

## Torfaen Assistive Technology Service

### What is Assistive Technology?

Assistive Technology is a term that covers a variety of equipment to aid individuals to live independently safely within their own homes.

- Lifeline consists of a base unit and pendant that can be manually pressed to call for help. This does not require an assessment.
- Telecare requires an assessment and consists of anything else we offer for example; Smoke Detectors, Falls Sensors, Door sensors, Bed sensors, Just Checking and Epilepsy alarms.



### Facts

- **Approx. 1700** people currently have Lifeline or Telecare in Torfaen.
- Hereford Careline provide our monitoring response service in Torfaen. Between January 2018 and March 2018 **97.8%** of calls made to the response service were answered within **60** seconds

### How to make a referral?

#### New referrals

If you would like to make a new referral for a lifeline or if you would like an assessment for telecare please call

**01495 762200**

#### Existing customer

If you have an issue with your equipment or your needs have changed please call

**01495 766214**

## Cost

1<sup>st</sup> year **£57** installation and **£57** annual fee

Following years there is a **£57** annual fee- just over £1 per week.

We can supply and install a key safe when we fit your lifeline only if you do not have any responders or if your responders do not live locally, we keep this number on a secure database and only share this number with emergency services and the call monitoring centre, it is never shared with family or friends. The cost of installing a key safe is £20.55.

Alternatively, if you would like a private key safe which will enable you to share your key safe number with family and friends you can purchase these in many shops, online or go via care and repair who charge £53 for supplying and installing the key safe. You can contact care and repair on 01495 745948.

## Payments

- Payments are usually request via an invoice around 4-6 weeks after the install of your equipment.
- Payments can be paid in one lump sum or over four monthly instalments.
- Payments can be set up via direct debit, online, post, telephone or in person to the Civic Offices in Pontypool, Cwmbran or Blaenavon.
- If you have a problem with paying or have a query please contact customer services on: 01495 766002

## What happens when I push my pendant?

