

Using telecare and technology to help you live independently

Customers and carers survey

Herefordshire Council is developing a new technology enabled care service for Herefordshire to support independent living. You may be more familiar with the term telecare. However, there are other types of equipment that can be used to support people so that they and their carers have greater choice and control over their lives. It can also help you make decisions about where you wish to live and increase your independence, confidence and safety.

At the moment, the charge for a telecare service supplied by Herefordshire Council is £2.86 per week and equipment is provided on loan free of charge. We are considering introducing some new additional services which we would need to charge for and would like to ask for your thoughts on this.

Please complete and return this survey to help us understand what you think of the services you currently receive and what you might be interested in using to support you in the future.

You can either post the survey to:

Technology Enabled Care Services
Herefordshire Council Research Team
FREEPOST SWC4816
PO Box 4
Hereford
HR4 0BR

Or email it to: awbcommissioning@herefordshire.gov.uk

The deadline for responses is 1 August 2017 and the results will be published on the council's website.

If you are unable to complete this survey by yourself, please ask a family member or friend to help you. If you feel this survey would be more useful in an alternative format, or if you have any questions, please ring 01432 260065 or email awbcommissioning@herefordshire.gov.uk

Confidentiality:

Your personal information (if provided) will be held and used in accordance with the Data Protection Act 1998. The council will not disclose such information to any unauthorised person or body but where appropriate, will use such information when improving its various functions and services. Any comments provided may be included in anonymous form in any published results.

Section 1

The following information helps us to ensure that our services are accessible to all. It will only be used for the purpose of statistical monitoring, treated as confidential and will not be used to identify you.

About you

- I use telecare and technology to support me
- I care for someone who uses telecare and technology
- I work with someone who uses telecare and technology

Postcode of the person being supported:

Age of the person being supported:

- 0-15 years
- 16-24 years
- 25-44 years
- 45-64 years
- 65-74 years
- 75+ years

Specific conditions of the person being supported:

- dementia
- a learning disability
- a physical disability
- mental health issues
- other, please specify:

Section 2

1. What type of equipment do you currently use? (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Lifeline pendant | <input type="checkbox"/> Epilepsy sensor |
| <input type="checkbox"/> Fall detector | <input type="checkbox"/> Personal tracker (GPS system) |
| <input type="checkbox"/> Property exit sensor | <input type="checkbox"/> Smoke detector connected to a call centre |
| <input type="checkbox"/> Movement sensor | <input type="checkbox"/> Flood detector |
| <input type="checkbox"/> Carer pager | <input type="checkbox"/> Heat detector |
| <input type="checkbox"/> Bed sensor | <input type="checkbox"/> Bogus caller |
| <input type="checkbox"/> Chair sensor | <input type="checkbox"/> Other (please specify) |

2. How satisfied are you with your current service and on-going support from your telecare provider?

- Satisfied
 Neither satisfied nor dissatisfied
 Dissatisfied

3. To what extent do you agree your telecare equipment does the following?

	<i>Agree</i>	<i>Disagree</i>	<i>Not sure</i>
Makes you feel safe and secure in your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps you to keep your independence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps you to feel confident and reassured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enables you to remain in your own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enables you to continue doing the things you enjoy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improves your quality of life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provides reassurance for your family, knowing that access to help is available quickly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. There are some new technologies available nationally to help people manage their health and care needs at home, preventing unnecessary journeys to hospital or GP practices.

Please let us know how important you think the following might be to support you to remain independent.

	<i>Very important</i>	<i>Helpful</i>	<i>Not important</i>
Medication reminders	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online discussion with health professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Measuring and reporting temperature, blood pressure and other vital signs at home to save visiting your GP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sending and receiving health information using mobile phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Health checks at home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile phone applications (apps) to support health needs e.g., manage own mental health, weight, blood pressure, test own bloods, urine	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trackers to help you out and about in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wearable technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology to support the care of people with dementia in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology to support people with learning disabilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular calls to check all is okay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video link with a health professional for review, diagnosis and assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other, please specify:

5. Who pays for the services you receive at the moment?

- I pay for my own services
- A family member/friend pays for the services
- I am paying for a service for a family member/friend
- I have had a financial assessment and it is paid by the council
- Other (please specify)

6. Higher contributions could support a service with more features such as reassurance and reminder calls, technology to support you outside your home and staff to provide a first response service whether you are at home or out in the community.

If Herefordshire Council was to invest in more technology enabled care services, which could help you to remain in your own home for longer, would you be willing to contribute to the cost of this service?

	Yes	No	Not sure
Your contribution			
Up to £3 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up to £6 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Up to £8 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
More than £8 per week	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for completing the survey