

1 Introduction

1.1 Stockport Homes Group is a registered provider of social and affordable housing wholly owned by Stockport Council. Stockport Homes offers a chargeable 24-hour telemonitoring and response service for residents of Stockport: Carecall.

1.2 Carecall provides support services to:

- Enable people to live independently in their own home
- Reduce reliance on health and social services
- Provide peace of mind for clients, their families and friends
- All Extra Care schemes located in Stockport (falls lifting service).

1.3 The service achieves this by:

- Providing and installing personal alarms, sensor equipment, and
- Delivering a 24-hour, 365 day a year, monitoring and falls response service.

1.4 The Carecall service is regulated and audited by the [TEC Services Association \(TSA\)](#), the industry and advisory body for technology enabled care. That means the service meets their exacting standards in all respects.

1.5 This policy describes how Stockport Homes delivers the Carecall service. The policy is consistent with legislation, regulation, and best practice and helps us meet our aims:

- Contribute to making Stockport fairer by reducing inequality, poverty and supporting customers in all aspects of their lives
- Providing safe, sustainable homes in neighbourhoods where communities can thrive; and
- Delivering excellent customer service, driven by customer feedback and experience.

1.6 Performance is measured by statistics submitted to the TSA as part of their audits. To show we are meeting their standards Carecall aims to:

- Repair or replace all critical faults in the Telecare equipment within 48 hours of them being reported
- Repair or replacement of Telecare equipment within 96 hours of report.
- Answer 97.5% of alarms being raised at the Alarm Receiving Centre within one minute and 100% in three minutes
- Respond to 90% of calls that require a visit by the Emergency Response Team within 45 minutes of the decision to deploy and 100% within 60 minutes of the decision to deploy
- Respond to Fire Detector Alarms within 60 seconds., contact the Emergency Services within 30 seconds of either confirmation of a fire or where Carecall cannot establish there is not a fire. Within 60 seconds of

the fire call presenting to the Alarm Receiving Centre platform answer the call. Within 30 seconds of answering the call try to establish communication and determine if it is an actual fire. If there is no response within this time, contact the fire service. Where communication has been established within 30 seconds and confirmation of a fire, pass the call to the fire service within 60 seconds.

2 Scope

2.1 The full Carecall service is available all residents of Stockport Metropolitan Borough.

2.2 The service is often installed in response to residents referred to Stockport Homes by its partner agencies including Adult Social Care (ASC), hospitals, Age UK.

2.3 Installation of a group digital Carecall system is condition of tenancy for customers living in some types of Stockport Homes managed properties, e.g. sheltered housing schemes and extra care schemes. At these properties a service charge for the Carecall service is mandatory and payable by tenants.

2.4 The service is aimed at residents who want or need extra support to enable them to continue live independently in their own home. The service is designed for people who are:

- At increased risk of falling and struggling to get up unaided
- At increased risk of admission and/or readmission to hospital
- Returning home from hospital or intermediate care
- In the early stages of dementia
- Wanting or needing extra support and reassurance.

2.4 This policy sets out Stockport Homes' general approach. However, it will consider decisions on a case-by-case basis and will make exceptions where it is appropriate and reasonable to do so. Customers and colleagues should feel comfortable asking us to do things differently where this meets a particular need.

2.5 All customers should have equal opportunity to access Stockport Homes' services if it is practically possible. Stockport Homes must consider changing its approach if, it is putting a vulnerable or disabled customer at a disadvantage compared to customers who are not vulnerable or disabled.

2.6 Customers should [contact us](#) if they would like to tell us that they require reasonable adjustments to our services to meet their individual needs, so we can discuss how we can best support them and their families.

3 Definitions

3.1 Alarm Receiving Centre – based at Stockport Homes' Head Office and receives calls from Telecare equipment/calls from customers.

3.2 **Customer** – is anyone who receives the Carecall service.

3.3 **Pendant** - a Telecare pendant is a device that connects to a base unit alarm, it is generally worn on a lanyard or wristband and allows people to call for help at the press of a button.

3.4 **Peripherals** - are devices connected to a TEC base unit. These can include wearable technology, such as pendants, to environmental sensors, such as door and bed sensors.

3.5 **Resident** – a person who lives in Stockport.

3.6 **Technology Enabled Care** – are technologies (such as Telecare) that help people to manage and control chronic illness and sustain independence. Telecare equipment includes base units for monitoring, pendants and sensors.

3.7 **Tenant** – describes both sole and joint tenants with whom Stockport Homes/Stockport Council have a contractual relationship, e.g. via a tenancy agreement.

4 Accessing the Service

4.1 Residents of Stockport can apply for the Carecall service by:

- Calling 0161 218 1655
- Emailing carecall@stockporthomes.org
- Making a website order <https://www.carecall24.co.uk/>
- Referral from Adult Social Care, hospital discharge And/or other organisations...

5 Carecall Service

5.1 The Carecall Monitoring and/or Response Service is a paid for service available to residents living in Stockport Metropolitan Borough. For current rates and more information on purchasing the service please visit <https://www.carecall24.co.uk/>.

5.2 Customers rent all Telecare equipment which remains the property of Stockport Homes throughout the term of the service agreement. If any Telecare equipment is lost or damaged during the term of the agreement customers will be charged for its replacement.

5.3 The service uses a Telecare Alarm Unit to connect customers at home with the dedicated Alarm Receiving Centre situated in Stockport Homes' Head Office in Stockport. The alarm unit will be installed free of charge by Carecall when customers sign up for the paid service.

5.4 As part of the standard service customers are provided one Standard Pendant but may have a range of additional sensors installed in their homes by Carecall free of charge.

5.5 Sensors/detectors are monitored by the Alarm Receiving Centre 24 hours, 365 days a year. Details of the detectors/sensors available are detailed below at section 6. Some additional sensors/detectors may attract an additional charge, e.g. GPS trackers.

5.6 If customers fall, injure themselves or need other support, Alarm Receiving Centre staff will get in touch with the customers nominated contact and/or organise attendance from the appropriate emergency service to assist.

5.7 Carecall will send the Emergency Response Team to help uninjured customers up after a fall using specialist lifting equipment. Injury assessment is carried out by Alarm Receiving Centre using the TSA’s Decision Support Tool.

5.8 Carecall will carry out an in-home assessment and/or demonstration of the equipment being fitted.

6 Range of sensors/detectors available

6.1 As part of the service described above, customers can choose to have the following range of sensors/detectors installed by Carecall. As technology is consistently evolving, Carecall will always ensure that the most appropriate equipment is installed to meet the customer’s needs and so this list is not exhaustive.

Standard Pendant	The basic Carecall service provides one standard pendant. The Standard Pendant enables customers to press a button to alert the Alarm Receiving Centre. Pendants for additional household members can be added to the service for an extra charge.
Fall Detector	A fall detector has in-built technology which should detect more than 90% of falls - meaning it increases the chances of raising the alarm, in people who may not otherwise press their pendant, e.g. due to injury, black outs.
GPS Tracker	The GPS Tracker Pendant is linked to the Alarm Receiving Centre and can enable up to three additional smart phones to monitor the location of the wearer, e.g. nominated contacts. An automatic alert will be sent to the Alarm Receiving Centre and smart phones if the customer leaves a pre-set geographic area. Nominated contacts can get in touch with the Alarm Receiving Centre to locate the customer.

Bed Sensor	Is a discrete pressure pad installed in a bed. It will detect absence from bed during set times and will raise an alarm at the Alarm Receiving Centre if customers get up and do not return to bed within a preset timeframe.
Chair Sensor	Is a discrete pressure pad installed in a chair. It will detect absence from the chair during set times and will raise an alarm at the Alarm Receiving Centre if customers get up and do not return to the chair within a preset timeframe.
Smoke Sensor	Detects smoke and will sound an alarm in the home and send an alarm to the Alarm Receiving Centre if it detects smoke.
Door Sensor	This is an infrared sensor that can be fitted to internal and/or external doors to detect movement and raise an alarm at the Alarm Receiving Centre if the door is opened during a pre-set timeframe.
Epilepsy Sensor/s	These sensors can detect epileptic movements and raise an alarm at the Centre and/or with nominated contacts.

7 Terminating the Carecall service

7.1 Upon commencement of the service, customers will have a cooling off period (cancellation period) of 14 days whereby the service can be cancelled with immediate effect.

7.2 After the cancellation period both Carecall and/or customers may end the agreement at any time by giving the other 28 days' notice.

7.3 Stockport Homes will cancel the agreement if customers:

- Fail to make payments within 14 days of them being due
- Fail to provide the information, cooperation or access that Stockport Homes need to provide the service
- Do not, within a reasonable time, either allow delivery of Telecare equipment or collect it
- Damage Telecare equipment or abuse the service
- It receives notification of the customer/s death.

8 Accessibility

8.1 The Stockport Homes website includes the Recite Me assistive technology tool that enables customers to customise their experience in a way that best suits their individual needs. This includes larger font, translation into another language, audio etc.

8.2 Please open the Recite Me assistive tool by choosing 'Accessibility' (or clicking on the Launch Recite Me icon in the bottom left of Carecall webpage) from the toolbar at the top of the webpage and then choose the policy you wish to access from the list on the website.

9 Get Involved

9.1 We consult customers regularly about policy content, service standards and value for money. If customers would like to get involved, discuss this policy, help us make decisions, make a complaint, or leave a compliment, please let us know.

10 Contact Us

10.1 Stockport Homes' Carecall service can be contacted directly by ringing 0161 218 1655 or by visiting the website <https://www.carecall24.co.uk/>, as well as [Facebook](#) and [LinkedIn](#).

10.2 Stockport Homes can also be contacted by ringing 0161 217 6016 or visiting the website <https://www.stockporthomes.org/do-it-online/tell-us/contact-us/>, as well as [Facebook](#) and [Instagram](#).

10.3 If customers are unhappy with the service they have received from Stockport Homes, please let us know by:

- Completing an online [form](#)
- Emailing feedback@stockporthomes.org /Telephoning 0161 474 2600
- Reporting a complaint to any member of Stockport Homes staff
- Reviewing our [Customer Feedback Policy](#).

11 Internal Controls

1	Version control	Version number will change every three years or at major review	
	Version No.	Date	Change/s and reasons for change
	1	February 2025	Three yearly routine review of the policy
	2	March 2026	Policy updated to include website access option (following introduction of out of borough service provision)

2	Policy Owner	i.e. Director of Customer Services Executive Director
	Policy Author/s	i.e. Head of Independent Living Head of Service
	Approved by/date	Customer Services Management Meeting – 11 th February 2025 – Decision
	Communication	
	Effective Date - the date of sign-off	11 th February 2025
	Next Full Review Date	10 th February 2028
	i.e. 3 years after effective date, with an annual light touch review	

3	Regulatory Standards	Please list the Consumer, Governance, Viability standards and outcomes this policy meets
	Standard/s	Required outcome
	Transparency, Influence and Accountability Standard	Registered providers must communicate with tenants and supply information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. <u>1.1 Fairness and respect</u> 1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect. <u>1.2 Diverse needs</u> 1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants. <u>1.3 Engagement with tenants</u>

	<p>1.3.1 Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered.</p> <p><u>1.4 Information about landlord services</u></p> <p>1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.</p> <p><u>1.5 Performance information</u></p> <p>1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord's performance in delivering landlord Services.</p>
TSA Quality Standards Framework	Each year Carecall is audited by the TSA against the relevant Quality Standards.

4	Linked policies/strategies	
		<p>Stockport Homes' Age Friendly Strategy</p> <p>Stockport Housing Vision</p> <p>Stockport Council Extra Care Housing Strategy</p> <p>Ageing Well Strategy for Stockport–Prospectus</p> <p>Stockport Homes' Safeguarding Children and Adults at Risk Policy.</p> <p>Vulnerability Policy</p>

5	Equality, diversity and inclusion	Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.
		<p>Stockport Homes acknowledges that customers of the Carecall service may be vulnerable and as such staff receive mandatory Safeguarding training.</p> <p>Other training is provided for staff to enable them to support customers who may have disabilities – such as dementia, hearing impairment, mobility issues.</p>

6	Customer/Colleague Voice	Describe how the customer and/or colleague voice shapes and influences the policy and services
		Customer Voice Membership Group was consulted on the policy format and content – January 2025

7	Risk management	This policy helps to mitigate the following risks identified on the Corporate Risk Register
	Corporate Risk 6	SHG does not deliver excellent customer services in the way that customers require

		them
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8	Performance monitoring	Please list any financial and/or performance measures related to this policy
		<p>TSA Performance 97.5% of calls answered by Carecall within 60 seconds 100% of calls answered by Carecall within 180 seconds 90% of code 1 callouts attended within 45 minutes of the decision to deploy by the Responder 100% of code 1 callouts attended within 60 minutes of the decision to deploy by the Responder</p>

