

Kent Telecare process for additional equipment, transfer of service to beneficiary or removal of equipment

Service Users no longer requires telecare or their needs are assessed as changed at time of review

Change or additional equipment required to meet assessed needs of service user

Request equipment using Centra DAT form  
Advise Centra Customer Services of change of situation

KCC Prescriber to update SWIFT of any changes to provision

Service User no longer needs telecare but a beneficiary in the home requires transfer of telecare equipment and / or additional telecare to meet their needs

Follow original Assessment and Request process for beneficiary

Telecare equipment no longer required

Contact Centra Pulse to arrange de-installation and cessation of monitoring

Centra confirm that de-installation is complete

KCC Prescriber to end provision on SWIFT and close case