

# Telecare intermediate care pack



Wealden and  
Eastbourne Lifeline

[www.welbeing.org.uk](http://www.welbeing.org.uk)

## This intermediate care pack offers:

- A range of assistive technology and telecare products to prevent avoidable acute admissions to hospital and facilitate the transition from hospital to home
- Independence and choice for both customer and carer
- Reduced risk of accidents and safety related incidents in and around the home
- Reduced carer stress and improved quality of life for both customer and carer
- Support for continued independent living at home

Through the careful assessment and on-going monitoring of an individuals needs WEL is able to tailor a package, which closely matches the individuals' situation.

Our approach is to provide integrated, tailor-made packages consisting of a range of equipment options, together with monitoring, response and support. Each system seamlessly interfaces and operates between the different elements of the package. Our aim is to provide the service that achieves the best results for our customers in terms of promoting their

security, safety, dignity, independence and general well being together with the freedom to make lifestyle choices. Our experience and knowledge enables us to ensure that we interface effectively with the other services people receive e.g. home care, primary health, sheltered housing, crime prevention and wider networks of community support.

there for  
you, anytime



Using WEL's own monitoring & response centre we provide:

- Bespoke group of sensors/alarms
- 24 hour contact centre monitoring and response, every day of the year
- 24-hour responsive maintenance, every day of the year
- Programmed testing and maintenance
- 24-hour telephone support every day of the year
- Setting up and maintaining customer record on PNC4
- De-commissioning

# Equipment included

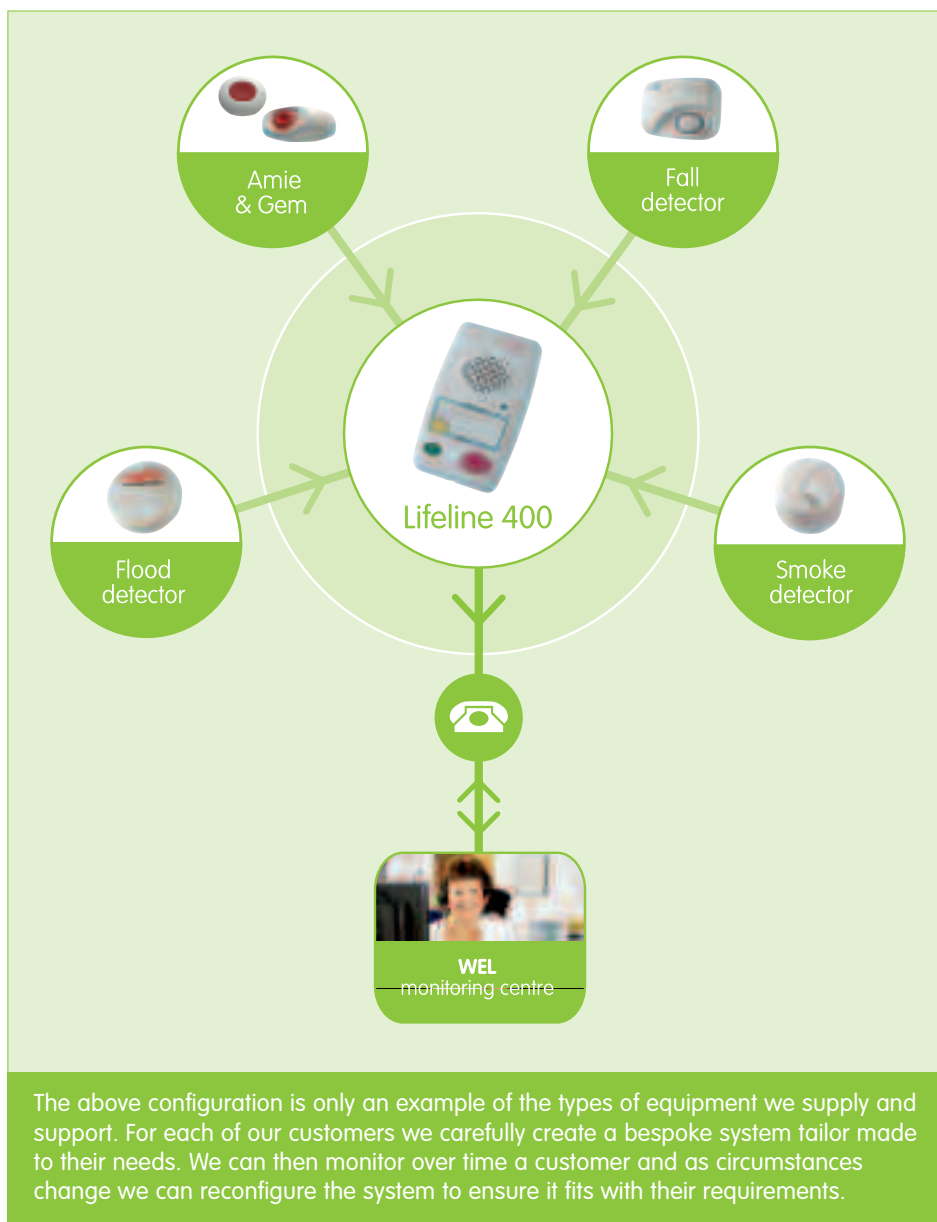


**Lifeline 400** – at the centre of WEL's technical system, the Lifeline 400 transmits information from the various sensors, down the customer's phone line to our monitoring and response centre. The Lifeline 400 has been developed so that it is easily updated and can be added to or reduced as a customer's circumstances change, combining high levels of reliability and simplicity together with the ability to adapt to the ever-expanding role of a response centre. It also offers the ability to include an intruder alarm, providing protection for both people and their property. For an additional fee, extra functionality can be added by the use of the Lifeline 4000+.

**Amie or Gem pendant to suit** – worn round the neck, on the wrist or attached to an item of clothing, personal triggers enable a call for help to be raised anywhere in the home or garden.

OR

**Amie+ and Gem accessory** – similar to Amie and Gem but with larger button for people with limited dexterity.



The above configuration is only an example of the types of equipment we supply and support. For each of our customers we carefully create a bespoke system tailor made to their needs. We can then monitor over time a customer and as circumstances change we can reconfigure the system to ensure it fits with their requirements.

**Falls detector** – automatically detects a serious fall and raises an alert to the WEL monitoring and response centre.

**Flood detector 869MHz** – provides an early warning of flood situations, such as taps being left on. It produces an audible signal both at the customer's home and at the monitoring centre.

**Wireless 869MHz smoke detector** – in case of fire. Dangerous smoke raises an alarm for investigation. Available in mains, battery and line powered versions. An audible signal is triggered both at the customer's home and the WEL monitoring centre.

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For a demonstration or for more information on Telecare products supplied by WEL telephone **(01323) 644422** or visit our web site at **www.welbeing.org.uk**