

Frequently Asked Questions

Changes to Telecare Service

Telecare and changes

Q: What is telecare?

A: Telecare is equipment that helps you stay safe and independent at home.

It can include:

- A Lifeline alarm unit
- A speech module in your home
- Telecare linked to a smoke alarm
- Any other telecare device we have supported you with in the past

Q: What is changing?

A: Until October 2025, our Telecare was a funded service. **This funding has now ended.**

Because of this:

- We can no longer pay for telecare equipment
- We cannot provide new telecare equipment
- We cannot pay for the ongoing monitoring of telecare equipment

.Q: Does this mean my telecare will stop working straight away?

A: No. Nothing will stop immediately however, if you want to keep using telecare in the future, you will need to arrange and pay for the service yourself.

Q: Do I have to stop using telecare?

A: **No.** The choice is yours. You can:

- Choose to pay for a telecare service yourself, or
- Decide not to continue using telecare

We are here to help you understand what each option means.

Local trusted providers

Q: How much does telecare cost?

A: The cost depends on which provider you choose and what equipment or monitoring you need. At the drop-in session, we will give you details of trusted local providers and explain typical costs.

Q: Can you recommend a telecare provider?

A: Yes. We can give you information about trusted local telecare services. We do not receive any benefit from these providers, and the choice will always be yours.

Making a decision

Q: Will you help me choose the right option?

A: **Yes.** At the information session, staff will be available to:

- Explain the changes in simple terms
- Talk through your options
- Answer any questions you may have

You do not need to decide anything on the day.

Q: What if I am worried about affording telecare?

A: We understand this may feel worrying. Our Money Support Team will be at the session to:

- Offer benefits and money advice
- Help you explore what financial support may be available

Q: What happens if I don't come to the drop-in session?

A: That's okay. If you can't attend but would like to talk to someone, you can email independentlivingservice@cartreficonwy.org or phone 0300 124 0040

We can talk through your situation and explain what happens next.

Q: Should I come to the session even if I don't use telecare now?

A: **Yes.** If you use telecare now **or think you might need it in the future**, the session will help you understand your options and plan ahead.

Q: Do I need an appointment to attend?

A: No appointment is needed. Just come along at a time that suits you during the session.

Q: Why are you holding this session?

A: We want to make sure you feel:

- Informed
- Supported
- Given time to understand what the changes mean for you

This FAQ gives answers to common questions about changes. If you have any further questions, please don't hesitate to contact our support team.