

[Home](#) > [Residents](#) > [Housing](#) > [Support in your own home](#) > [Technology enabled care](#) > [Vitaline service](#)

Vitaline service

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How technology enabled care works

Technology enabled care is a service that helps you to stay independent or get help in an emergency.

It uses devices such as personal alarms and sensors for your home that are linked to a 24/7 response centre in Blackpool.

The operators are trained to deal with emergency situations. When a personal alarm or sensor is activated, an operator will assess the situation and if necessary arrange one of the following actions:

- Dispatch a Vitaline first responder to attend
- Alert a nominated contact
- Contact emergency services

But technology enabled care is more than an alarm service. A range of devices can monitor your wellbeing and help you with day-to-day activities too.

The benefits of technology enabled care

Technology enabled care can give you confidence to live at home, safe in the knowledge help is at hand when you need it.

For carers, technology enabled care ensures the person you care for can get help even when you're not there.

Levels of service and charges

You will need to select a service level from the list below and pay the associated charges.

Service level	What's included	Costs (including VAT)
Bronze	• 24/7 personal alarm service • GP/emergency services/nominated person(s) contacted in event of alert	From £1.17 per day (£35.36 per month inc. VAT)
Silver	As Bronze, plus • First responder will attend every emergency alert • Key holding service	From £1.50 per day (£40.56 per month inc. VAT)
	As Silver, plus	

Gold	Regular telephone welfare checks (frequency depending on assessed need)	From £1.70 per day (£51.48 per month inc. VAT)
Platinum	As Gold, plus Medication prompts by telephone (as confirmed by a medical practitioner)	From £3.30 per day (£97.76 per month inc. VAT)
Diamond	As Platinum, plus Enhanced telecare sensors such as smoke alarms, door sensor, bed sensor, epilepsy sensor, flood detector, falls detector	Ranging from £103.48 to £187.72 per Month

Falls lifting service

The fall lifting service is there if you fall, but are not injured, and need help to get back on your feet. You can access the service by pressing your alarm.

Charging information

There are some exceptions to the charges. [Find out more about technology enabled care charges](#).

Types of devices

We have a wide range of devices that can raise an alarm, monitor your wellbeing and promote good health.

Technology enabled care alarms

These alarms can notify a named keyholder, the mobile response service or, if appropriate, the emergency services.

Home environment sensors

Environment sensors include:

- Smoke detectors
- Temperature sensors which can detect fire or low temperature
- Flood detectors
- Door sensors
- Sensors that monitor movement
- Carbon monoxide detectors
- Epilepsy sensor
- Bed sensor

All equipment remains the property of Blackpool Council.

Blackpool Council

Municipal Buildings
Corporation Street
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