# An Introductory Guide to Installing TEC Equipment
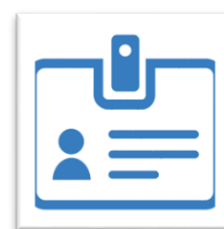
## Introduction

This guide has been created at this current time to provide you with the key principles you need to know to install basic TEC equipment safely and appropriately. It is designed to be used in conjunction with your organisation's policies and procedures particularly with reference to protecting vulnerable people from harm, managing information and confidentiality.

## The Role of an Installer

The role of an Installer within a Technology Enabled Care Service (TECS) is to ensure that a service user has access to the right equipment that can get them the help and support they need, at the time they need it, and often in an emergency situation for example if someone has fallen.
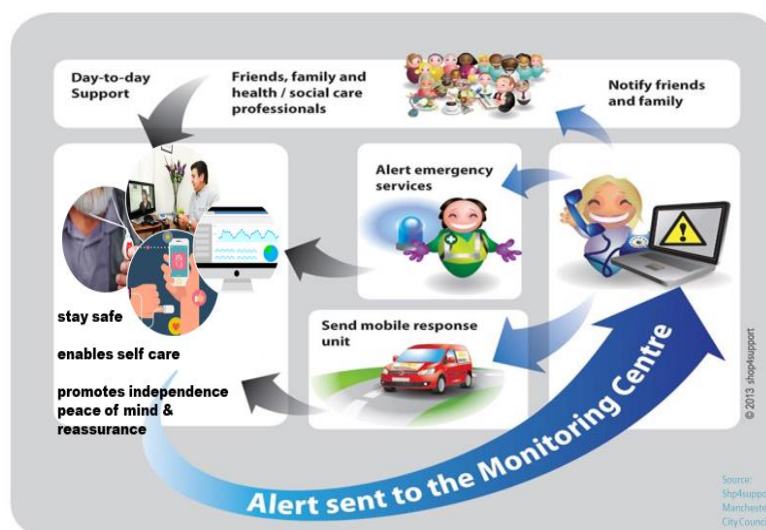
## The installation visits

It is important to remember that you will be meeting a (potentially) vulnerable person for the first time. This means that your first priority is to put them at ease and build a rapport with them. This will help the installation process run more smoothly and reassures the service user.

You should always follow your organisation's policies and procedures for entering a service user's property.

## The Way the Equipment Works

The equipment you will be installing will enable a service user to press a pendant, this will connect to a monitoring centre; and the monitoring centre will coordinate an appropriate response depending on situation.



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## During the Installation

Always install the equipment in accordance with the manufacturer's guidelines, and your organisation's policies and procedures.

## Testing the Equipment

Once you have installed the equipment, it is important for the service user to see how the equipment works, so once it is installed encourage them to press the pendant.

Once you have connected with the monitoring centre, this is a good time to introduce the staff to the service user. Following your organisation's policies and procedures for TEC installations confirm that the user details are correct, and ensure that the monitoring center have all the relevant information they need, for example details of any medical conditions, names and contact details of responders (if appropriate) and access arrangements (if appropriate) – does the service user have a key safe? If so, where is it located? What is the code?