

City of York Council - Be Independent

Telecare service - Friends and Family

An inexpensive way to provide peace of mind to you and your family and friends.

- Lifeline base unit
- Lightweight pendant that can be worn around your neck or wrist.
- Telephone review
- 24-hour call monitoring to contact your nominated responders

*To qualify for this service, you will need at least two nominated friends and/or family members who live locally and are able to respond in an emergency at any time of day or night. On this service, our mobile responders do not respond.

£18.00 per month

£30.00 installation cost

£55.00 to £80.00 key safe supplied and fitted - optional

City of York Council - Be Independent

Telecare service - Premium Response

Our standard service provides peace of mind for you, your carers and your family and friends. This service is perfect if you need more contact and support and includes a regular visit to test the equipment and ensure you are well.

Responders will provide first aid, help, guidance and support in the case of an emergency.

Lifeline base unit

Lightweight pendant that can be worn around your neck or wrist

A safety pack may be provided including one smoke detector, one carbon monoxide detector (interchangeable) and one bogus caller button (if required). This is based on a customer assessment.

Annual review visit and periodic checks 24-hour, 365 days a year response should you require any assistance day or night.

£35.00 per month

£30.00 installation cost

£55.00 to £80.00 key safe supplied and fitted - optional

City of York Council - Be Independent

Telecare service - Premium Plus

This package offers all the benefits of the Premium service but is ideal if you need more frequent or more complex support from our responders.

Responders will provide first aid, help, guidance and support in the case of an emergency

Lifeline base unit

Lightweight pendant that can be worn around your neck or wrist

Additional telecare equipment such as a fall detector, bed sensor, medication dispenser are provided on an assessed needs basis

Annual review visit and periodic checks 24-hour, 365 days a year response should you require any assistance day or night.

£48.00 per month

£30.00 installation cost

£55.00 to £80.00 key safe supplied and fitted - optional

City of York Council - Be Independent

Is there more than one person in your house who would benefit from our service?

We can provide a second pendant or wrist falls detector for £17.00* per month or £9.00* for Friends&Family service level.

Our service (including installation charge) may be offered free of charge to residents living in the City of York Council area who are in receipt of Housing Benefit or Council Tax Benefit (reduction more than 25%).

*VAT exempt price. You may qualify for VAT exemption. Key safe excluded from VAT exemption.

What is VAT exemption?

It allows chronically sick or disabled people to buy eligible items at 0% VAT rather than 20% VAT.

Who is eligible?

To be eligible for the VAT relief you have to fit the following criteria:

A person who is 'chronically sick or disabled':

- With a physical or mental impairment which has long term and substantial adverse effect upon their ability to carry out everyday activities; with a condition which the medical profession treats as a chronic sickness; or
- Who is terminally ill.

Note – it does not include frail elderly people who are otherwise able-bodied or those who are temporarily disabled or incapacitated, such as with a broken limb.

How do I apply?

To waive VAT on an eligible purchase, a simple declaration can be made at the point of ordering. We just need to know your name, address and nature of your disability.

For more details on [VAT exemption visit the government website](#)

City of York Council - Be Independent

Are you ready to apply for the Be Independent Telecare service?

Visit www.york.gov.uk/BeIndependent or email: bi.enquiries@york.gov.uk if you wish to apply for a telecare service.