

# Telecare Product Guide

A guide to the range of telecare available in Angus.



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This guide has been designed to help our workforce to be more informed about the range of telecare available in Angus. **Please note that this guide is for professional use only.**

### **What is telecare?**

Telecare is a range of equipment that detects when there is a problem and sends alerts to a call centre which then organises help for an individual. For example an alert would be sent if someone fell or someone left the gas on by accident.

Telecare is designed to support and maintain a person's independence at home. The equipment is unobtrusive and is installed by a trained member of staff with minimal disturbance. It can be installed or taken out as required.

### **When to consider telecare**

Telecare can be used prior to, instead of, or to compliment packages of care.

Telecare should be considered in every holistic assessment as one of the possible solutions to meet service user (or carer) needs. It should be considered along with other practical Assistive Living Technologies and traditional services as part of an effective package of care to meet someone's needs.

### **How to refer for telecare**

If you think a person may benefit from telecare, you can apply by making a referral to the **Community Alarm Service (CAS)**. Referrals should be made on **CAS Form 6** – if you have any queries regarding this please contact the **Community Alarm Service Co-ordinator**.

The range of products may change or be modified at any time. Updates will be sent out as and when required.

### **Charging**

There is a small weekly charge for telecare which is in addition to the Community Alarm service charge. Details of charges can be found on the Angus Health and Social Care Partnership website [www.angushscp.scot](http://www.angushscp.scot)

# Basic Package



**CHARGE**  
Chargeable from date of installation

**TARIFF**  
Community Alarm charge

## Community Alarm

The basic alarm unit uses a unique SIM card to make calls and requires a power outlet connection. When the alarm button/pendant or any of the connected devices are triggered, the unit will automatically dial the CAS control room to notify them that assistance is required. The SIM card has a secure VPN connection that only works with the alarm unit.

**Handy Tips/Reminders** - Advise user that signal connectivity can be variable, however once the call has been activated, the unit will keep trying until it connects with the call receiving centre.

The unit runs silent self automated tests once a week and sends regular reports on connectivity to the call receiving centre for safety monitoring purposes.



**CHARGE**  
Chargeable from date of installation

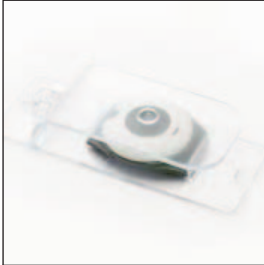
**TARIFF**  
Community Alarm charge

## Pendant

The pendant is available with various wearing options dependent on the person's choice e.g. neck cord, wrist strap or attached to their clothing.

The pendant is pressed to allow remote activation of the person's alarm from anywhere in the house.

**Handy Tips/Reminders** - The pendant is shower proof, but not suitable for wearing in the bath. Remind people to carry out regular test calls using the pendant (at least once a month).

**CHARGE**

Chargeable from date of installation

**TARIFF**

Community Alarm charge

## Easy Press/Dexterity Adaptor

Easy press/dexterity adaptor is an additional device that clips onto the person's pendant and enables easier activation for someone with poor dexterity to call for assistance.

**Handy Tips/Reminders** - Can only be used for neck worn pendants.

# Personal Safety



## **CHARGE**

Chargeable following 8 week trial period

## **TARIFF**

Telecare charge

## **Falls Trigger Wrist**

Uses technology to monitor a person's movement and can detect a sudden heavy fall even if they are not moving. Once activated the device has a short delay period which allows the person to verify that it is a real fall and has a self-cancellation feature. The pendant is fully hypoallergenic and waterproof which enables the person to wear it continuously to help reduce risks. There is no requirement for an additional pendant.

**Handy Tips/Reminders** - Remind person that if they have a soft fall (slide off the chair) they will need to press the pendant as it may not detect the soft fall.



## **CHARGE**

Chargeable following 8 week trial period


## **TARIFF**

Telecare charge

## **Falls Trigger Neck**

Neck worn falls detector. Works based on the pendant hanging down straight. If it is ever tilted at an angle of 90 degrees or more it will issue a warning beep to give person time to straighten if it is a false alarm. If it is not straightened it will continue to send a call automatically. The device can detect if a person falls or is slumped at an angle for a period. The detector also works as a personal alarm meaning an additional pendant is not required.

**Handy Tips/Reminders** - Remember to check pendant hangs straight down when person has this on, encourage them to sit upright to prevent activating unnecessarily and show them how to stop warning beep by straightening up if set off by accident.




**CHARGE**  
Chargeable following 8 week trial period

**TARIFF**  
Telecare charge

## Enuresis Monitor

The enuresis sensor is a machine washable cotton sensor pad which is placed between the bedding and the mattress and used for incontinence detection. If the sensor pad detects an excess amount of moisture, an emergency alarm is raised so that the person can be supported quickly to help maintain skin integrity.

**Handy Tips/Reminders** - Universal transmitter must always be removed before washing.



**CHARGE**  
Chargeable following 8 week trial period

**TARIFF**  
Telecare charge

## Door/Window Contacts

Opening of doors and windows can automatically be monitored at certain times of the day or night. This allows for an alert to be raised if a person leaves their property at an unusual time, providing safety and security for those who are vulnerable or prone to wandering.

**Handy Tips/Reminders** - The times can be reset depending on the needs of the person – door contact referrals must be clear in expected outcome and actions for staff to follow.

**CHARGE**

Chargeable following  
8 week trial period

**TARIFF**

Telecare charge

## Voice Annunciator (Door Contacts)

Passive infra-red sensor that is connected to a pre-recorded message which automatically plays when movement is detected. Can be used in conjunction with door contacts as part of a package of care to distract person from opening the front/back door.

**Handy Tips/Reminders** - Be careful when placing PIR sensor if there is more than one door leading off entry hall, make sure it can only be activated when person is heading towards front door. Pets in the house must also be taken into account when setting this up.

**CHARGE**

Chargeable following  
8 week trial period

**TARIFF**

Telecare charge

## Epilepsy Support Monitor

Designed to detect both movement and sounds associated with epilepsy spasms, incontinence, vomiting, or prolonged bed vacancy. Bed movement detection uses a highly sensitive sensor under the mattress to analyze the frequency of movement and activate an alarm if the movement is too long and frequent. The sound sensor uses a special microphone to detect sharp gasps, clicks or groans. The device however is insensitive to background noise such as talking, TVs, radios, or vacuums. Alternatively, the sound sensor can be used for individuals who make continuous noises whilst in distress.

**Handy Tips/Reminders** - Referral must include clear instructions for staff on action to be taken in event of seizure in progress.



**CHARGE**

Chargeable following  
8 week trial period

**TARIFF**

Telecare charge

## Bed Exit Sensor

A fall at night when there is no one around to help can impact enormously on a person's health and independence. The bed exit sensor helps to reduce this risk by raising an alarm when it detects that a person has left their bed and failed to return within a set time, or with immediate alert function. There are two types of bed exit monitors; one that fits under the mattress and is more suitable for someone who is bariatric the second bed exit is more suited for a smaller frame.

**Handy Tips/Reminders** - Does the person need time to go to bathroom? The sensor can be set to immediate alert if needed or have a 30 minute delay. Please note which type of bed exit sensor you think will be required.

**CHARGE**

Chargeable following  
8 week trial period

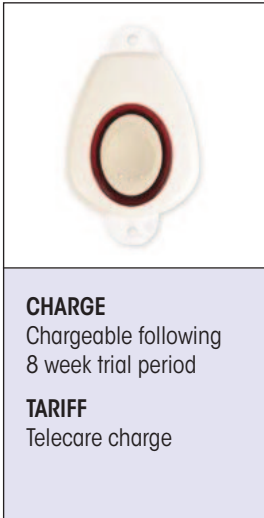
**TARIFF**

Telecare charge

## Chair Exit Sensor

The device is installed under the cushion of a person's chair and used to monitor occupancy. The sensor will automatically raise an alert eight seconds after pressure is removed from the pressure pad, indicating the person may be at risk.

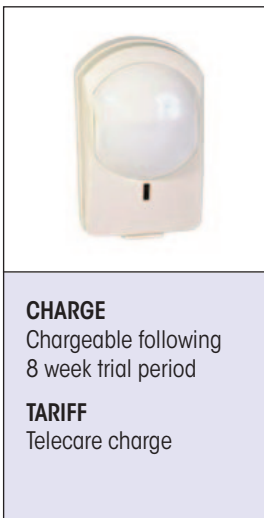
**Handy Tips/Reminders** - It is essential that the pressure pad is located correctly to allow for optimum operation when the user is sitting in the chair.



## Bogus Caller Button

Installed either at the front or back door, this allows a person to raise the alarm if they feel a door step visitor is acting suspiciously and trying to gain access to their property against the property owners will. The control will issue a warning over the alarm whilst contacting police support.

**Handy Tips/Reminders** - The alarm will need to be placed near the door the bogus caller button is being placed to enable control room staff to speak to the unwanted visitor and issue a warning.



## Passive Infrared Sensor (PIR)

This sensor can help to detect movement within a person's home. The sensors can assist in monitoring specific situations such as person getting out of bed, opening fridge/food cupboards, general movement within the home when other sensors are not meeting the need. They can be used to alert carers in the same house.

**Handy Tips/Reminders** - You are advised to check with the Community Alarm Service Co-ordinator regarding the use of this device. Remember when installing to bear in mind if pets live in the house, the bottom half of the sensor will have to be covered to make sure no false reading is picked up.



**CHARGE**

Signposted as to where they can purchase their own following 8 week trial period

**TARIFF** None

## Dehydration Prompt System

Drink detection technology uses cup/tumbler that prompts person to take a drink using a friendly message and reminder light. Can be set to prompt every 20, 40 or 60 minutes depending on need. Does not work overnight to allow person to sleep but does have a nightlight feature in the base to allow easy location of cup/tumbler.

**Handy Tips/Reminders** - item is battery operated so will need regular supply of batteries. No volume adjustment so may not suit those with hearing deficit unless they can see the reminder light so placement is key.



**CHARGE**

Signposted as to where they can purchase their own following 8 week trial period

**TARIFF** None

## Automatic LED Light

Easy plug in night light which can be set to automatically light up when movement is detected during night time hours. Light stays on until there are 15 seconds of no motion detected. Energy saving design that costs less than 2p a week to run. Will save person having to mobilise in the dark to find light switch/source.

**Handy Tips/Reminders** - Consider placement if pets in house to prevent inappropriate activation.

# Home Safety

**CHARGE**

Chargeable following 8 week trial period

**TARIFF**

Telecare charge

## Smoke Detector

Sensor automatically sends a call to the control room when excessive smoke detector. The CAS control room call comes in as "smoke alarm activated" so staff know immediately to dial 999 before speaking to the person.

**Handy Tips/Reminders** - Legislative changes mean that a smoke alarm must be placed on every floor of a house. However, our smoke alarms are an addition to any other smoke alarms already installed in property. It is the property owner who is responsible for ensuring they meet regulations. We will only install two smoke alarms if we are installing a system for those who are hard of hearing.

**CHARGE**

Chargeable following 8 week trial period

**TARIFF**

Telecare charge

## Vibrating Pillow Alert (Firehawk)

An additional smoke alarm system linked to a vibrating pillow and flash alert can be installed for people with a hearing disability, vibrating sensor is placed under pillow and vibrates when smoke alarm is activated.

**Handy Tips/Reminders** - Legislative changes mean that a smoke alarm must be placed on every floor of a house. However, our smoke alarm systems are an addition to any other smoke alarms already installed in property. It is the property owner who is responsible for ensuring they meet regulations. We will only install two smoke alarms if we are installing a system for those who are hard of hearing. These are installed by Scottish Fire & Rescue Service officers.

**CHARGE**

Chargeable following  
8 week trial period

**TARIFF**

Telecare charge

## Heat Detector

Sensor automatically sends a call to the control room when excessive smoke detector. The CAS control room call comes in as "heat alarm activated" so staff know immediately to dial 999 before speaking to the person.

**Handy Tips/Reminders** - To be placed in kitchens for those who tend to burn food and set off the smoke alarm regularly.

**CHARGE**

Chargeable following  
8 week trial period

**TARIFF**

Telecare charge

## Carbon Monoxide Detector (CO)

Sensor detects the build-up of Carbon Monoxide and long before the gas reaches a dangerous level initiates a call to the CAS control room.

**Handy Tips/Reminders** - Should be placed as close to the area of concern as possible (ie, gas fire or hob).



**CHARGE**

Chargeable following 8 week trial period

**TARIFF**

Telecare charge

## Low Temperature Sensor

Sensor monitors room temperature and if temperature drops to below four degrees and stays there for a period of an hour or more an alarm call will be activated.

**Handy Tips/Reminders** - To be placed in room person stays in for most of the day.



**CHARGE**

Signposted as to where they can purchase their own following 8 week trial period

**TARIFF** None

## Remote Control Plugs

Provides remote control access to hard to reach appliances and devices. Connect appliance plug into individual control plug and plug these into the wall. Once fitted devices can be switched on/off at the press of a remote-control button. Saves individuals having to bend over to unplug TV, lights etc, reducing risk of falling.

**Handy Tips/Reminders** - Set of four/five plugs in each pack – batteries required for remote control.

**CHARGE****TARIFF** None

## Just Checking

An easy-to-use online activity monitoring system that helps people to stay independent in their own home for longer. The system uses a range of discreet wireless motion and activity sensors connected to a plug-in controller. The information collated via the various sensors builds up a picture of normal activity within the person's house and gives an accurate picture on their day to day routines. These can be used to help assess and create a support care plan that fits with the person's normal daily practice ensuring care packages are designed around the person.

**Handy Tips/Reminders** - There are a limited number of sets available so subject to restricted usage depending on availability. Enquiries to TEC Development Officer [HunterGL@angus.gov.uk](mailto:HunterGL@angus.gov.uk)

# Carers Support

**CHARGE**

Chargeable following 8 week trial period

**TARIFF**

Telecare charge

## Carers Alert

There are times when an onsite carer needs to be notified immediately that an incident has occurred. The carer alert can be connected to certain telecare devices and used to provide a localised alert for carers rather than calling through to the alarm call handling centre. The device is portable and can be used all around the home. The carer alert provides peace of mind and greater freedom of movement for carers who live with the people they look after.

**Handy Tips/Reminders** - cannot be used with items that need timer (such as door contacts).

**CHARGE**

Chargeable following 8 week trial period

**TARIFF**


Telecare charge

## Carers Alert Pager

The pager connects with the carers alert and can be carried anywhere in the property – when an alarm is made via the carers alert it activates the pager to alert the carer through both lights and vibrations that a call has been made. The pager is battery operated and will require a supply of batteries, also has an charger pack if rechargeable batteries are used.

**Handy Tips/Reminders** - cannot be used with items that need timer (such as door contacts).




 <p>The image shows a red and yellow 'Carers Emergency Card' with the text 'Someone Depends on ME' and '24 HOUR'. Below it is a white card with the text 'Please quote my identity number which is CNO300 1436'.</p>
<p><b>CHARGE</b> Free service</p> <p><b>TARIFF</b> None</p>

## Carers Emergency Card

A Carers Emergency Card is a way of letting people know that someone relies on a carer. If the carer shares their emergency plan with Angus Health and Social Care Partnership, they can also benefit from this free service. It offers a 24-hour emergency helpline, so if a carer is unable to do this themselves, we will get in touch with emergency contacts on their behalf or take appropriate action to provide support in the interim.

**Handy Tips/Reminders** - The application form is part of the Emergency Care Plan available via Angus Carers Centre or online.

 <p>The image shows a yellow and red 'I Depend On Someone' card with '24 HOUR' and contact information: 'In an EMERGENCY please call 01307 464943 / 462670 immediately'.</p>
<p><b>CHARGE</b> Free service</p> <p><b>TARIFF</b> None</p>

## 'I Depend On Someone' Card

As well as the carers emergency card, we have developed a card that can be carried by the person you care for, so if anything, unforeseen should happen when you're not there, you can be contacted. We'll use the contact details that we hold for your emergency card to do this. If we can't contact you, again we can take appropriate action to make sure the person you care for is safe.

**Handy Tips/Reminders** - The application form is part of the Emergency Care Plan available via Angus Carers Centre or online.

**CHARGE**

Free service

**TARIFF**

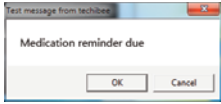
None

## Emergency Care Plan

Supports a person to have vital conversations with family, friends, and trusted neighbours about the role they could play in an emergency. Having these conversations now can reassure the person that someone they trust can step into their caring role in an emergency until alternate support can be arranged. It also means if a person ever needs to use their plan, the person they care for can be reassured by the presence of someone familiar in an emergency. The person will be given a copy of the plan to either leave in the home or to share with those that will step in and support on the persons behalf.

**Handy Tips/Reminders** - Application form available via Angus Carers Centre or online.


# Additional Support Devices


<b>CHARGE</b> Free service
<b>TARIFF</b> None

## Pop Up Messages

Pop up messages are a function that can be added to the call handling screen if there are specific needs so for instance in an Adult Support and Protection case where police are to be called instead of the response team and the call must be recorded for a specific time. These can be used to direct staff on action to take in specific situations.

**Handy Tips/Reminders** - Must be discussed with Community Alarm Service Co-ordinator prior to submitting email request for this support.


<b>CHARGE</b> Free service
<b>TARIFF</b> None

## Call Monitoring

Updates, call reports and screen shots can be provided to support Care Manager decision making in times of crisis or review of existing service provision to a person,

**Handy Tips/Reminders** - Must be discussed with Community Alarm Service Co-ordinator prior to submitting email request for this support.

**CHARGE**

Free service

**TARIFF**

None

## Voice Prompts

The facility to record up to nine messages directly into the alarm can be used to support with medication prompts or as a reminder to make a drink or prepare food.

**Handy Tips/Reminders** - Must be discussed with Community Alarm Service Co-ordinator prior to submitting email request for this support.

**CHARGE**

Free service

**TARIFF**

None

## Welfare Checks

If assessment identifies that person would benefit from regular welfare checks or calls can offer a daily service using phone, social media outlet or KOMP unit depending on circumstances.

**Handy Tips/Reminders** - Must be discussed with Community Alarm Service Co-ordinator prior to submitting email request for this support.

**CHARGE**

Signposted as to where they can purchase their own following 8 week trial period

**TARIFF** None

## One Touch GPS

A personal monitoring system, it operates using a mobile network connection and has a roaming sim. There are no complicated screens or menus a person can reach the three nominated contacts at the touch of a button. Unlike a mobile phone the One touch locator pendant will call the three nominated contacts simultaneously, when one person answers the others will be notified that the call has been answered. The person can call the SOS button for assistance and have a two way conversation with the nominated contacts, an additional function is to set up a geo zone, which will trigger a call when the person exits a predefined area. The device comes with a charging pod and requires to be charged for four hours per day.

**Handy Tips/Reminders** - Must be discussed with Community Alarm Service Co-ordinator prior to submitting email request for this support.

**CHARGE**

Signposted as to where they can purchase their own following 8 week trial period.

**TARIFF** None

## Smart Soles GPS Tracker

The GPS Smart Sole is fitted into a person's shoes or slippers. The Smart Sole will update a person's whereabouts every 10 minutes and nominated family members can check in whenever they wish to via an App downloaded onto a smart phone. The Smart Sole also has the added advantage of setting up a geo zone so that a nominated person will be notified if the person has left the defined area.

**Handy Tips/Reminders** – must be discussed with CAS Co-ordinator prior to submitting email request for this support.

**CHARGE**

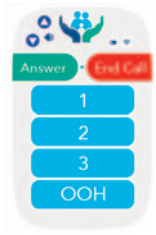
Signposted as to where they can purchase their own following 8 week trial period

**TARIFF** None

## Projector Clock

Displays time and temperature which can be projected onto walls or ceiling so that person can automatically see the time whenever they wake up during the night. Helps reorientation to time of day when confused on waking up.

**Handy Tips/Reminders** – person has to press the clock to get update on time so make sure placed in area person is familiar with.



#### **CHARGE**

Signposted as to where they can purchase their own following 8 week trial period

**TARIFF** None

## **Ownfone**

The ownfone is a very basic mobile phone which can be set up with three numbers for the persons use in emergency situations to contact family/friend. Can accept incoming calls too which helps ease carers and family's minds. The phone can be worn on a lanyard around the persons neck and is as light as a credit card.

**Handy Tips/Reminders** – These can be personalised to any design including photographs to meet the needs of a person.



#### **CHARGE**

Signposted as to where they can purchase their own following 8 week trial period


**TARIFF** None

## **Echo Dot**

This voice controlled speaker has multiple uses. The person can ask for news updates, check on the weather, ask for daily quizzes, and play radio channels and stream music and songs. They can also be used to remind of appointments, taking medication etc. The potential of this equipment to help people at home is continually growing. With the addition of add-ons such as smart lights, you could use voice control to switch on/off lights, heating, adjust thermostats and find TV shows and more with compatible connected devices.

**Handy Tips/Reminders** – Person needs to understand how to communicate with the device – if cognitively impaired may not be suitable.

# Current Equipment Trials


<b>CHARGE</b> Signposted as to where they can purchase their own following 12 week trial.
<b>TARIFF</b> None

## Handy Tips/Reminders

- No broadband connection necessary for purposes of trial however if person has broadband we can connect to this to ensure quality of communication is maintained as USB link can cause connectivity issues depending on local area signal strength.

## KOMP

As part of AHSCP ongoing commitment towards tackling social isolation for vulnerable people, we are in the middle of trying out a new method of communication with those who are unable to use normal means of communication due to lack of cognitive abilities or diagnosed dementia type illness.

The KOMP is a one button unit (the size of a small television) that is placed in the vulnerable person's home. It enables friends, family and designated professionals (such as GPs, District Nurses, Social Care and Day Care workers) to call the vulnerable person and carry out a 1:1 visual conversation via a mobile phone app which has a secure log in and registering procedure. The KOMP also has functions that enable displaying family photographs and text messages and provides a digital clock/day reminder facility when not in use.

The KOMP is end to end encrypted to ensure security and safety for the vulnerable person. Only those who have been given a secure key password will be able to register for the phone app and dial into the person.

The most important aspect of this unit is that the vulnerable person does not have to interact with the unit in any way to use it, they have an option to turn the equipment on or off as they would like, but no other logging on procedure required so restricts issues of confusion or lack of understanding for the vulnerable person.

The trials are being conducted in all areas of Angus where a need has been identified – and early signs are proving very successful.