

Technology Enabled Care (TEC) Product Guide

What is Technology Enabled Care (TEC)?



Technology Enabled Care (TEC) may sometimes be referred to as Assistive Technology (AT) or Telecare, but here at Bristol City Council (BCC) we use it to refer to a range of digital or electronic devices that use the latest technology and innovations to help you, or the people you care for, continue to live safely and independently at home.

You may like to think of TEC as a selection of little gadgets that can help to make things easier for you, or the people you care for, to carry on living independently at home, whilst also providing peace of mind to family members, friends, and informal carers.

What are the benefits of TEC?



Technology Enabled Care can be of benefit to a range of people from those with exceptionally low needs through to people with complex physical and/or mental health needs. It is commonly used to help those living with Dementia, who have mobility problems, are at risk of falls or wandering, or who have a physical or learning disability.

TEC can help to keep you safe, well and independent, and offer you and your family peace of mind. It can help you to control of your own health, wellbeing, and support, enabling you to feel more confident and remain living independently at home for longer. TEC can help to:

- reduce the risk to yourself whilst at home or active in the local community
- support and reassure family members, friends, and carers
- reduce the need for a formal care package or the type of care required
- delay or prevent the need for you to go into residential care
- prevent the need for hospital admissions or help you get discharged sooner

Is TEC suitable for me?

Technology Enabled Care is designed to be as simple and intuitive to use as possible. Often, distinct types of TEC can be used to meet the same need, so you can have the TEC most suitable for you. For example, if you would find it hard to press a button to call for help, there is TEC available that automatically raises an alert or is voice activated.

If you like, you can think of TEC in the same way as using your television, telephone, or even driving a car. Try not to worry that you will not be able to understand it straight away, as even if it seems a little strange at first, most TEC will come with instructions or you will be shown how to use the device, and before long you will not even think about it. You may even find yourself wondering how you ever managed without it!

Depending on your needs, TEC can be used to help you with things like:

- reminding you of things you need to do, like when to take your tablets or if you have an appointment in your diary
- keeping you safe at home, for example, by raising an alert if you have a fall
- keeping you safe when active, for example, by using Global Positioning System (GPS) devices to enable loved ones or carers to find you should you get lost
- seeing friends and family by video-calling them on a smartphone or tablet device
- communicating easier or participating in hobbies and interests using smartphone apps or social media channels

What types of TEC are available?



In Bristol, we use a range of Telecare and Standalone equipment and are constantly researching and trialling new and innovative TEC. However, depending on your circumstances, not all the items described in the following sections can be provided by the council's TEC team, and some of those we can provide may incur a small financial charge, for example if you need us to provide additional support and respond to alerts through our Careline Plus service. Additionally, if you find TEC that you believe would be of benefit to you that we cannot currently provide, then you are welcome to buy the items yourself. Please see our Technology Enabled Care website for more information on the process for applying for TEC ([Technology enabled care \(bristol.gov.uk\)](http://bristol.gov.uk)).

Telecare devices

Telecare products are items of TEC that are connected to a monitoring centre or specialised call centre. The monitoring centre team will be able to assist you in an emergency. It typically includes items such as pendant or personal alarms and fall detectors. The devices automatically raise an alert when an incident is detected (or you call for help) and the trained staff respond by either contacting one of your named emergency contacts, your care provider, or the emergency services. Telecare allows you to receive help even if you do not have anyone close by who could be called-on in an emergency. Please see "Telecare" for more information.

Standalone devices

Standalone equipment is not connected to a monitoring centre but can be set-up to alert someone living with you, via a smartphone app or pager, that you need help. Like Telecare, these simple gadgets can also be used to detect falls or can help with wandering but are more frequently used to remind you to do things, such as taking medication or eating your lunch. Please see the following sections for more information on how these distinct types of TEC may be able to help you.

Visual and hearing impairment devices

This type of TEC is designed specifically to support individuals living with visual and/or hearing impairments. Whilst some of the TEC mentioned in this guide may also be of benefit, please contact our Sensory Impairment team for more information on how they can help if you have specific needs associated with a visual and/or hearing impairment.