

Telecare Consultation - Final Data				
Q1. Please let us know who is completing this form by selecting the relevant options	Yes	No	Blank	Total No. of Responses rec'd
I have a telecare life line and pendent	469	0	30	499
I am a Carer of someone who uses the telecare service	64	0	N/A	64
I am a family member or friend of someone who uses the telecare service	161	0	N/A	161
Other (please specify)	10	N/A	N/A	10
Q2. Do you still have the telecare equipment provided to you by the Council?	Yes	No	Blank	Total No. of Responses rec'd
	612	17	13	642
<i>If the answer is Yes, please answer the following questions:</i>	Yes	No	Blank	Total No. of Responses
Do you use the equipment and have pressed the lifeline for assistance any time in the last twelve months?	260	304	48	612
Do you have the equipment but have not needed to use it?	335	210	81	626
Does the equipment gives you reassurance should you need to summon help in the future?	563	35	44	642
Do you have the equipment but it is not used at all and stored away?	42	501	85	628
Q3. How does having Telecare make you feel?	Yes	No	Blank	Total No. of Responses rec'd
It makes me feel safe knowing that someone will respond	481	N/A	60	541
It provides reassurance for me and my family knowing that I have access to help if required	463	N/A	N/A	463
It means I can stay independently in my own home	394	N/A	N/A	394
Q4. We are proposing to introduce a charge of £1.70 per week for anyone who has a Telecare service that connects to the Alarm Call Centre.				
<i>What are your views about this proposal to charge for the service?</i>	Yes	No	Blank	Total No. of Responses rec'd
I strongly agree	52	N/A	34	86
I Agree	141	N/A	N/A	141
Neither agree nor disagree	132	N/A	N/A	132
I disagree	95	N/A	N/A	95
I strongly disagree	197	N/A	N/A	197
Q5. To support people's independence, specifically after a period of Hospital admission, a Telecare package will be offered to new service users' free of charge for a period of 6 weeks' upon discharge to their own home.				
Following this period, equipment can be returned or retained. If retained there will be a charge of £1.70 per week.	Yes	No	Blank	Total No. of Responses
<i>Do you agree with this proposal?</i>	288	283	65	636
Q6. We are concerned that a number of people may wish to return their Telecare equipment if a charge is applied. Can you tell us what you would do?	Yes	No	Blank	Total No. of Responses rec'd
I would ask to return the equipment.	191	N/A	126	317
I would want to keep the equipment and pay £1.70 a week for the service.	299	N/A	N/A	299
Total comments rec'd	322	%		
Total comments in support of proposed charges	57	17.70%		
Total comments against proposed charges	212	65.84%		
Additional comments rec'd	53	16.46%		
Total number of questionnaires returned	642			