

## How to refer to the new Telecare/Technology Enabled Care (TEC) service

As previously highlighted the new TEC service being provided by NRS Healthcare (the current community equipment service provider for West Sussex) will go live in one week's time on **19 May 2020** as planned.

You will be able to refer two types of customers:

**Longer term need customers** who are eligible under the Care Act 2014 and will be able to access TEC to meet their needs via council funding during the period in which they are deemed to be eligible.

**Short term need customers** who need TEC to support them to respond to a crisis or some other urgent or short term requirement (TEC will be free of charge to the customer for a maximum of 6 weeks), for example;

- to support their timely discharge from hospital;
- to avoid a hospital admission; and/or
- where there is evidence that a referral will delay or reduce more costly input.

### How to refer to make a referral

From **19 May 2020** you will be able to refer for TEC (this includes 'key safe plus TEC' referrals) using the following weblink which is now live for you to pre-register:

[www.nrshealthcare.com/referralswestsussex](http://www.nrshealthcare.com/referralswestsussex) and a guide to completing it is here:  
[www.nrshealthcare.com/professionals/westsussex](http://www.nrshealthcare.com/professionals/westsussex).

You will need to go through a self-registration process the first time you use the referral form. This

means that your details will be automatically completed each time you log on.

If you experience any difficulties in registering, please contact the NRS TECS Team on 01903 948200. We have made the form as brief as possible, whilst ensuring that we obtain all the information required, we hope this will result in less queries back to you from the NRS TEC team.

Once you send the form – this will go directly to the NRS TEC team and a PDF copy will be sent

to your email address. If you are a social care worker please save your copy of the PDF on Mosaic.

**NB. Requests for key safes (where TEC is not also required) need to be made via the existing NRS Community Equipment Service iRIS system. Access is being arranged for social care teams who do not currently have an iRIS pin.**

You may well already have referrals in mind that you intend to submit to NRS Healthcare on 19 May at the go live of the new service, for referrals that require a critical response before then an urgent referral to WELbeing can be made in the usual way until their contract ends on 18 May.

If you have any specific questions on any aspect of this please contact:

[sue.tivey@westsussex.gov.uk](mailto:sue.tivey@westsussex.gov.uk).