensors	Client given the option for a fairer charging assessment. Charge will depend upon financial circumstances.



Appendix B – **Consultation schedule: Darlington Telecare Charging Proposal**

<b>Meeting / Action</b>	<b>Date &amp; Time</b>	<b>Location</b>	<b>DBC Officers Present</b>	<b>Numbers</b>
Age Concern Focus Group	16 <sup>th</sup> Jan 2009 11:00-12noon	Bradbury House	John Kilgannon Lynn Carter Andrew Wilson	10
Letter including questionnaire to ALL existing Telecare clients	6 <sup>th</sup> Jan – 27 <sup>th</sup> Jan 09	-	-	63
Hearing Impairment Group	22 <sup>nd</sup> Jan 2009 11:00 –12noon	Rosemary Court	John Kilgannon Julie Lumb Lynn Carter Rob Dent	6
Visual Impairment Group	27 <sup>th</sup> Jan 2009 11.00 – 12noon	Rosemary Court	John Kilgannon Julie Lumb Lynn Carter Andrew Wilson	8
Gold Focus Group	23 <sup>rd</sup> Feb 2009 10:30-11:30am	Havelock St Community Centre	Jill Walton Julie Battye Andrew Wilson	10
Focus group with existing	26 <sup>th</sup> Feb 2009	Rosemary	Julie Battye	5

users & carers	10:30-12:30pm	Court	Newcastle Business School Reps	
Focus Group at Dimensions	20 <sup>th</sup> Mar 2009 1:30-2:30pm	West Lodge West Crescent	John Kilgannon Andrew Wilson	5