Community Alarm Telecare Equipment Range

Unless indicated otherwise all telecare equipment have the ability to initiate a call via the alarm unit without the Service User having to press their pendant or take any other action.

IN addition when calls from telecare equipment are received in the Control Room the name of the piece of equipment, which has been activated, is written across the top of the computer screen so staff know exactly what action to take.

Smoke/Heat Detector
Linked through the alarm – automatically sends a call when excessive smoke or heat detected – in Control Room call comes in as “smoke alarm activated” so staff know immediately to dial 999.

Vibrating Pillow – used in conjunction with smoke/heat detectors for service users with hearing disability, placed under pillow and vibrates when smoke/heat alarm activated.

Flood Monitor
For Service Users with poor memory/memory problems and have a tendency to leave taps running – sensor detects build up of water on the floor and activates alarm.
Low Temperature Monitor
Monitors the room temperature and if temperature drops to below 4 degrees and stays there for a period of an hour or more will activate alarm call.

Natural Gas Detector
Normally for Service User with poor memory/memory problems – sensor placed near gas fire or cooker (wherever the problem has been identified). Detects the build up of gas and long before the gas reaches a combustible level initiates a call to the control room.

Door Contacts
For Service Users with a dementia type illness and who have reached the stage of their illness where they are prone to turning night into day and can place themselves in danger by wandering outside of the house during the night. Door contacts are connected to a timer switch, which in turn is linked to the alarm. Door contact timer can be set to suit individual Service User needs taking into account their specific care package. Any time the doors are opened during the period that the timer is on, an alarm call is sent to the Control Room. Control operators then talk to the Service User and attempt to get them to go back inside or delay them long enough for the response worker to attend.

In conjunction with the Door Contacts a “Voice Annunciator Box” can also be installed. This box has a pre-recorded message which will play immediately upon the door being opened - has the advantage of catching the Service User before they step out of the door (alarm call can be delayed in being answered depending on how busy the Control Room staff are). Door contacts can also be fitted with a key switch which would allow a partner or carer to switch the contacts on/off as they require allowing more flexibility.
Bed Exit Monitor

Sensor placed under mattress of bed, in its basic form the sensor will detect when a service user gets out of bed but will not alert anyone unless the service user fails to return to bed after a period of 20 minutes. (This allows service user time to go to bathroom, get a drink etc)

Bed Occupancy Monitor

For those service users with a higher risk of falls when getting up during the night and may need assistance to mobilise. The basic bed exit monitor can be adapted and programmed to raise an alert as soon as the service user exits the bed. This equipment can also be linked to a bedside lamp or light which will come on automatically as soon as the service user gets up. The light will stay on as long as the service user is out of bed and only switches off when the service user places pressure back on the pad.

Bed Seizure (Movement) Monitor

Would benefit Service Users who suffer from epilepsy or any illness that would cause them to go into seizure whilst they were asleep and therefore unable to call for assistance.

A sensor is placed under the mattress. This sensor can distinguish between the normal movement of someone turning over in their sleep and the “jerking movement” associated with seizure. When the seizure movement is detected an alarm call is initiated.

Falls Trigger

For Service Users who are prone to black outs, falls or seizure due to epilepsy or some other illness and where they have no warning of this coming on. The falls trigger is exactly the same as the normal community alarm trigger supplied with the alarm unit and can be activated by pressing the trigger button as normal. In addition the falls trigger has a sensor, which can detect when the trigger is not in an upright position. When the sensor reads that the trigger is at an angle of 45 degrees or more then after a period of 10 seconds it will emit a warning beep and flash a warning light, if after a further 30 seconds the trigger is not replaced in the upright position a call will be sent to the Control Room.
The falls trigger also comes in a wrist worn format, the sensors can detect a sudden drop in air pressure or impact which would indicate a fall has occurred. As per the neck worn one the service user can still press the button to get assistance.

**Chair Exit Sensor**
Assists in monitoring service users who may need assistance with walking but try to get up by themselves and are liable to fall. This sensor can either alert the carer or the control room when service user is rising from chair and they can take appropriate action to assist the service user.

**Memo Minders**
Can be used to prompt service user to take medication or any other regular message that they need to be reminded of. (Similar to a dictation player)

**GPS Locators**
A small phone like device which can be given to service users with dementia and that can be used by them to raise an alert if they become lost or can be used by family members to keep track of service user whilst out of the house. **NB** – This must be put on charge every night and someone must ensure the service user has it with them when the leave the house.

**Truecall Call Blocker Unit** – Device which can be set up to let just specific phone callers through, warn callers that calls are monitored or even refer callers to 3rd party depending on situation. Referrals are made through Trading Standards.