

Assistive Technology

Information for patients and
service users



Working together to deliver the best outcomes for you



Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board



Information for patients and service users

The Assistive Technology Service is part of the NPT Community Resource Team.

What is the Community Resource Team?

The Community Resource Team (CRT) is a joint service provided by the ABMU Health Board and Neath Port Talbot Council Social Services.

The CRT provides help to adults (over the age of 18) living in Neath Port Talbot who need support to stay independent, within their own homes.

The CRT offers an improved service that ensures patients receive the right intervention, at the right time, from the right professional. It simplifies the process by coordinating both health and social care needs.

Cover image courtesy of Tunstall

Working together to deliver the best outcomes for you

The CRT is made up of:-

- Acute Clinical Team
- Assistive Technology Service
- Community Occupational Therapy Service
- Reablement Team
- Sensory Support Team

What is the Assistive Technology Service?

The Assistive Technology Service offers a range of categories to enable people to remain safe, secure and independent in and around their own home.

Assistive Technology might be the only service you need or it might form part of a care package which includes other services.

All categories require a lifeline unit which is connected to your existing telephone line and you will also be provided with a personal pendant which you wear (either around the neck as a pendant or around the wrist like a watch). Depending on your personal needs various sensors might be recommended.

These can automatically alert our call monitoring centre to problems in your home (such as smoke, fire or gas) or to other medical situations when you might not be able to raise the alarm yourself (e.g. if you have had a fall).

What are the benefits of Assistive Technology?

- simple to use equipment
- offers peace of mind for the client, carers and family/friends
- can reduce the level of support required to remain living at home
- 24 hour/365 day response from the monitoring centre
- promotes independence
- reduces risks

What does the service provide?

You can choose a level of support that suits you, from a basic lifeline alarm to a more comprehensive package with additional sensors that help to manage risks in the home.

We currently offer 3 categories of Assistive Technology:

- Category 1 – Lifeline
- Category 2 – Home Safety
- Category 3 – Telecare

Category 1 and 2 clients do not need a formal assessment. Our team will be able to advise you on the most appropriate level of service for you.

Category 3 clients will need a formal assessment by our Occupational Therapist to identify the most suitable sensors for your needs.

All Assistive Technology categories come with a key safe as standard so that the emergency services can gain speedy access to your property if they need to. The key safe code is held on a secure system and is only issued to the emergency services, if and when needed.

What can you expect?

Once a decision has been made on the level of support you need we will arrange for the equipment to be fitted at your property by our installation team. Our engineer will install your lifeline unit and any other sensors that you have been assessed as needing.

They will explain each piece of equipment to you and arrange a test call with our call monitoring centre to check that everything works correctly.

If the sensors are activated or you press the pendant to request assistance, a call will go through to our call monitoring centre. The call centre operator will speak to you through the loudspeaker on the lifeline unit and will decide with you the best course of action. This might be to call a responder or the emergency services or it could be just discussing the situation and offering advice.

All calls to and from the call monitoring centre are recorded for monitoring and quality assurance purposes.

How much does it cost?

Depending on your needs and personal circumstances you might have to contribute towards your Assistive Technology package.

How can you access the service?

It is easy to access the CRT and its services including the Assistive Technology Service.

There is one point of contact for people needing support from the service.

This is called the NPT Gateway and you can contact them on (01639) 686802. (Text Relay / Typetalk users please use 18001 first followed by 01639 686802) or email thegateway@npt.gov.uk.

The NPT Gateway is open 8.30am to 5pm Monday to Thursday and 8.30am to 4.30pm on Friday.

You can contact the NPT Gateway yourself or another person can contact them on your behalf.

How can you get this information in another format?

If you need this information in a different format (Braille, large print, audio, another language, CD, tape etc), please ring (01639) 686802 (Text Relay / Typetalk users please use 18001 first followed by 01639 686802) or e-mail thegateway@npt.gov.uk

More information

For more information about the Community Resource Team and NPT Gateway, visit www.npt.gov.uk/crt