

Tell us what you think about paying for Telecare services



Telecare helps people live on their own. It gives help any time of day or night. Shropshire Council wants to know what you think about paying for this service. You can share your thoughts by 10th March 2025.

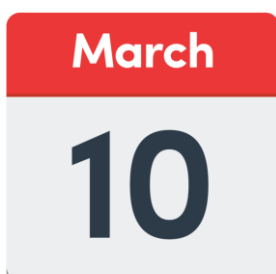


The council wants to charge some people for Telecare. They will still pay for people who need a lot of help. If you have a care plan, you might not have to pay.

People with less need might have to pay. The council wants to be fair. They want to make sure everyone knows when they need to pay for services.



The council wants to hear from everyone. This includes people who use Telecare, carers, and people who work in health and social care. Your opinion is important.



You can share your thoughts by 10th March 2025.



How does the Telecare service currently work?

Telecare devices help people call for help if they fall or have a problem. They can also alert for floods or gas leaks. Staff can talk to users and send help anytime. This helps people stay at home safely..



What changes are proposed?

Shropshire Council wants to charge £3.45 a week for Telecare. People who get care from the council or after-care under the Mental Health Act won't pay. New users pay £35 to start but get 6 weeks free.



Why should I test my alarm once a month?

This helps keep it working well and saves battery. Regular checks mean it will work when you need help. Testing finds problems early, so they can be fixed quickly.



Key features of the proposal

The Council might charge for alarms, and the cost won't change based on use. The Council owns the equipment. Charges will be checked each year. If charges start, people will get a letter with payment details.



Why is Shropshire council going to charge for the Telecare service?

More older people need help, and Shropshire Council spends most of its money on social care. They might start charging for Telecare, which is free now. This would help cover costs and keep the service going.



Why am I being consulted?

Shropshire Council wants to hear what you think before they make changes. They want to know how changes might affect you and others who use the service. This helps them understand the impact better.

Have your say



We can give you questions in large print if you ask. There is also an easy read version of the survey below.

You may also provide feedback via our email and postal options:

Tell Us, Feedback and
Insight Team
Shropshire Council,
PO Box 4826,
Shrewsbury
SY1 9LJ



TellUs@shropshire.gov.uk



0345 678 9000

If you need the survey in a different way, email or call Shropshire Council. You can also go to a Shropshire library for a paper copy or help with computers. Visit 'Shropshire Local' centres for online help too.

Frequently Asked Questions



Why have I received this letter?

You got this letter because we want to hear what you think. We are asking people in Shropshire to share their ideas.

Your opinion is important to us. Please join the talk and tell us what you think.



How do I know if I receive a social care package?

You can find out if you get a social care package or after-care under Section 117 of the Mental Health Act by asking your social worker or care team. They will tell you if you can get these services.



What is a Section 117 of the Mental Health Act?

Section 117 of the Mental Health Act says local councils and the NHS must help people after they leave hospital. This help is to stop them from getting ill again and going back to hospital.



Are you speaking to other people?

We are asking different people to join the talk. This includes social care workers, carers, and community groups who help older and disabled people.



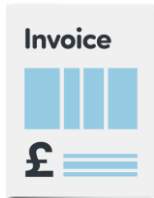
Can somebody complete the survey on my behalf?

You can ask a friend or carer to help with the survey. You can also go to a Shropshire library for a paper survey or use their computers. Shropshire Local centres can help you with the online survey.



Can anybody else be involved in the survey?

Yes, People living in Shropshire can take part in the survey. We want lots of different people to join in.



Will I be charged for my Telecare equipment at home?

Shropshire Council pays for Telecare equipment. But, there is a charge for the service. This service includes call monitoring by a response centre and setting up the equipment.



What happens if my current equipment does not work?

Call 0345 678 9000. They can help you get your equipment tested or fixed for free.



I do not want to continue using my Telecare equipment, what do I do?

Call 0345 678 9044. They will talk about choices and can help collect your equipment if needed.



Will I need to provide evidence of receiving a package of care from Adult Social Care?

No, The Council keeps information about Adult Social Care packages in their computer system.



I think I need more, or different support at home, what should I do?

Please contact the First point of contact team on 0345 678 9044.



What about the digital switch over?

We are changing to digital devices. If you are worried, please call us on 0345 678 9000.