

# Kent Telecare Assessment and Request Process

Complete Assessment following Operational Protocols and applying Eligibility Criteria

If Service User does not meet eligibility criteria or does not need complex telecare equipment provide information and advice on private purchase

OR

Service User meets eligibility criteria and has needs that can be met by provision of complex telecare equipment.

Partner Agency assessors to obtain SWIFT number via Technical Support Team (formerly known as the Business Unit) at [fast.track@kent.gov.uk](mailto:fast.track@kent.gov.uk) or telephone 03000 410202, Mon-Fri 8.30-5.00pm

Prescriber to ensure completion of Telecare Agreement and Landlord Permission letter (if required) before placing request.

Prescriber to log into Centra and place order on DAT form – referring to Centra user guides if necessary

Following completion of delivery Centra to email prescriber

KCC Prescriber to update SWIFT/AIS adding telecare as a maintained and monitored service. – referring to SWIFT Telecare User Guide  
(Technical Support Team to update SWIFT on behalf of Partner Agency Assessors) this will be done on a weekly basis using a report sent from Centra.