

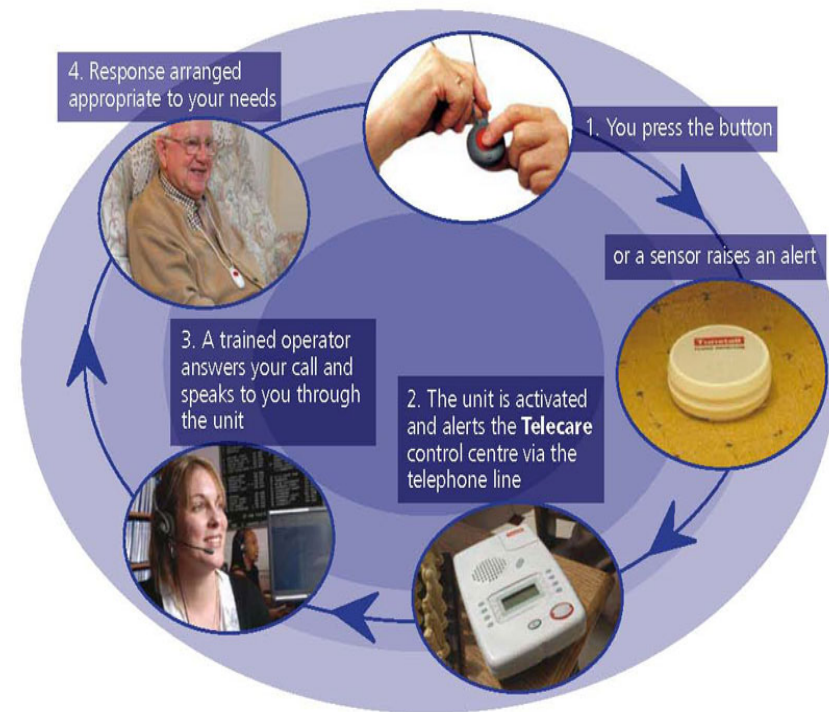
How the service works:

The service provides a home safety system that assists people to live independently and safely in their own homes.

This is achieved through a combination of a 24 hour telephone link to our monitoring centre in Malvern, Worcestershire and a range of sensors in the home.

Should a sensor detect anything unusual - for example a person not returning to bed during the night or a rapid rise in temperature it will trigger an alarm and send an emergency call through the telephone line to our monitoring centre.

Trained operators will take the most appropriate action and contact a family member, neighbour or the emergency services to assist.



Who it can help:

1. Whilst the person may not necessarily be eligible for a mainstream social care service, he or she must fall into one or more of the following categories:

Falls prevention- the person must have a history of falls requiring emergency assistance.

Admission prevention – without telecare, there would be admission to residential or nursing care. In the shorter term, there may be a need for hospital admission.

Facilitating discharge – provision of telecare will enable the person to be discharged safely to their own home.

Intermediate care – provision of telecare as part of an overall intermediate care programme.

2. In addition, the person must require at least 2 passive sensors with remote monitoring in order to maintain independence. Exceptions may be made in the case of medication reminders.

3. In general, such a person will have a physical or cognitive impairment which renders them unable to recognise or respond to a dangerous situation.

Persons who are able to raise an alert by using a trigger, such as a pendant alarm, should be directed to Community Alarm provision.

Linked Equipment



Lifeline units



Sensors & manual triggers



Lifeline Home Units

- The Lifeline Home units are designed to protect people living in their own homes. An alarm call can be raised via the home unit from anywhere in the home or garden, simply by pressing the radio trigger or activating a sensor.
- A call is then raised to the 24 hour monitoring centre where the call details are displayed on screen. The operator is able to communicate with the caller through the unit's loudspeaker/microphone and decide on an appropriate course of action.



Fall Detector

- Fall detectors automatically detect serious/hard falls and can also be used as a personal trigger.
- The fall detector will alert when it senses a change in direction by using a sensing circuit and always knows which way is upright.
- The fall detector uses a sophisticated, two stage detection process to identify a fall. The detector senses both impact and angle and will emit a buzzing noise to alert the user that it is about to raise an alarm call if it is not in a vertical position when an impact has been detected. The alarm can also be cancelled by the user at this point. If they fail to do so, the detector will raise an alert if they do not get up.
- A fall detector can go into 'sleep mode' if it is not used and may not detect a fall when next worn.
- A belt with a pouch is supplied. It is worn around the waist and should sit on the front of the body, left or right side.



Pull cords (manual trigger)

- A pull cord is classed as a manual trigger and will not be installed without passive sensors.
- It is activated by a single pull & is strategically placed around the home, often when a trigger may not be worn, such as in the bathroom or bedroom.
- The wireless unit has a range of 25 metres dependant on local conditions and environment.
- It has an expected battery life of 10,000 trigger operations under normal conditions.



PIR Movement Detector & Property Exit Sensor



- No movement for an excessive period could raise an alarm and an operator will check and see if the client is safe and well.
- Often used alongside property exit sensors to assist people who are wandering.
- A property exit sensor provides an early warning by alerting that the user has left their home and not returned with a predetermined time parameter. Ideal for people with dementia and their carers.

Bed / Chair Occupancy Sensor

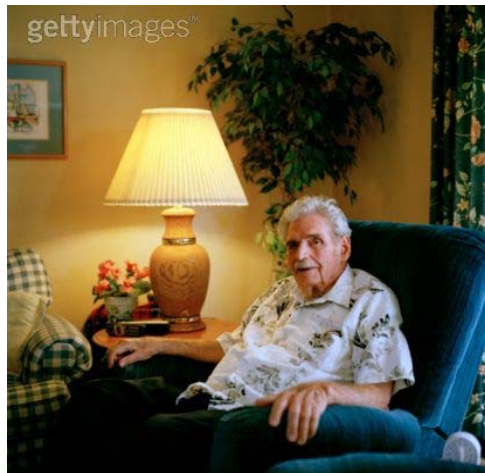
- The sensor is a pressure pad which is placed underneath a mattress and is unobtrusive and undetectable.
- When linked to a Lifeline unit it will alert the monitoring centre when the user has got out of bed and not returned by a predetermined time.
- The chair occupancy sensor works in the same way, consisting of a chair pressure pad.

Bed Sensor



Chair Sensor





X-10 Controller

- Can be used in conjunction with the bed/chair occupancy & property exit sensors in order to switch on lights when a sensor is activated.
- Particularly useful for people who are vulnerable to falling.

Environmental Monitoring



Flood Detector

- A neat, unobtrusive radio sensor that provides an early warning of potential flood situations.
- When 2 of the 3 sensors make contact with water it provides a local audible alarm and sends a signal to the monitoring centre.



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Smoke Detector

- A smoke detector will raise a local audible alarm and send an alert to the monitoring centre if smoke is detected.
- Ideally, 2 smoke detectors would be installed into a 2 storey property & 1 in a flat/bungalow.
- Operators will contact the service user initially & if required can summon the emergency services whilst concentrating on the service user to safely vacate the property.
- Can be linked to a vibrating pillow alert.

Smoke Detector →



Vibrating
Pillow alert

Carbon Monoxide Detector

- A Carbon Monoxide detector detects dangerous levels of CO. It will send an alert to the monitoring centre and raise a local audible alarm.

Carbon Monoxide Detector →



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Heat Detector

- Provides additional protection against the risk of fires.
- Raises an alert with the monitoring centre and a local audible alarm.
- Particularly useful in rooms such as kitchens where traditional smoke detectors are not advised.

Temperature Extreme Sensor



- Provides early warnings of potentially hazardous temperatures.
- Detects 3 temperature situations; high, low and rapid.
- An alert is raised if:
- **High** – if temperatures go above the high level for more that 2 minutes.
- **Low** – if temperatures fall below the low level for more that 20 minutes.
- **Rapid** – if temperatures rise by 1°C per minute over a 30 minute period or 3°C per minute over a 5 minute period.

Epilepsy & Enuresis Sensor

- An Epilepsy sensor can monitor vital signs including heart rate and breathing patterns while a person sleeps to detect a range of epileptic seizures.
- NOT FOR USE WHERE IMMEDIATE CARE UPON SEIZURE IS VITAL
- An Enuresis sensor consists of a thin waterproof, durable mat which is positioned between the mattress and top sheet.
- It provides a discreet and efficient means to detect moisture, immediately which sends a signal to the monitoring centre
- Both pieces of equipment are not used regularly but can be considered and discussed with the Telecare Team.



Standalone equipment:



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Medication reminders

Prescription medications have improved health and longevity for many people, but they have to be taken properly and at the correct time to be effective. These products can help people keep on top of their medication regimes.

- They can be a significant aid in improving the quality of life of users enabling them to remain living independently at home.
- Form an important part of an overall 'home care package' enabling easy maintenance of the prescribed pill regime.
- Enable self-medication and therefore avoids the need for carers, whether professional or family to be present on each occasion that medication is due, and therefore could reduce social care costs.



Memory prompts

These devices can help support people who have difficulties remembering to carry out tasks. Memo minders can record a short verbal message (usually up to 20 seconds) and be placed near a doorway or other suitable location. A passive infra-red motion detector will sense when the person walks past the device and the message will be played.

These devices may not be suitable for people who are hard of hearing or who experience confusion.



Exit alarms to pagers

reliable method of detecting a person at risk from falls or suffering from dementia rising from their bed or chair. A bed or chair sensor is used with the monitor transmitter to send a signal to the alarm pager.

When the patient lays in bed or sits in a chair, the monitor transmitter acknowledges detection with a double beep or double flash of an LED. When they rise an alarm signal is transmitted to the alarm pager with a transmission range of 100 Metres. If the patient is known to wander, the door alarm contacts can also be plugged into the monitor transmitter.



Frequently Asked Questions..

- **Q: What if I have a power cut?**

A: The Lifeline Unit has a back up battery which will take over in the event of a power cut. The battery has 20 hours life and will recharge when it is reconnected back to mains power.

- **Q: What if I have a fault on my telephone line?**

A: The Lifeline Unit will not work in the event of a fault on the telephone line. There should be an alternative solution in place i.e.: mobile phone, frequent visitors.

- **Q: Does the equipment need to be wired into my house?**

A: The only piece of equipment which needs to be hardwired into the household electrical circuit is the Gas Detector. The work is undertaken by a registered electrician. All other linked sensors are controlled by batteries.

- **Q: How do I know when a battery needs changing?**

A: All sensors are monitored via our Monitoring Centre. They alert us, the Telecare team, when batteries are low and we contact the service user and to arrange a visit.

More Frequently Asked Questions..

- **Q: Does the Monitoring Centre know which sensor has been activated?**

A: Yes, each sensor is monitored individually and shows up on the computer screen for the operator to decide on appropriate action.

- **Q: How many Emergency Responders do I need?**

A: Ideally we require between 1 & 3 emergency responders.

NB: If a Gas Detector is fitted an emergency responder must be available.

- **Q: Is the Telecare equipment compatible to use with pacemakers?**

A: All the products conform to European Electromagnetic Compatibility directive (89/336/EEC) for mandatory standards for social/community alarms and telecare equipment. Therefore as long as the pacemaker conforms to equivalent standards they are safe for use.