

SCH Wellbeing Team



Telecare Product Guide

Technology to support people to live independently and safely at home



Solihull
Community Housing
Shaping our neighbourhoods



What are the benefits of Technology Enabled Care?

There are many benefits of using technology enabled care when planning support for people.

It can be used both independently and alongside existing care packages to compliment support already in place.

It can be used to empower and maintain independence,

enabling people to have more control, and live longer in their own homes.

It can also provide convenience and reassurance between families, professionals and staff and can also prove to be cost efficient, compared to 1-2-1 care.

Telecare unit

The telecare unit sits at the heart of the home to help all kinds of people live independently.

They are used to raise an alarm call which can be activated by pressing a pendant, the button on the unit, or automatically by the telecare sensors linked to the unit.

The alert for all pieces of equipment will come through the unit itself.

We have a range of options as to where the alert goes to suit the customer's needs.

These include:

- Outright purchase which goes direct to carers, family members, friends.
- Monitoring service which will alert the call centre and they will inform family, friends etc.
- Monitor and Responder service where the call centre will alert a Safe and Sound officer.





Pendant alarm



The pendant alarm is a small and discreet device which can be worn around the neck or wrist. It allows the user to raise an alarm call in an emergency, even if the telecare unit is out of reach or in another room.

When it's activated, it transfers a call to the call monitoring centre who will arrange help. This could include contacting the client's responder or calling an ambulance if the reply from the client is unclear or there is no response at all.

Falls detector

Vibby falls detector

The Vibby falls detector can give confidence to anyone who is at risk of falling. It has a button which allows the user to call for help if they need it.

In the event of a fall, the sensor in the detector will raise an alarm to the call monitoring centre through the telecare home unit.

If the user stands up 20 seconds after the fall detection, the fall detector cancels the alarm.

If the user stays on the floor, the fall sensor will vibrate with a flashing LED light to let them know an alarm is about to be made.

The detector may be helpful for those with limited mobility, dexterity issues, older people, and people with long-term conditions such as epilepsy, diabetes, and Parkinson's disease.



Chair occupancy sensor

The chair occupancy sensor gives an instant alert when a user leaves a chair to help prevent falls. It can also let carers know of possible issues with wheelchair use.

When the user gets out of the chair, it can have a 15-minute delay to

allow the user to go to the bathroom and come back. If they do not return in 15-minutes, an alert will be raised.



Bed occupancy sensor

The bed occupancy sensor is a pressure pad which is placed on top of the mattress, usually under the bed sheet.



It sends an instant alarm to the call monitoring centre when a user has left their bed. It can be set to have a 15 minute delay. This allows the user to leave the bed for up to 15 minutes. If they have not returned by then, the sensor will raise an alarm.

Piko button

The Piko button is a free-standing alternative to the pendant alarm. This device is helpful for people with mobility issues or have difficulties with hand movement.

The button is wireless and one touch of it will raise a call to a responder or to the call monitoring centre.



Companion epilepsy sensor

The companion is ideal for those tonic/clonic seizures. It can also detect sounds or vomiting.

When a seizure has been detected a call will be activated to the monitoring centre. A bed sensor can also be attached to signal if the user gets out of bed or stays out too long.





Blow switch

Blow Switch is a control alarm that is placed close to the user so it can be easily activated. The user activates the alarm by blowing into the blow switch.



Ping pong switch

The ping pong switch is a control alarm that the user activates the alarm by touching the switch with the head or another body part. The ping pong switch should be placed close to the user.



Pressure mat

Pressure mats monitor movement in specific areas and are activated when someone walks on it. They can be used to monitor inactivity and detecting intruders.

Pressure mats are particularly useful for people with dementia or if you have concerns of a person walking about.

A timed parameter can be programmed so the device will only work within certain times of the day, for example between 9.00pm and 6.00am.



Flood detector

The flood detector gives an early warning when there is a potential flood.

The detector is put on the floor of the bathroom or kitchen. It detects water on the floor caused by overflowing water from the sink, basin, bath or burst water pipe.

When the water is detected, an alarm will be sent to the monitoring centre through the telecare unit.

This product can give reassurance for people who have a habit of leaving taps on.



Smoke detector

The smoke detector is battery operated with a build-in transmitter. When the alarm is activated a clear signal is sounded. At the same time, an alarm is sent by the

telecare unit to the monitoring centre where instant voice connection is set up to allow for necessary action to be taken.



Carbon monoxide detector

Carbon monoxide is often called the 'silent killer' because it's an invisible, odourless, tasteless gas.

When the detector becomes aware of carbon monoxide an alarm is activated.

It will also call to the monitoring by the telecare unit.



Heat detector

The wireless heat detector will activate a call to the alarm monitoring centre by the home unit. It will sound an alarm when the temperature rises to

58c or above. The heat detector is best used in rooms where a false alarm could be activated by a smoke detector, for example in the kitchen.



Medication dispenser

Medication dispensers or pill dispenser can be used automatically to provide medication over a 28-day period (depending on how many doses are taken per week).

It provides a sounded and visual alarm to let the user know when medication should be taken.

It includes a timer which makes sure the medication is given at



the correct time. It also stops doses being taken too close together.

If the user fails to take the medication, an alert is raised to the monitoring centre or responder so that action can be taken. It can also be used without it being connected to the monitoring centre.

Extreme temperature sensor

The extreme temperature sensor monitors when an ambient temperature becomes too hot or too cold. It can be used in areas where a smoke detector could raise a false alarm, for example in the kitchen.

The sensor can also be used to monitor if an outside door has been left open in cold weather or to monitor if the heating breaks down.

The temperature sensor is easily programmed and can be set to the user's needs. An alert will be raised at the monitoring centre when the temperature drops low enough for the user to be at risk of hypothermia.



Motion sensor



Motion sensors can be used to detect both activity and inactivity. They can be placed where it is needed most.

It includes an internal clock where you can time and control the sensor to only be active at certain times, for example at night.

There is a button on the back of the motion sensor, so it is easy for carers or family members to reset the alarm.

Installation is easy and it can be placed on the floor or wall.

Door contacts

The door contacts send an alarm when an individual leaves the property. A small magnet is attached to the door and the transmitter is attached to the door frame.

These can be set to be active at all times, or they can be programmed to have set time. For example, after it is dark.

There is a bypass button which can be used by visitors/carers to enter and leave the property without activating the alarm.

There is also an on/off switch for activation/deactivation. This device can be helpful for those customers that have dementia.



Voice alarm

The voice alarm is a sensor that responds to sounds. It can recognise situations such as epileptic seizures and if someone is calling for help.

The monitoring centre is contacted when the alarm is activated.

The sensor is placed close to the user and the sensitivity can be changed on the device so that the alarm is only started based on the sounds that the user makes.





Get in touch

For more information about telecare products,
please contact the SCH Wellbeing team



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