

# Lincolnshire County Council Telecare Equipment Guide



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## Telecare Base Units



### Vi

- Control unit for all Telecare sensors.
- Plugs into electric point.
- Connected to Landline.
- Electric socket needs to be 2 metres or closer to the landline point.
- All calls are recorded.
- When any Telecare sensors or the pendant is activated the base unit makes a phone call through to the monitoring centre.
- The phone call shows up on individual's telephone bill and will be chargeable at their normal provider rate.
- Monitoring centre advisors will be able to speak through the base unit to check the person is okay or if they need help. (Installers should test the range in and around the house and garden.)
- If the advisors cannot get a response from the customer via the unit they will try the house phone as sometimes the person tunes into this sound and will answer to let them know they are okay or if they need help.
- Note silent calls (When the monitoring centre cannot get a response from the customer after an alarm is raised) will be treated as a potential emergency and the appropriate emergency services called.
- All Telecare sensors that are monitored by our Monitoring centre work through the lifeline base unit.
- **Red button** = activates call to monitoring centre.
- **Green button**= cancel outgoing call, set unit to programming setting.
- **Yellow button**= away button.( we prefer customers to let the monitoring centre know by pressing their pendant/base unit red button so the house is still monitored and the monitoring centre know when to expect the person to return home.)

## GSM Unit

- Where no landline is available we can supply a GSM base unit which uses a mobile phone SIM card.
- A GSM unit works exactly the same as a regular lifeline except it does not use the landline.
- In short, without either a working landline or a mobile



sim, the Telecare system cannot connect to the monitoring centre.

- A DDA pager is not compatible with the GSM unit.

## Pendant

All activate a call through the Telecare base unit (Lifeline) to Monitoring Centre.



- Each lifeline comes with MyAmie, with 10mm wrist strap and neck cord.
- MyAmie is waterproof to enable someone to wear whilst having a shower. They are not really designed to be worn whilst someone is having a long soak in the bath.
- MyAmie can be worn on neck cord, wrist strap, with easy press adapter, or clipped to clothing.

## Falls Detection

### Vibby Fall detector

- The Vibby is a fall detector that can be worn on the wrist or round the neck. Weight 35g.
- The device will activate when a fall is assessed as likely, through innovative algorithms. It vibrates and the LED flashes during the 20 seconds before sending the alarm.
- The centre button can be pressed like a pendant too, acknowledged by vibration and LED light.
- The call will be cancelled if the person stands up 20 seconds after the fall.
- The call can also be cancelled by covering the Vibby with your hand for 2 seconds until the vibration and light stops.
- The Vibby can be worn in bed if desired. (Therefore may not need a bed sensor).
- It is water resistant but we wouldn't recommend immersing in a bath.



### IVI Fall Detector

- This fall detector is designed to be worn around the neck or fastened to clothing with the integral clip.
- The fall detection algorithm is designed to make use of changes in barometric pressure, acceleration and static orientation in order to assess whether a fall has taken place. It won't detect a slow/gradual slide out of a chair, but can be used in chair/wheelchair (barometer will be off). For risk of falls from chair, please see chair sensor.
- When the iVi detects an event which is assessed to be like a fall (up to 20 seconds) then it will alert the user by emitting tones from the sounder and



lighting the green LED. The user then has 10 seconds to cancel the alert by pressing the small black cancel button.

- The centre button can be pressed like a pendent too.

## Bed Occupancy Sensor

- Bed occupancy sensor is installed under the mattress; if there is a need for the sensor to go on top of the mattress please indicate on referral as a different bed sensor is required.
- We need to know if the bed is a double or a profiling bed.
- Do you want a standalone bed sensor – where it is not connected to the monitoring centre (someone else is in the property and wants to be alerted if the customer is out of bed, sensor can be silent, and just alerting the person with the pager), or one that is monitored (the monitoring centre will check that they are OK).
- The bed sensor can work in a number of different ways:
  - Alerts if someone gets up and doesn't return to bed.
  - It can alert as soon as someone gets out of bed.
  - It can alert if someone doesn't go to bed by a certain time (be realistic with times).
  - Can alert if someone doesn't get out of bed by a certain time. (Be realistic with times).
  - Set to be active throughout the night at certain times specific to the individual.
  - Example of use – set for 20 minute time delay so that if someone gets up and does not return within 20 minutes a call goes through to the monitoring centre. (Can be up to an hour).



## Chair Occupancy Sensor

- Can be standalone or connected to the monitoring centre.
- Suitable for people who tend to sit for long periods in one chair.
- Can be connected to bed sensor so that if the person gets out of the bed and is in the chair it won't put a call through to the monitoring centre.
- Can be used for permanent wheelchair users to detect a fall.



## Smoke Alarm & CO Detector



- If Service User already has smoke alarms or a CO detector please advise, as they will not be connected to base unit and the monitoring centre will not be notified.
- Added security of alerting monitoring centre when there is a fire or a CO leak.
- CO Detectors are required in houses where wood, kerosene, oil, gas coal, propane are used.
- CO Detector not required in houses where it is all electric or no open fire.
- CO Detector DOES NOT require “installing”/fixing to wall/fixing to ceiling, they are simply placed somewhere out of the way, near the boiler/fire.

## Bogus Caller Button

This can be installed close to front door to press if person is concerned about a visitor.

- Can be carried around on the person, if lives in a volatile or abusive household
- Pressed when person in house feels at risk.
- One way communication with monitoring centre.
- Monitoring centre can hear conversation in house, they can decide to open a 2 way conversation allowing them to advise/reassure individual.
- More than 1 can be requested. Carers/partners can also have them.



## Epilepsy Sensors

We have several epilepsy sensors available so please detail either type or symptoms of seizure so that right one can be installed.



- Tunstall sensor goes underneath mattress.
- Detects Tonic-Clonic seizures.
- Specialist epilepsy sensors
- Are also available from Alert-It, these are to detect more complex seizures or sleep apnoea.
- Alert-It sensors can detect sounds and different movements or lack of movement in a bed.
- Can be standalone or monitored please make clear which is required.
- Alert it companion mini has a pager but cannot be linked to the monitoring centre.(at present)
- A companion mini pro can be linked to an 8 person pager (multi user pager). Suitable for multi occupancy situations where staff are monitoring more than 1 person.
- A companion can be linked via a universal sensor to the monitoring centre.



## Enuresis Sensor

- Detects moisture.
- Goes on top of mattress.
- Can be very sensitive, normally put in pillow case so that is not activated by sweat.

## Memory

### Temperature Extreme Sensor

- Can be set to detect extreme high temp and is used in kitchen to detect things being left in oven, on hob, oven left on – hope that detecting high temperature will prevent potential fire.
- Can detect if heating set too high.
- Can also be set to detect extreme low temp between 2/35 degrees – if there is concern of someone not putting their heating on.
- Please indicate if required sensor is to detect heat or cold.



### Medication Dispenser

- An automatic pill dispenser which dispenses the medication at the times selected.
- It 'memorises' the time & alarms setting for each days use, but both can be changed at any time. Wider and softer set up buttons for easier programming.
- Fully automatic, has a lockable lid and timed release of medication. This means the patient can only gain access to the medication at the correct time thereby avoiding the danger of overdose.
- Four audio and visual alarms a day (alarm will sound for up to 1 hour and larger flashing red LED on the lid, will stay red until pills are taken) per day that can be set to the exact times you choose.
- Capacity: 28 compartments. Each compartment can fit equivalent of 5 smarties or 11 tic tacs. (Size guide).
- One week's supply of pills up to four times per day or 2 weeks twice per day, 28 days once a day etc.
- Non see through safety cover so the patient will not be tempted to try to gain access to the medication before the correct time.
- Removable medication tray for easy loading -spares available. Can be taken to your pharmacy to fill. (Need to consider when referring who will fill out compartments). Battery operated so it can be taken with you when you go out. Low battery alert. Three different alarm tones.
- This can be a standalone unit – just alerting the person or it can be connected to the monitoring centre. Only request a connected one if a responder is happy to be contacted if no response from the service user.





## Property Exit Sensor Kit



- Magnetic door contacts. Can also be used on windows.
- Activate call to monitoring centre when someone leaves property during the night.
- Normally set to be only active during the night. Time set by carers or family.

- Possible to have active during day working alongside PIR motion sensors; if the doors go during the day but the motion sensors pick up movement in the property no call is made to the monitoring centre.
- Requires as close a responder as possible.
- **If the service user has the Wellbeing response service please consider: Time it will take them to get to property, potentially providing photograph so they can recognise, where would be best to look, how long should they look before calling the police and how will individual react to stranger approaching them.**

## Flood Detector

- Normally placed in bathroom or in kitchen.
- Will detect if water is on the floor, if someone leaves tap running for example.



# Pagers

## DDA Pager Solution

**Please note that this item is not compatible with a GSM base unit**

- Consists of pager to be worn during day and Pillow Alert Pad to be active during night.
- Alert carer in property – E.G. Can be connected to bed sensor, epilepsy sensor, and door sensors.
- Telecare user can use pager also – E.G. Can be connected to smoke alarm/CO detector/Gas detector.
- Works through lifeline, as pager is activated a call is at same time going to monitoring centre.
- Can cancel call to monitoring centre but only have 30 seconds to do this.
- Can only work within house – 200 metre radius.
- Pager can vibrate as well as do a tone signal, pillow pad vibrates. A flashing beacon can also be added. Please state on the referral form if one is required.
- Pager requires fair amount of charging, when pager in charger it automatically activates pillow alert.



## CareAssist

- Currently being used in multi-occupancy Supported Living.
- This is a standalone pager; therefore it does not connect to a Lifeline, or to the monitoring centre.
- Can hold same amount of sensors as Lifeline Unit.
- To be used only when more than one sensor is required.
- Alerts carer that a sensor is being activated and informs them where the sensor is/which sensor it is/whose sensor it is.
- Mainly to transfer from waking night carers to sleep-in night carers.
- 50-100 metre radius.
- Can log all calls and responses.



# Assessment Tools

## Canary Care

- Canary is a discreet, easy to install monitoring and notification system that provides round the clock reassurance, whilst allowing the older or vulnerable person to stay in the home they love.
- Canary uses sensors to capture the movement of a person, the ambient temperature in the home and which callers have visited during the day. It can also monitor if a person has left or returned to their home. **All of this information is recorded on the web and phone, laptop or PC in an easy to read chart** to show you at a glance whether callers have visited during the day. It can also monitor if a person has left or returned to their home. The sensors are not filming or recording, so it is an unobtrusive method of monitoring without invading their space.
- You can set your own Rules so Canary can look out for specific things like lack of, or increased movement or a change in temperature and notify you about this, via an email or text message.
- Canary respects the privacy of people who need care and support so does not use cameras so no-one can be seen or heard.
- Discreet sensors are placed in the rooms and on the doors used most often to monitor movement around the house, exit and entry from the house and temperature so that you can monitor how the person is coping.
- You can view the information wherever you are - information is relayed to your mobile, computer or laptop so you can see if everything is as it should be.
- You can have alerts tailored to your circumstances - Canary will text or email you if anything out of the ordinary occurs, so that you can check with your parent or family member that everything is okay.
- The system includes: Canary Hub and power supply, 2x door sensors and batteries, 4x motion sensors and batteries, 1x Visitor Card, Contact strips (to affix the sensors).

