



## Telecare Provider Questionnaire

Thank you for agreeing to complete this questionnaire.

This information is being collected as part of a research project to improve the Department of Health and Social Care's (DHSC's) evidence base on telecare provision in England, in support of the Telecare National Action Plan.

Despite the size and importance of the telecare sector, there is currently limited data on how telecare is delivered, particularly regarding the number of telecare devices still using analogue telecare signalling. This makes it difficult to assess how much progress has been made in reducing risks to telecare users from the digital switchover. To address this DHSC is working with FarrPoint to gather better data on telecare provision across England, including how many alarms are analogue versus digital. This will enable us to track how risks to telecare users are changing as more telecare alarms are upgraded to digital devices.

The results of this survey will not be used for assurance purposes. Its purpose is to provide intelligence and inform policy.

This questionnaire seeks information from Local Authorities, Housing Associations and other telecare providers to understand more about how telecare is delivered across England. This will provide important updated information regarding LA progress since the LGA survey in Spring 2025 and additionally has been designed to provide a representative picture of telecare and ARCs in England. This is a short survey and should take 12 minutes to complete.

To help you prepare your responses, a PDF of the survey questions is located here: <https://www.farrpoint.com/dhsc-telecare-provider-questionnaire>

Please submit your responses via this online survey. If you require further information on this survey, how to gather the data required, or how your data will be used please contact FarrPoint at [telecare@farrpoint.com](mailto:telecare@farrpoint.com).

\* Required

### Confidentiality

1. I understand that my participation in this survey is voluntary and I consent to taking part.

I understand and accept that any data provided in response to this questionnaire will be shared by FarrPoint with Department of Health & Social Care / NHS England. In addition, anonymised and summary-level versions of the data collected may be shared and published by Department of Health & Social Care / NHS England / FarrPoint. \*

Yes

No

2. I understand and accept that individual responses from councils may be shared with the Local Government Association to support their understanding of the digital switchover \*

Yes

No

3. I am willing to be contacted by Department of Health & Social Care / NHS England / FarrPoint to clarify the questionnaire responses provided to seek further information if required. \*

Yes

No

4. I am willing to be contacted by Department of Health & Social Care / NHS England / FarrPoint with important updates regarding telecare / care tech or to inform other telecare/care tech policy \*

Yes

No

## About You

5. Name \*

Enter your answer

6. Email Address \*

Please enter an email

7. Role \*

## About Your Organisation

8. Name of your organisation \*

9. Any other names the organisation is known as

## Telecare Offering

In this questionnaire "Telecare" is defined as a service using equipment installed in a person's home or home-like setting to remotely monitor their wellbeing and help them live independently.

Telecare can often also be called "community alarms", "social alarms", or "warden call systems".

10. Does your organisation offer telecare services? \*

- Yes
- No

11. How is your telecare service provided? \*

- We deliver all elements of the telecare service ourselves in-house
- Some elements of our telecare service are delivered by a commissioned supplier or other supplier (such as another council)
- All elements of our telecare are delivered by a commissioned supplier or other provider
- We signpost users to a commercial telecare service provider so they can purchase telecare directly themselves
- Other

12. If you selected "Some Elements" above, please provide brief details of the service elements that are completed in-house and those that are completed by another supplier on your behalf

13. If you selected "Other" above, please provide brief details of how your service is provided.

14. If you do not provide telecare services, do other organisation(s) provide service to people requiring telecare in your area / properties?

Please provide brief details of the other organisation(s) offering telecare in your area below (for example an upper/lower tier Council or a housing provider).

15. Do you provide a **responder service** as part of your telecare offering?

A responder / response service is defined as providing in-person assistance in a service user's home following the activation of a telecare alarm (and where triage of the call has established that attendance by the emergency services is not required).

- Yes - Response is provided by our staff or a commissioned provider
- No - Any response required is provided by family / friends of the service user
- Other - We use a mix of approaches - some service users have a response service provided, others rely on friends/family.

16. Do you offer proactive/preventative technology enabled care services instead of, or in addition to, telecare?

For example, sensors which monitor someone's daily living patterns to identify where there might be an issue or deterioration, without the individual having to call for help

- Yes
- No

17. If you do offer proactive/preventative technology enabled care services, please provide brief details of your service offer and the equipment / services used

## Alarm Call Handling

The following questions relate to alarm call handling. This is also sometimes known as a monitoring centre, or alarm receiving centre.

Please note that we want to understand which organisation is responsible for answering alarm calls from service users, not the manufacturer of the ARC solution - for example, if your alarm calls are answered by a housing association on your behalf and they use a Tunstall Alarm Receiving Centre (ARC) solution, your responses should provide details of the Housing Association.

18. Which organisation is responsible for answering your telecare alarm calls?  
(if you answer your own telecare alarm calls, please state this)

19. Please provide a name for someone that we can approach at your call handling provider

20. Please provide an email address for someone that we can approach at your call handling provider

Please enter an email

## Telecare Service Users

The following section is to understand the number of telecare service users your organisation has.

Figures provided should include service users for any other organisations that you provide telecare service on behalf of.

Please provide the total number of service users and the number of these that have telecare provided using dispersed alarms and grouped scheme solutions.

21. What is the **total number of service users** your organisation provides with telecare?

The value must be a number

22. How many of these services users are provided with telecare **using a dispersed alarm**?

Dispersed alarm is defined as a telecare alarm device that supports a single service user or household.

The value must be a number

23. How many of these **service users** are provided with telecare **using a Grouped Housing Scheme Solution**?

Grouped Housing Scheme Solution is defined as telecare alarm equipment that provides services to multiple service users or residences in the specialist social housing and private housing sectors, for example in a sheltered/retirement housing. Also referred to as a Warden Call System.

The response should refer to the number of service users, **not** the number of grouped living scheme solutions. As an example, an organisation may have 100 service users. These service users live in 4 housing schemes, each of which has a grouped housing scheme solution. In this example, the response to this question should refer to the 100 service users, the response to the next question should refer to the 4 housing scheme solutions used to provide telecare to these individuals.

The value must be a number

24. How many **grouped housing scheme solutions** are used to provide telecare to the grouped scheme residents detailed above?

The value must be a number

## Digital Telecare

25. Which telecare alarm suppliers are currently used to provide your service?

Provide details of the supplier(s) you use and the approximate proportion of your alarms that are provided by each supplier.

26. Have you completed the move to digital telecare?

In this question an alarm device, including grouped living schemes, is defined as being **digital** only **if it is communicating with the ARC using digital telecare signalling**, such as TS50134-9, or BS8521-2 (NOWIP). **Digital capable** (or "digital ready" or "hybrid") alarms that still use analogue signalling (TT-92, TTNew, etc) should not to be counted as digital.

- Yes - Our service is fully digital. **All, or almost all, telecare alarms (including grouped schemes), now communicate with the ARC digitally** (i.e. using digital telecare signalling protocols, such as TS50134-9, or BS8521-2 (NOWIP)). **Digital ready or hybrid alarms are now operating in digital mode.**
- Partially - Our service is partially digital. We use **a mix of telecare alarms** that are digital, digital ready, and analogue. **Some alarms are still using analogue signalling protocols.**
- No - Our service is still analogue – **All, or almost all, telecare alarms** are only capable of using **analogue telecare signalling protocols.**

27. If you selected that your service is partially digital, approximately what percentage of your alarm devices are **Digital** (communicating with the ARC using digital telecare signalling)

Note: The **responses to this question and the next 2 should combine to total 100%**.  
An alarm should **only** be counted as being "digital" in response to this question if it is **currently using digital signalling** such as TS-50134-9 or NOWIP.

Number must be between 0 ~ 100

28. If you selected that your service is partially digital, approximately what percentage of your alarm devices are **Digital Ready (Digital capable, or "hybrid", but still operating using analogue signalling)**. These alarms will be switched to being fully digital at a later date)

Number must be between 0 ~ 100

29. If you selected that your service is partially digital, approximately what percentage of your alarm devices are **Analogue** (only capable of communicating using analogue telecare signalling protocols)

Number must be between 0 ~ 100

30. When do you expect to have completed the process of moving to a Fully Digital telecare service ?  
(Respond with expected date – only month and year will be used when analysing survey results).

## Other Information

31. Please provide any further information or comments that assist us understand your telecare service and/or the responses you have provided to this questionnaire.

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