

Fairer Charging Phase 2: Telecare Charging: Appendix B

Telecare Consultation (15th August to 4th November 2011)

Final Results

Customer Responses

- 888 Letters + questionnaire sent to current Telecare customers
- 4 Notifications of death received (where equipment not taken over by surviving spouse)
 - 2 Notifications received that customer has moved into permanent residential care
 - 3 Letters returned to sender as undeliverable by Royal Mail
- 425 Completed questionnaires received (47.9% return rate)

Following the mailing, 60 telephone/e-mail enquiries were received which mainly related to the following:

- Status regarding care assessment/financial assessment in connection with Telecare
- Telecare records requiring update
- Customers no longer requiring the service
- Uncertainty as to whether customer has Telecare or Careline/Lifeline
- Customers already paying for Lifeline service
- Expressing an opinion regarding the proposed charge prior to returning the survey

Where necessary, issues have been notified to Aragon Housing Association.

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Customer responses to survey questions. All percentages based on number of respondents to the relevant question:

Q1: Please indicate which of the following social care services you receive.
(Multiple answer)

399	Respondents	
107	26.8%	Home Care
36	9.0%	Day Care/Day Opportunities
17	4.3%	Respite Care
42	10.5%	Other
241	60.4%	None
	39.6%	Receive services

Q2: Before you had Telecare, did you have a community alarm system (for example 'Lifeline' or 'Careline')
(Single answer)

420	Respondents	
46	11.0%	Yes
366	87.1%	No
8	1.9%	Don't know

Q3: How long have you had Telecare?
(Single answer)

415	Respondents	
109	26.3%	Less than a year
192	46.3%	1- 2 years
100	24.1%	3 years or more
14	3.3%	Don't know

Q4: How many Telecare sensors do you have installed?
(Single answer)

414	Respondents	
252	60.9%	1 - 2
140	33.8%	3 - 5
9	2.2%	More than 5
13	3.1%	Don't know

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Q5: On average, how often do you use your Telecare system to alert the control centre?
(Single answer)

375 Respondents

3	0.8%	More than once or twice a day
2	0.5%	Once or twice a day
6	1.6%	Once or twice a week
38	10.1%	Once or twice a month
280	74.7%	Less than once a month
46	12.3%	Don't know

Q6: What is the most common reason for the control centre being alerted?
(Literal answer)

373 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the most common reasons for the call centre being alerted relate to falls and testing/checking the system. As an indication, below is a list of the number of responses containing specific text:

115	30.8%	“fall”, “falling”, “fell”
86	23.1%	“test”, “testing”, “check”, “checking”
21	5.6%	“accidental”, “by accident”, “false alarm”
22	5.9%	“never used”, “not used”

Q7: When the control centre is alerted, who do they contact on your behalf?
(Multiple answer)

402 Respondents

54	13.4%	Spouse
268	66.7%	Other Relative
34	8.5%	Carer
113	28.1%	Neighbour
58	14.4%	Friend
40	9.9%	Other (<i>paramedics, hospital</i>)

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Q8: Which of the following best describes how you feel about your Telecare service?
(Single answer)

412	Respondents	
32	7.8%	It's not important / I don't really use it
233	56.5%	It gives peace of mind but I don't actually use it very often
21	5.1%	It's quite important to me but I could get by without it
64	15.5%	It's really important to me and it would be difficult to manage without it
54	13.1%	It's vitally important to me – I wouldn't be able to stay in my home without it
8	1.9%	Other <i>(see literal responses to "Other – please specify" in separate spreadsheet)</i>

Q9: What do you consider to be the best aspect of Telecare?
(Literal answer)

347 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the most common themes relate to peace of mind, security and reassurance that help is at hand quickly, at all hours of the day, should it be needed. Some respondents also commented on the efficient/quick response. As an indication, below is a list of the number of responses containing specific text:

114	32.8%	"peace of mind", "reassurance", "security"
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Q10: What do you consider to be the worst aspect of Telecare?
(Literal answer)

215 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the most common answer is that there are no bad aspects. As an indication, the following number of responses contain the text shown:

141	65.6%	"none", "N/A", "no"
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Q11: To what extent do you agree or disagree with the Council’s proposal to introduce a charge of £4 per household per week for most people who use Telecare?
(Single answer)

410 Respondents

14	3.4%	Strongly agree
116	28.3%	Agree
100	24.4%	Disagree
146	35.6%	Strongly disagree
34	8.3%	Don't know

Q12: How do you think the charge for Telecare would impact on you?
(Literal answer)

334 Respondents

The full list of responses is available in a [separate spreadsheet](#). However, the emerging theme is that the charge will have an impact because of being on a fixed income/pension. Whereas some respondents comment that they will have to budget and this could affect money available for food/fuel, others state that they cannot afford it and will consider having it removed. There are a few respondents who say it will have little impact or they will pay it because of the reassurance it gives. Some suggest that the figure of £4 is too high and suggest what they consider to be a more realistic figure.

Q13: Do you think the Council should subsidise Telecare for those people on very low incomes?
(Single answer)

406 Respondents

347	85.5%	Yes
19	4.7%	No
40	9.8%	Don't know

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Q14: Do you have any other comments about Telecare and the proposed charge or any other views that we should take into account?
(Literal answer)

193 Respondents

The full list of responses is available in a [separate spreadsheet](#). There is a variety of responses, some of which reiterate comments made under Q12. Some respondents believe the Council is hitting the most vulnerable with cuts, whereas others mention the preventative role of Telecare enabling people to stay safely in their own homes. Concern is also expressed about elderly and disabled residents having the system removed due to the cost and the potential problems this might cause.

Q15: What type of accommodation do you live in?

416 Respondents

232	55.8%	House
123	29.6%	Bungalow
37	8.9%	Flat/Maisonette
9	2.1%	Sheltered/Supported Housing
15	3.6%	Other (<i>park home, mobile home, annexe</i>)

Q16: Do you live alone?

409 Respondents

243	59.4%	Yes
166	40.6%	No

Q17: Are you male or female?

392 Respondents

151	38.5%	Male
241	61.5%	Female

Q18: What is your age?

410 Respondents

30	7.3%	Under 60 yrs
8	1.9%	60-64 yrs

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56	13.7%	65-74 yrs
316	77.1%	75+ yrs

Q19: Do you consider yourself to be disabled?

384	Respondents	
281	73.2%	Yes
103	26.8%	No

Q20: Are you?

403	Respondents	
384	95.3%	British
9	2.2%	Irish
6	1.5%	European
1	0.3%	Other White background
3	0.7%	Other ethnic group

Additional Information from literal responses to Q12 and Q14:

84 responses indicated that if Telecare was subject to a charge, they would consider having it removed as they would not be able to afford it.

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Partner and Stakeholder Responses

Emails or letters were sent to 128 organisations and groups. These are listed below:

Advocacy Alliance	Carers Support Bureau
Age Concern Bedfordshire	Chalgrave Parish Council
Aldwyck Housing Association	Chalton Parish Council
Alzheimer's Society	Christian Family Care
Amphill and Biggleswade Citizens	Clifton Parish Council
Advice Bureau	Clophill Parish Council
Amphill Town Council	Community & Voluntary Service
Aragon Housing Association	Cranfield
Arlesey Town Council	Cranfield Parish Council
Aspley Guise Parish Council	DEGA Project Age Concern
Aspley Heath Parish Council	Disability Resource Centre
Astwick Parish Meeting	Down's Heart Group
Barton-le-Clay Parish Council	Dunstable Town Council
Battlesden Parish Meeting	Dunton Parish Council
Bedford African Community Support Project	East Beds Befrienders
Bedford Association of Senior Citizens	Eaton Bray Parish Council
Bedfordshire & Luton Community Foundation	Edworth Parish Meeting
Bedfordshire & Luton Mind	Eggington Parish Council
Bedfordshire Local Involvement Network (LINK)	Embrace
Bedfordshire Advice Forum	Eversholt Parish Council
Bedfordshire Advocacy Service for Older People	Eyeworth Parish Meeting
Bedfordshire and Luton MIND	Flitton & Greenfield Parish Council
Bedfordshire Down's Syndrome Support Group	Flitwick Town Council
Bedfordshire Primary Care Trust	Gravenhurst Parish Council
Bedfordshire Race Equalities Council (BREC)	Harlington
Bedfordshire Rural Affairs Forum	Harlington Parish Council
Charity	Haynes Parish Council
Bedfordshire Rural Communities Charity (BRCC)	Heath & Reach Parish Council
Beds and Luton Mental Health Trust - CAMHS	Henlow Parish Council
Biggleswade Town Council	Hockliffe Parish Council
Billington Parish Council	Home Start South Bedfordshire
Blunham Parish Council	Houghton Conquest Parish Council
Bosnian Community Group	Houghton Regis Town Council
Brogborough Parish Council	Hulcote & Salford Parish Council
Caddington Parish Council	Husborne Crawley Parish Council
Campton & Chicksands Parish Council	Hyde Parish Council
Carers in Bedfordshire	Kensworth Parish Council
	Langford Parish Council
	Leighton-Linslade Citizens Advice Bureau
	Leighton-Linslade Town Council
	Lidlington Parish Council
	Luton Rights
	Macmillan Welfare Rights Service
	Marston Moretaine Parish Council

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|---|---|
| Maulden Parish Council | Sight Concern |
| Meppershall Parish Council | Silsoe Parish Council |
| Millbrook Parish Meeting | Slip End Parish Council |
| Milton Bryan Parish Meeting | South Beds Dial-A-Ride |
| Moggerhanger Parish Council | Southill Parish Council |
| Monday Club for the Blind, Houghton Regis | Stanbridge Parish Council |
| Multicultural Women's Coalition & Purbachal The Eastern Sky | Steppingley Parish Council |
| Multiple Sclerosis Therapy Centre | Stondon Parish Council |
| NHS Bedfordshire | Stotfold Town Council |
| Northill Parish Council | Streatley Parish Council |
| Old Warden Parish Council | Stroke Association |
| Older Peoples Reference Group | Studham Parish Council |
| Parkside Voice Stakeholder group | Sundon Parish Council |
| POhWER | Sutton Parish Council |
| Potton Town Council | Tempsford Parish Council |
| Pulloxhill Parish Council | Thai 3 Counties |
| Really Flexible Care Limited | Tilsworth Parish Council |
| Relate Bedfordshire & Luton | Tingrith Parish Meeting |
| Rethink Advocacy | Tingrith Parish Meeting |
| Ridgmont Parish Council | Toddington Parish Council |
| Sandy Town Council | Totternhoe Parish Council |
| Shefford Town Council | Westoning Parish Council |
| Sheltered Tenants Action Group (STAG) | Whipsnade Parish Council |
| Shillington Parish Council | Woburn Parish Council |
| | Wrestlingworth & Cockayne Hatley Parish Council |

- 6 Responses received to the Partner/Stakeholder Response Form
- 1 Detailed response received from [Bedfordshire LINK](#)

Responses to survey questions:

Q1: Are you:

- 6 Respondents
- 2 Responding on behalf of a voluntary organisation
- 4 Other (2 x Parish Council, Older People's Reference Group, Downside Ladies Lunch Club)

Q2: What is your view on the proposal to charge a 'flat rate' of £4.00 per household per week for the Telecare service:

- 4 Respondents
- 1 Too much
- 3 About right

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0 Too little

For comments, see [separate spreadsheet](#).

Q3: Do you think that any groups of people should pay less than the standard charge for Telecare?

4 Respondents

2 Yes

1 No

1 Not sure

For comments, see [separate spreadsheet](#).

Q4: Are there any issues you wish to raise about the proposal to charge for Telecare that you think the Council should consider?

2 Respondents

For comments, see [separate spreadsheet](#).

Q5: If you would like to receive feedback about this consultation, please provide your contact details.

4 Respondents

For details, see [separate spreadsheet](#).