

Decision Maker:	Executive Director of Resources & S151 Officer
Decision Title:	Telecare Service
Decision date:	01 August 2025
Source of delegation:	Section 7.2 of the Council's constitution, Section 2.1 (d)
What decision was made?:	<p>To award a call-off contract for the supply of the Telecare Monitoring and Response Service to Livity Life Limited under an Integrated Community Care Equipment and Associated Services Procurement Services Framework Agreement commissioned by the Commercial Services Group of Kent County Council.</p> <p>The contract is to replace the contract terminated due to the failure of NRS Healthcare Ltd</p> <p>It is a three-year contract.</p>
Purpose:	Maintain continuity of the Telecare Monitoring and Response Service.
Reasons:	The Telecare Service supports the wellbeing principle within the Care Act 2014 and helps people to live safely and independently and avoid the need for long-term residential care. It also aims to reduce pressure on health services by providing people and their families with more proactive support at home, rather than by conveyance and/or admission to hospital
Other options considered:	<p>Not providing a telecare service is not an acceptable option.</p> <p>Providing the telecare service through in-house provision was considered. The complexity of the telecare contract means that an in-house model delivered by the Local Authority is unrealistic in the timeframe. The establishment and delivery of an in-house service would cost significantly more.</p>