Products 2013
Telecare & Telehealth Solutions
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We reserve the right to change or modify the list at any time. Photographs are for information purposes only and may not reflect the actual make and model installed.
Welbeing -

a little bit about us

Welbeing is one of the fastest growing telecare organisations in the UK providing telecare and telehealth services to individuals and organisations who deliver care and support to vulnerable people.
We are a specialist telecare company born out of a best value review and partnership between two local authorities.

The joint venture company is managed by a board of independent directors whose focus is on quality, innovation, best value and making our services available to as many people as possible across the UK.

We offer high quality, fully integrated managed services which are strictly audited by the Telecare Services Association (TSA) and work closely with our customers to develop innovative, cost effective solutions to meet their specific requirements.

We are the chosen partner of the Government Procurement Service, NHS Trusts, sheltered housing providers, social services authorities, care agencies, local authorities and voluntary organisations.

**Why choose us**

- Rapidly growing organisation with a national coverage
- Solutions tailored to individual requirements
- We offer a full telecare service
- Relationships built on value, trust and understanding
- 24/7/365 monitoring facilities in our TSA accredited contact centre
- We invest in the most up to date technology to ensure you and your service users get the right support
- Independent so we have the flexibility to select the most suitable technology to suit your needs
- Not for profit
- Competitive pricing
- As a public sector partnership, we speak your language and provide best value

**For further information on any of the products listed in this brochure please call us on 01323 644422 or email info@welbeing.org.uk or visit our website www.welbeing.org.uk**
What is telecare?

Telecare is personal, environmental sensors in the home that enable people to remain safe and independent in their own home for longer. 24 hour monitoring ensures that, should an event occur, the information is acted upon and the most appropriate response is put into action.
Telecare systems can prevent a small event turning into a crisis by making sure that when something happens, an alert is raised and an appropriate response is provided.

What does telecare consist of?

1. **Telecare sensors**
   These are designed to detect conditions and raise an alert through the base unit. They are generally battery powered and signal wirelessly.

2. **On-site carer or monitoring centre**
   To receive alert calls and determine the response.

3. **Appropriate responder to the alarm**
   May be the service user themselves, family, friend, carer or the emergency services.

What are the main service user outcomes from using telecare?

1. Maintain and enhance independence
2. Delay/avoid care home or hospital admissions
3. Sense of security in community
4. Peace of mind for family
5. Promote earlier discharge from hospital
6. Support carers by contributing to reducing anxiety and stress

Telecare should be considered in every holistic assessment as all or part of the solution to meet the service user (or carer) needs.
Risk checklist

Telecare can help to reduce the personal and environmental risks associated with independent living.
There are many areas of risk which can be minimised:

<table>
<thead>
<tr>
<th><strong>Personal risk</strong> - Please tick if applies</th>
<th><strong>Possible solutions</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Falls</strong></td>
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<tr>
<td>Recent history of falls?</td>
<td>• Bed/Chair occupancy sensor</td>
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<td>Lost confidence following a fall?</td>
<td>• Automatic lights</td>
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<td>Fearful of being alone?</td>
<td>• Personal Trigger/pendant</td>
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<td>Day time/Night time falls?</td>
<td>• Fall detector</td>
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<td>Fall as a result of poor lighting?</td>
<td>• Movement sensors</td>
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<td>Loss of consciousness?</td>
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<td>Experienced a long lie following fall?</td>
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<td><strong>Purposeful walking (wandering)</strong></td>
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<tr>
<td>Day time/Night time?</td>
<td>• Door alarms</td>
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<tr>
<td>Within/outside the house?</td>
<td>• Property exit solution</td>
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<tr>
<td>Unable to find own way home?</td>
<td>• Bed/Chair occupancy sensor</td>
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<td><strong>Inactivity</strong></td>
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<td>Day time/Night time falls?</td>
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<td>Unable to transfer themselves safely?</td>
<td>• Movement sensor</td>
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<td>Is there a risk that they will not get out of bed?</td>
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<td><strong>Medication compliance</strong></td>
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<td>Could medication be reviewed?</td>
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<td>Needs prompts?</td>
<td>• Reminders through Lifeline/phone</td>
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<td>Difficulty taking the right medication?</td>
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<td>Cannot manage pharmacy dosette box?</td>
<td>• Mem-X</td>
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<tr>
<td>Has someone who would regularly fill dispenser?</td>
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<tr>
<td>Personal risk - Please tick if applies</td>
<td>Possible solutions</td>
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<td>--------------------------------------</td>
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<tr>
<td><strong>General prompts</strong></td>
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<td>Is prompt needed during activity?</td>
<td>• Reminders through Lifeline/phone</td>
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<td>Daily prompt?</td>
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<td>• Property exit solution</td>
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<td></td>
<td>• Movement detectors</td>
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<td>Allows strangers into property?</td>
<td>• Voice announcer</td>
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<td>• Erica door chain</td>
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<tr>
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<td><strong>Environmental risks</strong></td>
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<td><strong>Fire</strong></td>
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<td>Evidence of burn marks?</td>
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<td>Inappropriate use of appliances?</td>
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<td>Saucepans left on to boil dry?</td>
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<td>Gas cooker?</td>
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<td>Mobility issues?</td>
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<td><strong>Flood</strong></td>
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<td>Does not remember to turn taps off?</td>
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<td>Risk of scalding?</td>
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<tr>
<td><strong>Carbon monoxide</strong></td>
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<td>Has an old boiler with no record of a recent service?</td>
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<tr>
<td>Has an open wood burning fire?</td>
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<td>History of CO poisoning?</td>
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<td><strong>Unlit gas</strong></td>
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<tr>
<td>History of leaving unlit gas?</td>
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</tr>
<tr>
<td>Gas cooker/Fire?</td>
<td>• Gas detector with optional shut off valve</td>
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<tr>
<td>Personal risk - Please tick if applies</td>
<td>Possible solutions</td>
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<tr>
<td><strong>Environmental risks - Continued</strong></td>
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<td><strong>Temperature extremes</strong></td>
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<td>Inappropriate use of heating?</td>
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<td>Has a respiratory condition?</td>
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<td>Has a heart condition?</td>
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<td><strong>Sensory impairment</strong></td>
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<td><strong>Hearing/Visual impairment</strong></td>
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<td>Hard of hearing?</td>
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<td>Wears/Omits to wear hearing aids?</td>
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<td>Poor sight?</td>
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<td>Heavy sleeper?</td>
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<td><strong>Physical impairment</strong></td>
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<td><strong>Speech impairment</strong></td>
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<td><strong>Alerting carers - Carer alerts/pagers</strong></td>
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<tr>
<td>Does the person live alone?</td>
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<tr>
<td>Is there a carer on site?</td>
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<td>Is there carer stress?</td>
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<td>Is the carer having sleepless nights?</td>
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<tr>
<td>Does the cared-for person need to be monitored when the carer leaves the property?</td>
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Case studies
Case study

SCENARIO – Personal risk - falls

Mr F lives with his wife. He is chronically disabled with emphysema and has reduced mobility due to arthritis. Recently his knees have started to give way, causing him to sink to the ground; this resulted in a recent stay in hospital. He now requires a frame to steady himself. Supportive close family members visit every other day; the rest of the time he and his wife are on their own.

At night-time, Mr F was using a torch to light his way to the bathroom (rather than switch on the main light, which would wake his wife). As he required his zimmer frame to mobilise, this was causing him to be unsteady since he found it hard to hold the torch and manoeuvre his frame as well.

At his assessment, Mr F spoke of how he has always enjoyed spending time in his garden and shed and of his hopes that he will be able to resume doing this in the near future.

A Welbeing telecare system with pendant was installed, also a bed occupancy sensor linked to a bedside light.

Installing the telecare system made sure that Mr F was able to raise an alert for help if his knees gave way and he was unable to get up again by himself. The provision of the bed occupancy sensors meant that Mr F was able to visit the bathroom at night safely, using two hands to guide his frame; in addition an alert would be raised to Welbeing if he did not return to bed within a given time (indicating he may have suffered a fall).

Mr F says that the installation of telecare has been very beneficial. It has given him the confidence to be on his own in the house occasionally, also to mobilise in his house, garden and shed, safe in the knowledge that he can call for assistance via his pendant if he needs it. He comments that having the bedside light automatically switched on and off by the bed occupancy sensor when he gets out of bed has made visits to the bathroom much easier for him. His wife added that she can now sleep more soundly too, as she knows he can safely manage independently.

If the telecare equipment had not been installed, Mr F feels that he would have been at much greater risk of falls, which could have resulted in hospital admissions. He also commented that he would have had to rely on family assistance to a greater degree, which would have taken away much of his independence.

*Additional equipment which could have been provided to reduce the risk of falls includes:

- **Wrist-worn fall detector** which activates automatically in the event of a fall; works on the principle of impact, then no movement for 20 seconds. Also has a manual trigger button.

- **Belt-worn fall detector** (tip and tilt principle) activating automatically in the event of a fall. Also has a manual trigger button.

Bed sensor, chair sensor, PIR’s and/or pressure mats could be used to monitor and alert to inactivity.
Case study

SCENARIO – Safety & security

Mr M is 89 years of age and lives with his wife in an isolated rural setting. His daughter lives in the house next door but, due to work commitments, she is only there in the evenings. Mr M has spent some periods of time in hospital during which his wife has been alone in their cottage.

On assessment, Mr M explained that he and his wife were troubled by an unwanted caller last year, who entered their property and went upstairs. Although they managed to persuade the caller to leave after five minutes, they said afterwards they felt very shaken and extremely vulnerable. A Welsbign telecare system with pendant was fitted in the property, together with bogus caller buttons on the front and back doors. *

Mr M says the Welsbign equipment has made a great difference to their wellbeing. He and his wife now feel secure in their property, knowing that they can alert Welbeing via their pendant if they have a problem of any kind. The bogus caller buttons positioned by the front and back doors provide additional reassurance that, should they open the door to an unwanted caller, they can press either of them to open an immediate channel to Welbeing’s contact centre who will not only assess the situation but call for emergency police assistance if needed.

Mr M feels that telecare equipment has empowered them to remain in their own home. Had it not been provided, he says they may have had to consider moving elsewhere (possible into sheltered accommodation or long term care).

*Their security could have been further enhanced by fitting:

- An Erica door chain on both front and back doors. This security chain works in the same way as a normal door chain from the inside, but can be released by a key from outside, allowing family/carers access. It allows someone to remain securely inside with the chain on whenever their partner goes out. Additionally, if a keysafe is fitted, emergency services can gain access without cutting the chain.

- A wide-angle peephole door viewer. Easily fitted in place of a traditional peephole, the inner unit has a clear 5cm x 3.5cm LCD display screen allowing a 60 degree view of callers. Battery operated (AA batteries); it has a simple on/off switch.

- Portable audio door entry system. Allowing a person to converse with the caller before deciding whether to open the door via a remote control.

- Portable wireless colour video intercom. Can be carried around by service user as they move from room to room. Allows both sight of and conversation with caller before opening of door.

- Intruder alarm consisting of Passive Infra-Red sensors linked to arm and disarm triggers. Allows alarming of certain areas of the property (e.g. downstairs when client goes upstairs). Once armed, PIR’s pick up any movement within the area. An alert would then be sent to Welbeing. Easy to disarm by pressing Disarm Trigger.
Products
Telecare Home Units

These Lifeline home units form intelligent centres at the heart of the home to help all kinds of people of all ages to live independently. Lifeline home units can be used to raise an alarm call from anywhere in the home by simply pressing a radio trigger, the large illuminated red button on the unit or automatically via the range of telecare sensors, linked to the home unit.

We supply a wide range of home units for varying telecare needs. The units are designed to protect people by enabling them to raise an alarm call by pressing the large red button on the unit or the personal radio trigger from anywhere in the home.

We offer home hubs that support a comprehensive range of telecare sensors, and store the physical location of each sensor within the unit. Enhanced with the Medication reminder facility they support efficient medication compliance through the use of automatic reminder messages that can require user confirmation for added peace of mind.

GSM Units
landline alternatives

If you are in a location where there are no landlines, or installing a landline is too expensive or not feasible, a fixed cellular terminal could solve your communications problem. Fixed cellular terminals are commonly used in boats, lifts, temporary offices, exhibitions, open air events, outside broadcasting, telecare systems or in any remote location. The Sensitive antenna provides excellent signal and voice quality. Whilst the clear visual display makes it easy to use.
Big Button Phones

We offer several versions of the big button phones

The big button telephone has large black buttons and white numbering. It is hearing aid compatible, can have speaking numbers, visual call indicator and earpiece volume control. It’s the ideal phone for those with poor sight, hearing difficulties or limited dexterity.

The large buttons make dialling easier. The telephone has 3 direct memories and 10 indirect memories for you to store and dial your most frequently called numbers. It has last number redial and adjustable ringer and speech volume along with a visual ringer indicator (super bright LED). Desk or wall mountable.

Mobile Alarms

▼ Big Red Button

The ‘Jelly Bean’ is a robust switch as an alternative to the Lifeline pendant to help people with dexterity problems. We can supply these for wired or wireless connections.

▲ MyAmie

The MyAmie is a small, discreet pendant, worn around the neck, belt or wrist, which allows the user to raise an alarm call in an emergency, even if the home unit is out of reach or in another room.

▲ Actuator Easy Press Pendant Adaptor

An adaptor for use with the pendant when the customer needs assistance pressing the button. The adaptor clicks into the back of the pendant providing the user with a larger surface-area to press and is easier to press as it gives more leverage.

▲ Minuet watch

The Minuet Watch has been developed to help encourage users to wear their personal triggers throughout the day. By combining an alarm button into a high quality watch, users are more likely to wear it and as a result will be provided with additional protection as their ability to raise an alarm call is increased.

The Swiss designed watch is waterproof to provide protection from brief submergence in water and also incorporates an LED to provide the user with visual reassurance that the alarm button has been pressed.
**Minifone**

Minifone is the world’s smallest cordless phone. It can be worn on the wrist or as a pendant. It is designed to offer security and reassurance to the vulnerable at home by providing an easy and convenient way for friends and relatives to keep in touch or call direct to our contact centre. At the same time the Minifone provides rapid access to assistance should the need arise. The user, family member or carer can nominate up to three telephone numbers to be called in the event of an emergency. These would normally be the numbers of family members, friends or neighbours.

**Cadex watch**

The Cadex® reminds the user with a repeated ‘beep’ when he or she has to take medication or what he or she has to do at pre-programmed times. The data bank holds valuable information for both the user and emergency services in the event of an adverse medical episode, for example, an epileptic fit.

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**Telecare Sensors**

**Chair sensors and Chair pads**

The **Chair Absence Sensor** generates an alert if a user has got out of their chair and has not returned after a specified period of time.

The **Chair Occupancy Sensor** provides real time alerts when a user leaves a chair in order to help prevent falls and also to notify carers of potential issues with wheelchair use.

The chair occupancy sensor mat is simply plugged into the universal sensor which sends the radio signal to the home unit. When the user gets out of the chair the timer is started.

If the timer expires before the user has got back into the chair then a call is raised to the carer or contact centre. The chair absence sensor can be combined with a Fast PIR, the timer on the chair sensor is extended each time the PIR detects activity after the user leaves their chair. This helps to reduce false calls where user have not fallen but have decided, for example, to go to the kitchen to make a drink.

**Pressure mat with a universal Rom or door contacts**

The Pressure Mat can be hard wired to a home unit or speech module (can also be wireless). It can be used for inactivity and intruder monitoring. It Monitors movement in specific areas and is activated when someone walks on it.
X10 controllers, light switch + lamp module

X10 controllers can be used in conjunction with bed/chair occupancy, property exit sensors and the adapters in order to switch on lights when a sensor is activated. Light comes on when user gets out of bed and goes off 1 minute after getting back in.

Bed Sensors

The Bed Occupancy Sensor is a solution for the protection of people who get up from their beds during the night and fail to return after a specified period of time has elapsed. Switch can also be connected to enable the user to easily extend the period of time before an alert is raised e.g. when getting up at night to make a cup of tea. The sensor can also detect if users have failed to go to bed at night or have not got up in the morning thus allowing carers to ascertain the cause.

Fall detectors

Two types one belt worn (shown above) and one wrist worn

The belt worn fall detector utilises 2 stage detection process in order to identify a genuine fall. The device registers an emergency and sends a radio alarm signal to the home unit, which then initiates a call at the monitoring centre. The fall detector is supplied complete with waist worn pouch and a stand to keep the fall detector in when not in use.

The wrist worn fall detector is designed to identify a serious fall that leads to a state of unconsciousness and immobility of the user. If such a fall is detected, the detector vibrates to alert the user that it is about to send a radio alarm signal to the Lifeline home unit. In order to reduce the number of false calls, should the user continue or start to move again within a 10 seconds after the fall, a call to the monitoring centre will not be raised. Other features include an alarm button, a hypoallergenic wrist strap and a water resistant casing.

Fall detectors activate automatically, so are useful if a user has seizures, hypo- or hyper-glycaemic attacks or lacks the cognitive ability to press a personal trigger.
**Epilepsy sensors**

This sensor is placed underneath the mattress for monitoring tonic-clonic seizures. Upon detection of such a situation, an alert will be raised to the monitoring centre or carer to ensure the appropriate action can be taken.

**Gem button**

Useful alternative to a pull cord. Wireless Gem buttons can be placed around the home and used to trigger a Lifeline unit. Can also be mounted onto the arm or side of a wheelchair.

**Pullcord**

The Pull Cord is a wireless device that can be placed around the home, in order to provide a user with a convenient means of summoning help in an emergency.

**Arm/Disarm trigger**

This trigger is based on using a pendant with a Lifeline as an alarm. It allows users to arm the intruder functionality at the touch of a button on vacating their dwelling and then to disarm it in the same way as they re-enter. It can also be used as a zoning trigger to enable users to arm PIRs (movement detectors) downstairs whilst disabling sensors upstairs to allow movement during the night. This means that users will not need to ‘beat’ the zoning delay time before the system arms, therefore users can take as much time as required to walk up the stairs without needing to panic. The trigger has a grey case in order to differentiate it from a trigger that raises a telecare alarm call and also has a key fob attachment to enable it to be attached to a key ring.

**Flood detector**

The Flood Detector is a neat unobtrusive wireless sensor that can provide an early warning of potential flood situations. The sensor is placed under the sink or in the bathroom next to the toilet or under the bath. If the detector senses water, the unit will provide two types of alarm. The first is a local audible alarm and the second will activate the Lifeline home unit which will automatically raise a call at the monitoring centre.
Gas detector

This natural gas detector is designed to detect if a gas stove has been left on. It raises an audible alarm while also raising an alert at the contact monitoring centre.

Smoke detector

Smoke detectors provide increased reassurance by raising an alarm call at the monitoring centre while also activating a local audible alarm. Accredited to EN14604:2009 and battery life of up to 5 years.

CO detector

The wireless Carbon Monoxide Battery Operated Detector provides an immediate alert when dangerous CO emissions have been detected due to a blocked flue or fault in a fuel burning appliance. Emits a local audible alarm and activates the Lifeline home unit.

Heat detector

The wireless heat detector provides additional protection against the risk of fires in rooms where smoke detectors are unsuitable e.g. kitchen. Has audible alarm and is linked to our contact centre.

Temperature extreme sensor for low and high temp

The temperature extremes sensor monitors for excessively high and low temperatures and a rapid rate of rise in temperature. It is typically installed on the ceiling or wall in the kitchen to protect people and property against extremes of temperature. Mounted low near/on a skirting board, it will monitor temperature within a property. An alert will be raised at contact centre when the temperature drops low enough for the occupant to be at risk of hypothermia.
**Property exit sensor**

The property exit sensor is designed to improve the safety of people 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 is located above the door and can detect if someone has walked out of the door and not returned. The alarm can be set to activate for certain periods of the day, and will raise an alert to either the carer or the response centre.

**Enuresis sensor**

The Enuresis Sensor provides a discreet and efficient means to detect instances of enuresis the moment they occur. It consists of a thin, waterproof and durable sensor mat (which is positioned under the top sheet of a bed) and a radio device. Can also be used in a wheelchair or armchair.

There are also cotton sensors which cause no discomfort to the user when positioned under their bed sheet.

**Medication dispenser**

Medication dispensers can be used to automatically provide access to medication over a 28 day period (depending on how many doses taken a week), providing audible and visual alerts to the user each time medication should be taken. A timer ensures medication is available at the correct time and prevents doses being taken too close together. If the user fails to access the medication, an alert is raised to the contact centre or carer so that action can be taken to ensure that the medication programme is maintained. Can also be used as a stand-alone device.

**Passive Infrared Sensors (PIR)**

PIRs are wireless movement detectors that can be used to detect both movement (intruder monitoring) and lack of movement (inactivity monitoring). The standard PIR can be used with all functionality with the exception of Virtual Sensors and ADLife which require a specific mode of operation (fast). The Dual Mode PIR has two modes of operation; Fast, designed for use with Virtual Sensor and ADLife features, and Standard for normal intruder and inactivity monitoring. The mode can be simply selected using a switch on the PIR.

**Flashing beacon (hardwired)**

The beacon works with the DDA pager and flashes to indicate when a telecare alert has been raised.
Telecare Alerting Devices

DDA Kit

The Disability Discrimination Act (DDA) defines a disabled person as

“someone who has a physical impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.”

People with physical disabilities or sensory impairments face a variety of challenges that are unique to each individual. These challenges may include loss of independence, fear of falling and the risk of social exclusion. One of the goals of people with physical disabilities or sensory impairments is to take control of their lives, and to make a recognised contribution to their community. This guide aims to summarise the telecare and telehealth solutions available which can be used to support people to live life to the full, as independently as possible.

Telecare is one resource that can help support people and increase their independence by effectively managing the risks to their health and home environment. It can play a vital role in connecting people to the outside world, providing much needed peace of mind and reassurance, 24 hours a day, 365 days a year.

A typical DDA solution combines a pager, transmitter, under pillow pad and optional flashing beacon to provide visually impaired people with additional support and protection by ensuring they are immediately alerted when an alarm is raised via the Lifeline unit.

DDA Vibrating pager + pillow alert solution

The DDA pager solutions immediately alert telecare users or their in-home carers when a telecare alarm is generated. They are particularly useful for telecare users with hearing impairments or for live-in carers or family members who need to be notified quickly if the person they are caring for needs help. Two different pagers are now available, one worn on a belt and a new pager designed like a watch to be worn on the wrist. The pagers can inform the user which telecare sensor has generated the call using different coloured LEDs and vibration patterns. The pager is designed to be inserted into its charger at night and when in this position any telecare alerts automatically vibrate the pillow alert pad to wake the sleeping user/carer.

DDA Flashing Beacon

Further reassurance can be provided by linking a flashing beacon to alert the user with clear, distinct flashes in addition to their pager. The DDA flashing beacon works with the pager and flashes to indicate when a telecare alarm has been activated.
**Bellman Alarm clock**

This Bellman Visit Alarm Clock works as part of the Bellman paging system. It can alert you to the phone ringing, your baby crying, your smoke alarm, your doorbell and the alarm clock itself. To be alerted to anything other than the alarm clock you would need the relevant Bellman transmitter.

The clock alerts you with a loud audible alarm, four flashing lights and a vibrating pad that you pop under your pillow. Each of the four lights are as bright as a mobile phone camera flash. The amplified alarm uses a range of sound frequencies to suit different types of hearing loss. It also gets louder the longer you leave the alarm.

**Wrist Pager**

The wrist pager is a small, discreet paging device that is designed to be worn like a watch. Like the standard pager, the wrist pager vibrates and lights coloured LEDs when a telecare event is generated. Can be teamed with the vibrating pillow alert.

**Voice announcer**

This allows a personalised message to be recorded and replayed upon activation to remind or warn a person about particular activities.

The recordable message can include any phrase up to 10 seconds in length. Ideally the person recording the message will be known to the user and as such their voice will be recognised to them.

**Sounder Beacon**

Available in blue or red, it provides audio and visual confirmation of an alarm call, providing additional reassurance for people with hearing impairments.

**Visual Call Beacon**

Provides visual confirmation when a sensor or trigger is activated.
Memo minder - memory aid

Ideal for placing near the door and prompting people to ask for ID or put the chain across before opening. It plays back one pre-recorded message of up to 20 seconds, when motion is detected nearby. It can remind someone who is ill to take medication or leave the chain on the door before opening.

Mem-X - voice memory aid

Mem-X is a portable voice memory aid designed for those with some memory loss. It tells the user what tasks they have to do at what time in a pre-recorded voice, from special events or appointments to taking medication. A very useful aid for those with cognitive difficulties who can carry on living independently provided that they are prompted to perform regular and occasional tasks by a familiar voice. Allows up to 90 messages of 10 seconds each to be pre-programmed, many months in advance. Messages can be single use, daily (for a period of weeks or months) or weekly. The Mem-X rings when a message is due; each message can be replayed as many times as the user wishes (up until the next message is due). Has the facility for an SOS message to be recorded and stored to inform a 3rd party of the person’s details in the event of accident/memory loss etc.

Door usage sensor

The universal sensor can also be used as a door usage sensor.

BT extension cable and socket

White telephone extension lead fitted with a standard BT plug on one end and standard BT socket on the other. We can also install hard wired BT extension sockets.

Safe socket

The Safe Socket™ is a new concept to ensure that alert calls are raised at the contact centre even though the telephone line is in use or if left off the receiver. It allows the Lifeline home unit to seize the phone line from other connected devices on the same line (i.e. extension phone, computer, fax machine, satellite receiver etc).
Other services

Automated call checking service

This service works by automatically delivering a voice message to a person’s landline or mobile phone, or as a text message, at any chosen time(s). Messages can be set up to ensure a person is safe and well by requiring them to provide a keypad response (reassurance call), or it can be a reminder to take medication, eat meals, drink water etc (reminder call).

During reassurance calls a person’s registered contacts are instantly alerted if two calls are missed e.g. in the event of a fall and the person cannot reach the phone and/or their lifeline pendant. Alerts can be sent directly to family members, friends or the monitoring centre. Messages can be personalised and recorded in any language by family or friends and can be set at times to suit the person’s needs and routine.

Romad - personal tracking

This solution is ideal for active people, lone workers or people with dementia. It provides users with a means of summoning help and a voice connection (via GSM) to our contact centre, even when they leave their home. However it also provides the monitoring centre with the ability to accurately find the location of the unit (via GPS) following an alarm call. The unit can also make and accept incoming telephone calls.

CareAssist

CareAssist is designed to support carers to deliver high quality, non intrusive care. It is an extremely easy to use, portable device that provides carers working or living onsite with a means to receive instant alerts from a range of telecare sensors. This means that onsite carers can be quickly made aware of any incidents allowing them to provide a high level of care whilst maximising efficiency. It provides a very cost effective telecare solution whilst avoiding the need for a telephone line or contact centre service which is often not required when full time care is being provided.
Security

Door entry systems

We use various systems depending on need. They include:

- Portable audio door entry system (range 150 metres)
- Portable wireless colour video intercom system
- Black and white TV monitor & audio system.

All incorporate the facility to open the door remotely and require the services of an independent locksmith to adapt the existing locking system. If there is already a door entry system fitted on the outer door of a block of flats or a scheme building, we are unable to fit another; however our door entry systems could work well on an inner front door to a flat.

Keysafes

Keysafes are fitted outside a property and can only be opened with a code that we hold on your behalf. In the event of an emergency we will pass the code to the emergency services who can gain access to your property quickly without forced entry. We offer a range of key safes from the C500 KeySafe which is made of heavy gauge stainless steel and a thick zinc-alloy shell. A stainless plate around the buttons adds additional security and is scratch and fingerprint resistant. The heavy duty locking mechanism uses a long-travel bolt, making it extremely pry-resistant and the product has achieved Police approval through the Secured by Design initiative. We also have innovative large capacity keysafes with large push buttons allowing for easy operation and automatic reset whenever the key safe is opened or closed. In addition the neoprene weather proof cover is disguised as an electricity hub so as not to raise suspicion.

Bogus caller button

This trigger comes complete with a wall-mounting bracket, for location by a doorway when using as a bogus caller button and will raise a high security alert at the contact centre. Can also be used in other areas of a dwelling as a panic button (e.g. for victims of domestic violence) and programmed to raise a silent call at the contact centre.

Portable receiver

It will receive a signal from a transmitter of your choice, alerting you to someone at your door, the baby crying, the telephone ringing or the smoke alarm. The portable receiver is an ideal size for those who may have manual dexterity problems. It can be used around the home, in your garage or your garden. When activated the receiver sounds an alarm and illuminates one of four different coloured LED symbols to show which transmitter has been activated; i.e. the door, telephone, baby or smoke. Can be integrated with existing Lifeline unit to detect if sensors have been activated.
**Door Bell Transmitter**

The door bell transmitter will alert you to callers by picking up the sound of your existing doorbell. It also has a clever ‘learn’ function, so you can train it to recognise up to three different sounds. There is the added option of an external microphone if you have a remote or awkwardly placed doorbell, or an intercom.

**Erica door chain**

ERICA (External Release Internal Chain Access) solves the problem of gaining access to the inside of a property when the person inside cannot get to the door to release the chain. This unique product has been specifically designed without compromising the original security that the door chain provides. The product can be fitted in exactly the same way and same position as with a conventional chain, however when the chain prevents entry, access from outside can be simply achieved via a standard rim cylinder, using an individual key.

**Pushbutton Transmitter**

Use this push button transmitter as a doorbell or person-to-person alerter. If wishing to use as a doorbell, simply fix it to your outside door frame. When pressed by your visitor, the unit will send a signal to the receiver of your choice. This unit is water-resistant and can withstand the effects of weather.

**Locking door chain**

This innovative door chain allows you to speak to callers and check their identity before giving them access to your home. Once the door is unlocked and ajar, the key is inserted into the lock to release the chain and open the door fully. On closing the door, the chain is clicked back into the locked position by inserting the chain end into the receiver. When leaving the property, the chain can be locked from the outside by reaching through the door opening and pushing the chain bolt into the lock.

**Peephole viewer**

This easy to use & install peep hole door viewer is ideal for vulnerable or poor sighted people to safely open the door, no more having to peep through a tiny eyeglass fitted into the door. Powered by 2 x AA batteries, includes a simple one button press for ON/OFF & a very clear 55mm Screen. Very quick & easy to install and easy to use.
For further information on any of the products listed in this brochure please call us on 01323 644422 or email info@welbeing.org.uk or visit our website www.welbeing.org.uk

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