

## Essex TEC Service

Essex County Council have commissioned Millbrook Healthcare and Provide Community Interest Company (CIC) to deliver a digital-first, innovative Care Technology services across Essex (excluding Thurrock and Southend).

This service is free for individuals living in their own home, Sheltered Housing or Supported Living who are eligible under the Prevent, Reduce, Delay criteria of the Care Act 2014 or full Care Act eligibility. This service has been running since July 2021.



**Millbrook Healthcare** deliver the Care Technology equipment provision and a culture change programme. This includes the supply, installation, repair, and collection of any Care Technology equipment, the provision of Occupational Therapy assessments, Benefits Realisation, prescriber training and Care Technology promotion.

**Their contact details are:**

[Essex.tech@millbrookhealthcare.co.uk](mailto:Essex.tech@millbrookhealthcare.co.uk)  
**0330 174 2869**

**Provide** *Care Solutions*

**Provide Care Solutions Limited** deliver a 24/7 Alarm monitoring and response service through their Carecall24/7 Careline service. This includes a falls pickup service for service users who have experienced a non-injurious fall.

**Their contact details are:**

[Provide.carecall@nhs.net](mailto:Provide.carecall@nhs.net)  
**0300 303 2682**

**The Millbrook/Provide consortium work closely with the ECC Care Technology team who work across the four quadrants in Essex.**

Each quadrant has a lead who is there for support, feedback and guidance around TEC ordering and future TEC needs.

- Ross Chipperfield, North Quadrant
- Simon Williams, West Quadrant
- Ellie Anderson, Mid Quadrant
- Craig Archer, South Quadrant

**Their contact details are: [Caretecservice@essex.gov.uk](mailto:Caretecservice@essex.gov.uk)**

