TELECARE & COMMUNITY ALARM SERVICE

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INTRODUCTION

What are the Benefits of Community Alarm Telecare?

- Peace of mind for the user, family/carers;
- The user can lead a more fulfilling and independent life with control and dignity;
- The user can continue to live where they have friends, family and neighbours and prevent admission to a care home;
- It can assist the user in returning home from hospital;

Who Can It Help? It can help people of any age who:

- Are prone to falling
- Are vulnerable
- Have epilepsy
- Live in supported accommodation
- Have a family member/carer who requires support
- Have memory problems as a result of dementia or head injury
- Are at risk from environmental threats such as fire, gas and floods
- Are worried about living alone
- Have mobility problems

What Does Our Service Offer?

- Linked to a local secure monitoring centre, with fully trained operators and prompt response to any emergency call
- Person centred approach, tailoring our service and equipment to individual needs.
- Provision of appropriate community alarm telecare equipment, installed and maintained by our experienced staff
- Periodic review and assessment of the user's current need, with the addition of equipment and services as required
- Joint visit with one of our engineers for more complex assessments

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This booklet gives details of the community alarm and telecare equipment available from our service. Following a full assessment, the appropriate equipment is supplied to meet the user's needs. The cost to the user is the current weekly community alarm charge (applied by Aberdeen City Council), which covers all equipment provided, annual review of users' needs and equipment, attending reported equipment faults, and maintenance / battery replacement visits when due.

If you have any questions contact our service direct on 01224 069800.

LIFELINE DIGITAL

The Lifeline Digital is just one of the 3 community alarm units we currently use. It comes with one pendant (neck or wrist worn) as standard. The unit can be used to raise an alarm call from anywhere in the home or garden (range check required) to a dedicated 24 hour monitoring centre. It is compatible with a wide range of sensors which can be provided through an assessed need. Additional pendants can be issued to other individuals within the home.

PENDANT

The MyAmie Pendant and Touch Pendant are available with many comfortable wearing options for the user ie neck cord, wrist strap, keyring and broach.

There is also the option of a perspex easy press cover for users with poor dexterity.

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BUZZZ PAGER

The Buzzz pager is a portable alarm receiver that can receive alerts and display not only the type of telecare sensor activated but also either the location of the sensor or the individual the sensor has been assigned to. Ideal for onsite carers who can be quickly made aware of any incidents, allowing them to provide a high level of care whilst maximising efficiency.

BED SENSOR

The bed sensor is designed to raise an alarm call automatically if a user:

- Gets out of bed during the night and does not return within a predetermined time period
- Has not gone to bed by a predetermined time
- Has not got out of bed by a predetermined time

This is an ideal solution for an individual who is prone to falls when getting out of bed.

CHAIR SENSOR

The chair sensor is a pressure pad placed on a user's chair which can alert a carer immediately when the user tries to stand up. This solution reduces the risks to an individual by raising an alert for the carer to come and give immediate assistance. Used for people with limited mobility or individuals who have recently been discharged from hospital and require additional assistance and support at home.

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FALL DETECTOR

The fall detector can be worn on the wrist or alternatively the wrist strap can be replaced with a neck cord and worn as a pendant style. Both wearing options are designed to identify a fall and send an automatic alert to the alarm unit, which in turn, generates an alarm call. **It will not automatically alert if the user has a controlled fall ie slipping off a chair or bed.** The device is waterproof and both wrist strap (which comes in a choice of colours) and neck cord are made of hypo-allergenic material. There is also an alarm button on the device, which can be manually pressed if help is required.

UNIVERSAL (DOOR) SENSOR

The universal sensor can be installed with door contacts and used as a door sensor. It is a simple solution and can be switched on/off, which allows you to control when the door sensor is active. The sensor can be programmed with specific active times, although if switched off manually, it will not activate during the set times.

Ideal for small care settings where multiple doors require monitoring or in house solution for a carer.
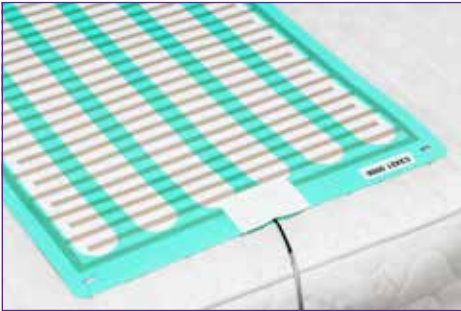
PROPERTY EXIT SENSOR

The Property Exit Sensor is designed to monitor the safety of individuals with cognitive impairments who may be prone to leaving their homes for extended periods at inappropriate times of the day or night, putting themselves at risk. The sensor has many benefits, primarily that of helping individuals with dementia to live safely and independently in the community.

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ENURESIS SENSOR

The enuresis sensor provides a discreet and efficient means to detect instances of enuresis the moment they occur, therefore enabling carers to provide a higher level of service without the need for regular intrusion.

On the immediate detection of moisture, the sensor sends an alarm call to a lifeline alarm unit or in-house pager. The sensor mat is also available as a fitted sheet.

MEDICATION DISPENSER

An easy to use tablet dispenser. It makes managing medication simple and reduces the risk of errors. The dispenser is set up with correct doses and times. If the user does not take their medication within a set time frame an alert can be raised to the monitoring centre (this is optional).

EPILEPSY SENSOR

The epilepsy sensor functions are based on monitoring the person's movements including respiration and heartbeat. It is able to separate normal movements from epileptic seizure symptoms such as tonic-clonic shakings or similar continued movement. The sensor also detects hyperventilation and partial convulsions as seizures.

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PIR DETECTOR
(PASSIVE INFRA RED)

The PIR is used for "inactivity monitoring". If movement has not been detected within a home for over a predetermined time period, an alarm call will be raised to the monitoring centre.

Inactivity monitoring can provide an essential element of a falls detection solution.

SMOKE DETECTOR

On detection of smoke, the wireless optical smoke detector will raise two alarms. Firstly a local audible alarm and secondly a vital signal will be sent to the lifeline alarm unit which will automatically raise a call to the monitoring centre. The process is automatic and immediate, therefore, the risks to life and property are reduced.

HEAT ALARM

The heat alarm is a wireless sensor which gives early warning of a potential fire in the home and raises an alarm to alert help. It is suitable for anyone living independently in their home who is at potential risk of fire. The equipment is fitted to the ceiling and sounds an alarm if temperatures rise to 58°C to alert the person in the property. An alert is transmitted to a monitoring centre via an alarm unit to ensure appropriate and immediate action is taken. For example, can be used to detect a rapid rise in temperature.

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NATURAL GAS DETECTOR

The natural gas detector is essential for users who suffer from short term memory loss and rely on the continued use of gas appliances, providing constant reassurance to the user and those who care for them.

The detector provides high levels of protection against unlit gas appliances. It raises an alarm call to the monitoring centre the moment the leakage of gas is detected.

FLOOD DETECTOR

The flood detector is a neat, unobtrusive radio sensor that provides an early warning of potential flood situations. The unit can be placed on the floor under a sink or in a bathroom, next to the toilet or near the bath. The flood detector gives extra protection to individuals who are likely to be at risk from leaving taps turned on.

CARBON MONOXIDE ALARM

The carbon monoxide alarm provides an immediate alert when dangerous CO emissions have been detected due to a blocked flue or fault in a fuel burning appliance, raising an alarm call to the monitoring centre.

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MINUET WATCH

The minuet watch can be used in the same way as a personal pendant. When the user requires assistance all they need to do is press the alarm button on the watch face.

The watch is an alternative solution to the personal pendant. It is also useful for instances where the wearing of a pendant needs to be more covert e.g. domestic violence.

PAGER SOLUTIONS
WAIST & WRIST PAGER, PILLOW ALERT & FLASH RECEIVER

Pager solutions immediately alert users or carers when a telecare alarm is generated.

They are particularly useful for telecare users with hearing / sight impairments or for live in family / carers that need to be notified quickly if the person they are caring for requires help.
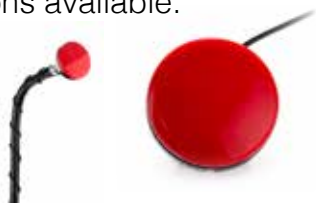
PILLOW ALERT

WAIST PAGER

WRIST PAGER

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BESPOKE SWITCHES

Service users with poor dexterity or little movement in their fingers/hands may find it difficult to press the standard community alarm pendant. If you are having difficulty with this, please contact us and we will arrange for engineers to carry out an assessment of bespoke switches to offer a solution to enable you to raise a call for help through your community alarm.

Switches can be mounted on small stands, walls and free standing poles to help users activate their alarm for help.

The following is a small selection, but there are many switches or buttons available.

BUDDY BUTTON

(attached to stand or stand alone) Comes in various sizes and colours and activate with the slightest of pressure.

PAL PAD SWITCH

Ideal for users who are distracted by audible clicks or those who require a very low profile switch and can exert very little pressure.

CHIN SWITCH

Easy to position and has an innovatively designed switch and necklace. Comfortable support to users where chin movement is their reliable means of access.

PILLOW SWITCH

Smooth and soft – suitable for head or cheek action. Has safety pin and velcro on the base of the switch for easy fastening to a pillow or wheel-chair cushion.

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ADVANCEMENTS IN TECHNOLOGY

Technology changes at such a fast pace and there are new opportunities being developed through the digital transformation along with community alarm and telecare manufacturers constantly developing their existing and new equipment.

If there is a solution you are looking for, but can't find it within this brochure, contact the service to discuss. We can look at what you are hoping to achieve and our dedicated expert team can look at different solutions and equipment to meet your need.

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