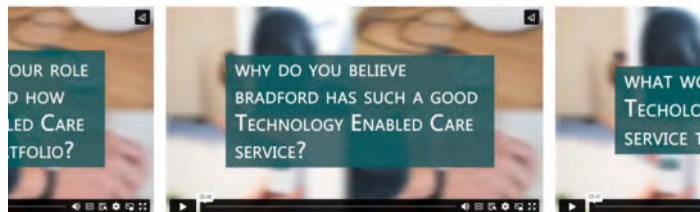


Safe and Sound



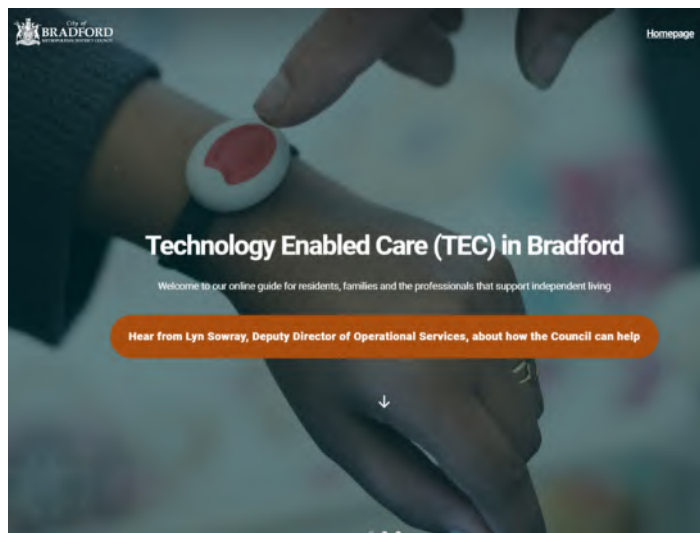
Get to know a little more about the vision and ambition that Lyn has for TEC across the district



[Technology Enabled Care \(TEC\) in Bradford District](#)

We have an online guide for people that explains how TEC and Sensory Needs devices can be used at home.

It has a number of short films about the devices.



You can do a self-assessment to help decide which products might be suitable for you. You can also book a home assessment with a member of the Safe and Sound Team.

You can access the guide on our [Technology Enabled Care website](#).

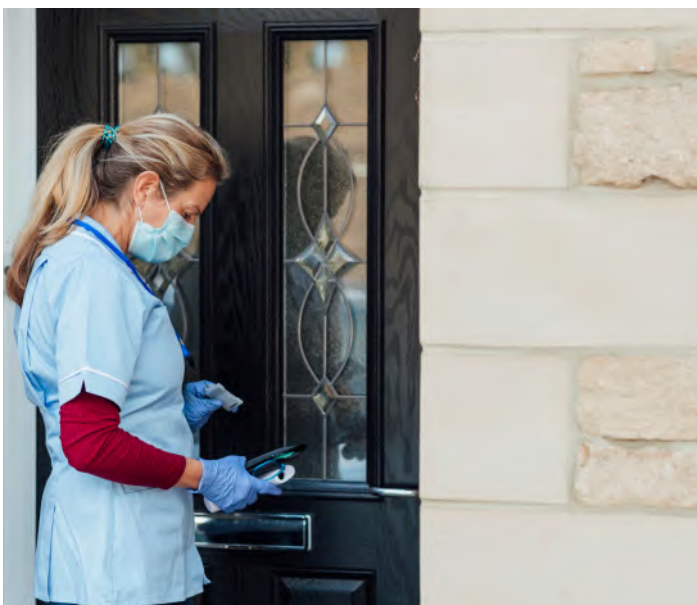
What is Safe and Sound?



Safe and Sound is part of Bradford Council Health and Wellbeing services. It is a person-centred service supporting you to stay safe and independent in your own home.



It provides peace of mind for you and the people that care about you. It offers help 24 hours a day, every day of the year.



The service can contact friends and family in an emergency or send a response team if anything should happen at home. It can also help to take the right action and advise what needs to be done.

Who is Safe and Sound for?



The service is available to anyone of any age who is assessed as needing help to feel safer and more protected in their own home.



This includes people :

- With health problems
- Who have falls
- Who are struggling with frailty or illness



- Who have dementia
- Who live alone
- Who have just come out of hospital
- Who care for someone else



You can also be assessed for equipment such as smoke alarms, falls detectors, heat sensors which can be linked to the alarm unit and other things.

How do I access the service?



If you live in the Bradford area and pay council tax to Bradford Council, you can request an assessment.



A family member or friend, your GP, District Nurse, social worker or Occupational Therapist can also make a referral on your behalf.



What do you need to have the service?

You will need:

- A working land line phone (main socket)
- A 240v power point within 2 metres (6 feet) of your main socket

What does it costs?



There is a contribution charge for the Safe and Sound Service of £3 per week, plus VAT unless you are VAT exempt. This cost may change in the future.



The user of the Safe and Sound Service may be able to claim relief from value added tax under Group 14 of Schedule 5 of the Value Added Tax (VAT) Act 1983.



The Assessor at the time of the installation will give the appropriate form to be completed.

How it works?



Safe and Sound uses a variety of technology and support systems to help people of all ages.



The basic equipment is a control box and pendant. The equipment is connected to your phone line and the pendant is to wear around your neck or wrist.



To activate the alarm you simply press the button on your pendant or wristband. The operator will be contacted through the alarm base unit. They will know who you are, where you are and be ready to help and support you.



You will be able to talk to the operator and tell them what has happened and what help you need. They will then contact family, friends, responders or emergency services to get you the help and support you need.

What happens when I request the service?



Your details will be sent to the assessment team. They will contact you to make an appointment to visit you in your home.



You can ask a friend or family member to be with you during the meeting. The Assessor will ask some questions and look around your home to give you any additional equipment they recommend.



Once the assessment is complete, the Assessor will install the equipment if you have the phone line and socket in place. They will test the equipment and show you how to use it.



Any extra equipment like flood detectors, falls sensors or smoke detectors may need a second visit. Customer services will contact you to arrange.

What is included in the contribution charge?



The contribution charge includes the loan of the equipment that you need to support you.



I already receive adult social care services, will I still have to pay the contribution?

Yes, the cost of Safe and Sound is not part of the financial assessments that are completed if you receive other care and support services.



When will I receive my invoice?

As a new Safe and Sound service user you have 6 weeks free. After that your contribution will be £3.60 per week. (£3 plus 60p VAT)

Within 8 weeks you will get an invoice that will take you up to the end of the financial year. After that you will get an invoice every April.

Do I have to pay the full amount of the invoice in one payment?



No. The methods of payment are on the back of the invoice.

If you want to pay by instalments you will need to contact the Accounts Receivable Team. You can phone them on 01274 437724.



For more information

You can:

- call the Adult Services Access Point on 01274 435400
- contact the Independence Advice Hub using the [online form](#)
- telephone us on 01274 435249 (during office hours)
- telephone us on 01274 434994 (out of office hours)
- email us at safe&sound@bradford.gov.uk

