Telecare Product Guide

Technology supporting people to live independently and safely at home

wel being

there for you, anytime...

Contents

This product list details Welbeing's currently available telecare and telehealth solutions.

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

One of the largest telecare organisations in the UK, providing telecare and telehealth services to individuals and organisations who deliver care and support to vulnerable people.

About Welbeing

The **commitment** to serve

We put all of our efforts into supporting our customers, promoting their independence and reablement.

The **credentials** to reassure

Our impeccable track record and reliability is reflected in our TSA Platinum membership and ISO 9001 accreditation.

The **expertise** to deliver

We're one of the leading telecare providers in the UK, with a large, well-resourced monitoring centre and specialist engineers.

The **power** to enable

We help our business partners to provide high-quality services, manage risk, achieve efficiencies and add value, satisfying end-users and commissioning bodies alike.

The **scale** to compete

With our size and experience, comes an efficient, cost-effective, person-centred and innovative service.

The **freedom** to focus

We're totally independent, which means we can work with the best manufacturers to design and deliver solutions specific to our customers' needs.

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.

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** 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 alert** 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.

Home Safety
Carbon Monoxide Detectors
Extreme Temperatures
Flood Detectors
Smoke Detectors

Independent Living
Sound / Flashing Beacons
Lifeline Pendants
Fall Detectors
Pill Dispensers

Home Security
Bogus Caller Buttons
Releasable Door Chains
Peephole Viewers
Keysafes

Carer Support
Bed & Chair Occupancy
Door Usage Sensors
Epilepsy Sensors
Pager Alert

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Monitoring Control

Risk checking

Telecare can help to reduce the personal and environmental risks associated with independent living.

There are many areas of risk which can be minimised:

Personal risk - Please tick if applies		Possible solutions
Falls		
Recent history of falls?	☐	• Bed/Chair occupancy sensor (p18)
Lost confidence following a fall?	☐	• Automatic lights (p19)
Fearful of being alone?	☐	• Personal trigger/pendant (p16)
Day time falls?	☐	• Fall detector (p18)
Night time falls?	☐	• Movement sensors (p19)
Fall as a result of poor lighting?	☐	• Telecare unit & pendant (p15)
Loss of consciousness?	☐	• Lifestyle monitoring system (p27)
Experienced a long lie following fall?	☐	
Purposeful walking (wandering)		
Day time?	☐	• Door alarms (p28)
Night time?	☐	• Property exit solution (p21)
Within/outside the house?	☐	• Bed/Chair occupancy sensor (p18)
Unable to find own way home?	☐	• GPS tracker (p26)
		• Memo Minder (p24)
		• Voice recorder (p24)
Inactivity		
Day time falls?	☐	• Movement sensors (p19)
Night time falls?	☐	• Fall detector (p18)
Unable to transfer themselves safely?	☐	• Bed/Chair occupancy sensor (p18)
Is there a risk that they will not get out of bed?	☐	• Lifestyle monitoring system (p27)
Serious health issues?	☐	• Inactivity setting (p19)
		• Telehealth (p??)
Health changes		
Epilepsy/Fits?	☐	• Fall detector (p18)
Diabetic?	☐	• Lifestyle monitoring system (p27)
Sudden loss of consciousness?	☐	• Epilepsy sensor (p19)
		• Bed/Chair occupancy sensor (p18)
Medication compliance		
Could medication be reviewed?	☐	• Medication dispenser (p21)
Needs prompts?	☐	• Reminders by Lifeline/phone (p25)
Difficulty taking the right medication?	☐	• Cadex (p17)
Cannot manage pharmacy dosette box?	☐	• Mem-X (p24)
Has someone who would regularly fill dispenser?	☐	

Personal risk - Please tick if applies		Possible solutions
General prompts		
Is prompt needed during activity?	☐	• Reminders by Lifeline/phone (p25)
Daily prompt?	☐	• Mem-X (p24)
One off / Multiple prompts?	☐	• Memo Minder Plus (p24)
Safety and security		
Leaves property unsecured?	☐	• Bogus caller button (p29) • Property exit solution (p21) • Movement detectors (p19)
Allows strangers into property?	☐	• Voice announcer (p24) • Erica door chain (p29) • Peephole door viewer (p28)
Domestic violence?	☐	• Audio or video door entry (p28) • Memo Minder Plus (p24)
Environmental risks		
Fire		
Is a smoker?	☐	• Smoke detector (p20)
Evidence of burn marks?	☐	• Heat detector (p20)
Inappropriate use of appliances?	☐	• Natural gas detector (p20)
Saucepans left on to boil dry?	☐	• Extreme temperature sensor (p20)
Gas cooker?	☐	• Gas shut off kit (p20)
Mobility issues?	☐	
Flood		
Does not remember to turn taps off?	☐	• Flood detector (p19)
Risk of scalding?	☐	
Carbon monoxide		
Has an old boiler with no record of a recent service?	☐	• CO detector (p20)
Has an open wood burning fire?	☐	
History of CO poisoning?	☐	
Unlit gas		
History of leaving unlit gas?	☐	• Reminders on the Lifeline (p15)
Gas cooker/Fire?	☐	• Gas detector with optional shut off valve (p20)

Personal risk - Please tick if applies		Possible solutions
Environmental risks - continued		
Temperature extremes		
Inappropriate use of heating?	☐	• Temperature extreme sensor (p20)
Has a respiratory condition?	☐	
Has a heart condition?	☐	
Sensory impairment		
Hearing/Visual impairment		
Hard of hearing?	☐	• Speaking telephone (p16)
		• Flashing beacon (p23)
		• Sounder beacon (p23)
Wears/Omits to wear hearing aids?	☐	• Equipment linked to vibrating pagers (p22)
Poor sight?	☐	• Vibrating pillow alerts (p22)
		• Peephole door viewer (p28)
		• Portable audio door entry (p28)
Heavy sleeper?	☐	• Video door entry (p28)
Physical impairment		• Big red button (p16)
Alerting carers - Carer alerts/pagers		
Does the person live alone?	☐	• Equipment linked to on site pagers/alarms (p25)
Is there a carer on site?	☐	• Equipment linked to control centre
Is there carer stress?	☐	• Equipment to alert carer only generally, but switched through to Welbeing for us to monitor when needed (p25)
Is the carer having sleepless nights?	☐	
Does the cared-for person need to be monitored when the carer leaves the property?	☐	

Case studies

Falls Case study

Jim lives on his own in his bungalow. He uses a walking aid to mobilise but recently has become more unsteady on his feet and had several minor falls.

One afternoon around 5pm his neighbour noticed that his lights were not on and popped around to check if he was OK. She found him unconscious on the floor, called an ambulance and he was admitted to hospital overnight for observation. Fortunately his only injury was severe bruising.

The hospital social worker visited him on the ward the next day and he agreed to have a Lifeline unit with pendant alarm and a keysafe fitted. It was arranged for these to be installed before he went home, however, a follow-up appointment was also made to ensure all his needs were being met.

At the follow-up appointment two weeks later, Jim explained that he was often out of the room when his telephone rang and that he tries to rush back in to answer it. He said these are the times when falls tend to happen.

Welbeing arranged to re-configure his pendant, so that now when his telephone rings, he can press his pendant alarm (wherever he is in his house) and it will answer his phone. The call will then be amplified through the Lifeline box, allowing him to hear and speak hands-free. When the call is finished, Jim simply presses his pendant alarm to end the call.

Since the re-configuration of the pendant alarm, Jim says not only has he stopped falling but he is now able to hear his telephone calls much more clearly.

Epilepsy Case study

Gina is 16 and lives with her parents. She recently began to experience frequent seizures and was diagnosed with epilepsy. Medication was prescribed but it was explained that this may take some time to take effect.

Gina's parents were concerned that she might suffer a seizure at night-time, of which they would not be aware, so they decided to take it in turns to sleep on the floor next to her bed. Gina felt this was intruding on her privacy.

A telecare assessment was arranged, at which the effects on both Gina and her parents were taken into account.

Subsequently an Epilepsy Sensor was fitted to Gina's bed (to monitor for night-time seizures) and it was configured to a Care Assist pager which would provide an alert to her parents (by ringing, vibrating and displaying an LED message).

As the pager range is 50 metres, Gina's parents were able to return to sleeping in their own bedroom, reassured that the pager would alert them to any seizure movement. Gina was pleased to regain her privacy but also relieved that her parents would be able to gain adequate rest at night.

Gina returned to see her hospital consultant a few months later and, as the pager carries a local and downloadable history, she was able to give the consultant documentation listing every time the pager went off at night (indicating that she was entering a seizure). This information proved invaluable.

Products

Telecare home units

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

We supply a 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 pendant trigger from anywhere in the home.

They alert our monitoring centre should an individual request assistance. Telecare peripherals can be wirelessly connected to the unit.

GSM units
landline alternatives

If you are in a location where there is no landline, or installing a landline is too expensive or not feasible, a base unit that works using a mobile phone network could help. Supplied on an all-inclusive basis including mobile network connections and calls.

Big button phones We have three different types of phone

An loud telephone for the hard of hearing and is the loudest amplified telephone in the world. With an enormous 60db receiver volume, voices on the other end of the line will come through loud and clear. Normal telephones have an incoming volume of approximately 8db to 10db. This telephone is amplified by at least 6 to 7 times the normal volume

making this loud telephone ideal for those who really do need a big boost to the volume.

An amplified telephone with an extra large screen and voice announcements throughout. The BDP 400 telephone is a fully blind friendly phone and has been developed together with the RNIB.

Hearing aid wearers and non hearing aid wearers alike will benefit from this simple to use amplified phone that offers both picture memories and large number dialling keys.

Mobile alarms

▼ Big red button
The 'Jelly Bean' is a robust switch as an alternative to the alarm pendant to help people with dexterity problems.
We can supply these for wired or wireless connections.

▲ MyAmie pendant
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.

▼ 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.

▼ **Touch personal pendant**

A personal pendant that doesn't have a red button and therefore eliminates the stigma associated with traditional pendants.

▶ **Gem button**

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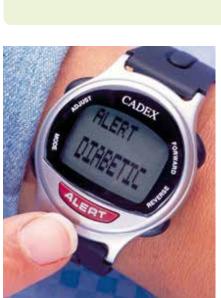

▶**Minuet watch**

An alternative to a pendant, the Minuet Watch has been developed to help encourage users to wear their personal pendant throughout the day. By combining an alarm button into a watch, users are more likely to wear it, if they do not want to wear a traditional pendant. 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.

◀ **Cadex watch**

The Cadex® reminds the user with a repeated 'beep' when they have to take medication or what they have to do at pre-programmed times. The data bank holds valuable data for both the user and emergency services in the event of an adverse medical episode, for example, an epileptic fit. Ideal for conditions such as diabetes, asthma, epilepsy, aphasia, Parkinson's.

Telecare sensors For concerns about falls or inactivity

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.

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.

▶ Bed sensors

The Bed Occupancy Sensor is a solution for 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.

Fall detectors

iVi intelligent pendant (including fall detection)
The iVi intelligent pendant is a small, lightweight device which will automatically generate a call for assistance if a fall is detected and also provide the wearer with a means of calling for help from anywhere in their home 24 hours a day. The iVi has a range of wearing options, and is the only product of its kind to feature a not-worn alert, which will raise the alarm at the contact centre if the iVi has not registered movement for seven days, suggesting that the user has failed to wear it.

VitalBase fall detector
The VitalBaseFall is a wrist worn fall detector designed to identify a serious fall that leads to a state of immobility and/or unconsciousness 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 pre-set time limit after the fall, a call to the monitoring centre will not be generated.

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

▼ Pressure mat

For concerns with walking about. The Pressure Mat can be used for inactivity and intruder monitoring. It monitors movement in specific areas and is activated when someone walks on it. Particularly helpful for people with dementia.

▶ Intruder alarm

For people with concerns about safety. It allows users to switch on the intruder function at the touch of a button on leaving home and then to disarm it in the same way as they re-enter. It can also be used at nighttime by turning off the sensors upstairs whilst keeping on the ones downstairs.

▼ Flood detector

The Flood Detector provides 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 alert. The first is a local audible alert and the second will activate the telecare home unit which will automatically raise a call at the contact centre.

▶ X10 controller, light switch + lamp module

X10 controllers can be used in conjunction with the bed/chair occupancy and property exit sensors in order to switch on lights when a sensor is activated. Light comes on when the user gets out of bed and goes off 1 minuter after getting back in. With around 70 % of falls occurring at night, X10 controllers help to protect telecare users by automatically turning on lights within their home when they get out of bed or leave their property at night. Designed for any individual that requires lighting to be controlled by a Property Exit Sensor or Bed/Chair Occupancy sensor. It is particularly useful for people who are vulnerable to falling.

▼ Epilepsy sensor

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 contact centre or carer to ensure the appropriate action can be taken.

◄ Pullcord

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

▼ CO detector

The wireless Carbon Monoxide 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 alert and activates the telecare home unit.

▲ Smoke detector

Smoke detectors linked to a contact centre provide increased reassurance by raising an alert call at the monitoring centre while also activating a local audible alarm.

▲ Gas detector

This natural gas detector is designed to detect if a gas stove has been left on. It raises an audible alert while also raising an alert at the contact monitoring centre. It is recommended that a power socket safety cover is also used to reduce the likelihood of the plug being disconnected from the electricity supply. Can also be combined with gas shut off valve to automatically cut off gas if a leak is detected.

▼ Temperature extreme sensor for low & high temp

The temperature extreme sensor monitors for excessively high and/or low temperatures and a rapid rise in temperature. It is typically installed on the ceiling or wall in the kitchen to protect people and property against extremes of temperature. For example an alert will be raised at the contact centre when the temperature drops low enough for the occupant to be at risk of hypothermia.

▲ Heat detector

The wireless heat detector provides additional protection against the risk of fire in rooms where smoke detectors are unsuitable. Has an audible alert and is linked to our contact centre.

◀ Enuresis sensor

The Enuresis sensor provides a discreet and efficient means to detect instances of enuresis (bed-wetting) the moment they occur. It consists 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 are soft to the touch when positioned under a bed sheet. Manufactured from cotton fabric that is comfortable under a bed sheet, it does not produce noise when a patient moves in bed and is not affected by urine.

▶ Property exit sensor

For concerns about walking about. 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.

▼ Medication dispenser

Medication dispensers can be used automatically to provide access to medication over a 28 day period (depending on how many doses are 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 without being connected to the contact centre.

▼ Passive infrared sensor (PIR)

PIRs are wireless movement detectors that can be used to detect both movement (intruder monitoring) and lack of movement (inactivity monitoring).

Sensory impairment solutions (DDA equipment)

What are they? Sensory impairment solutions are devices that can be added to telecare systems to support both visually and hearing impaired users to live safely at home. They include devices such as vibrating pagers, sounder and flash beacons to ensure the user or carer is alerted when an alarm is raised via the telecare unit. They provide added reassurance and protection to the user during the day and night.

Why are they needed?
According to the Royal National Institute for the Blind, there are around 2 million people in the UK with a sight problem. Among these, over 370,000 are registered as blind or partially sighted. It is also estimated that an additional 20% could be eligible for registration but have not yet done so. Some 45% of blind or partially sighted adults live alone. Age-related eye conditions are the most common cause of sight loss in the UK. Some 95% of people with sight problems in the UK are 65 or over. There are also nearly 9 million deaf and hard of hearing people with 2 million people using hearing aids. This represents a large proportion of the UK population and in particular a large proportion of existing telecare users. Due to their impairment it is critical that people living with such a condition, in particular those living alone, are alerted quickly when an alarm is generated within their home.

▲ 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 up coloured LEDs when a telecare event is generated.

▼ 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.

▶ DDA vibrating pager + pillow alert solution
The DDA pager immediately alerts users or their in-home carers when a telecare alarm is generated. They are particularly useful for 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 types of pagers are now available, one worn on a

belt and one to be worn on the wrist. 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.

Pillow shaker
Placed under the pillow it uses vibration to alert the sleeping user of various calls and alerts. Can be connected to the Bellman alarm clock, the portable receiver and the flashing beacon.

◀ Pushbutton transmitter

To alert the user of a caller at the front door. 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.

▶ Alarm clock

This Alarm clock 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.

▲ Sounder beacon

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

▲ Visual call beacon

Provides visual confirmation when a sensor or trigger is activated.

▶ Doorbell transmitter

The doorbell 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.

◀ 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. Can be integrated with existing Lifeline unit to detect if sensors have been activated.

Safe socket

The Safe Socket ensures 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 home unit to seize the phone line from other connected devices on the same line (e.g. extension phone, computer, fax machine, satellite receiver).

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 at very reduced rates.

▼ 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 third party of the person's details in the event of accident/memory loss etc.

▶ Memo Minder Plus

A two directional movement sensor, which announces a pre-recorded message (by user, carer or family member) when a person walks past. Can be used as a reminder aid or to discourage the person from leaving the house without supervision. It senses the direction of movement and can play two separate

messages according to whether movement is detected coming indoors or going outdoors.

▶ 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 by them.

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).

Nursecall

A wireless nursecall communications system which enables telecare sensors to be used in residential and nursing homes. The use of telecare sensors, combined with communications technology and tailored support, helps to manage risks and ensure staff are quickly alerted to potential problems.

▶ OneCall

Welbeing OneCall is a life-saving identification service for individuals in varying situations. Each member receives a silicone wristband printed with a unique reference number and the phone number for Welbeing's 24 hour 365 days emergency telephone service. The number allows emergency and medical professionals to access vital medical information details. If a person is lost or disoriented and is found by a member of

the public, personal information will not be given to the caller but the person's pre-arranged contact will be notified and informed of the person's whereabouts. If no responders are available then the emergency services will be called to attend.

◀ CareAssist pager

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.

Onsite carers can be quickly made aware of any incidents. 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.

Global positioning systems

GPS mobile technology is for anyone who would like reassurance that help is on its way should they need it when they are out and about, and peace of mind to carers, friends and family who are worried about someone's safety.

It means that the person can be located immediately and is perfect for someone with dementia, learning disabilities or a mental health condition.

▼ Vega

The Vega is just like a watch and can be worn 24 hrs a day, even when it is charging or you are in the shower. The device has a display showing signal strength and time/date and has been designed and built specifically for people with dementia. Can be used in place of a lifeline unit and pendant, especially if the customer does not have a telephone line. User definable geofence locations. Alerts can be raised when the user enters or leaves the location.

▶ GL200

This is a passive device (no buttons) which is ideal for people who want a simple, easy to use device. It is ideal for people with dementia who need to be located by carers, relatives or friends. It is small, unobtrusive and water resistant. Alerts can be set up for a number of different conditions including low battery and speed. Geofencing capabilities

with alerts send when the user enters or leaves the geofenced location.

▶ GT300

This is a versatile device and ideal for younger people with learning difficulties, people with acquired brain injury or older people who are worried about falling or getting lost outside. It has an SOS button which can trigger alerts and open a voice channel to friends, family and the Welbeing contact centre. Falls detector built in. Simple to use mobile phone with text messages so a carer, the contact centre, friend or family member can remind the user about appointments etc.

Lifestyle monitoring

Canary allows you to see at a glance if everything is as it should be...

Routine   Temperature   Visitors

...and will text and email if anything out of the ordinary occurs

Canary is a monitoring system designed to help people live in their own homes for longer.

It works by monitoring movement and temperature levels within the home. It doesn't use cameras or microphones and offers peace of mind while still respecting your loved one's privacy. Canary lets you know if anything out of the ordinary occurs.

Routine:
Check, for example, if your loved one:
- is safely out of bed and visited the bathroom at the usual time.
- has visited the kitchen for breakfast, lunch and other meals.
- goes off to bed at their usual time in the evening.

Temperature:
Monitors temperature and can let you know:
- if the house is warm enough…but not too hot.
- if the heating is coming on often enough.
- if each room is the temperature you would like it to be.

Visitors:
Visitor Cards can help you to:
- check if a visitor, eg: the cleaner or a carer, has been as expected.
- see if your relative has had much company that day.

Canary offers a solution that means that older and vulnerable people can continue to maintain the independence they desire with the added reassurance that family members are discreetly able to see that they are all right - and will be notified if anything out of the ordinary occurs.

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.

▶ **Peephole viewer**
This easy to use and 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, the clear 55mm screen is activated with the push of a button allowing you to see who is at your door: with both eyes and at a convenient distance from the door.

▼ **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. We also have innovative large capacity KeySafes with large push buttons allowing for easy operation and automatic reset whenever the KeySafe is opened or closed. In addition the neoprene weather proof cover is disguised as an electricity hub so as not to raise suspicion.

▲ 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.
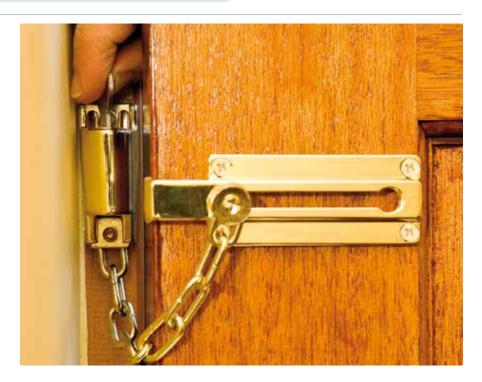

▲ Bogus caller button

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.

▶ 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. 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.

Notes

Notes

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