

Support for older people with mental health problems

www.welbeing.org.uk



Wealden and
Eastbourne Lifeline

This support pack offers:

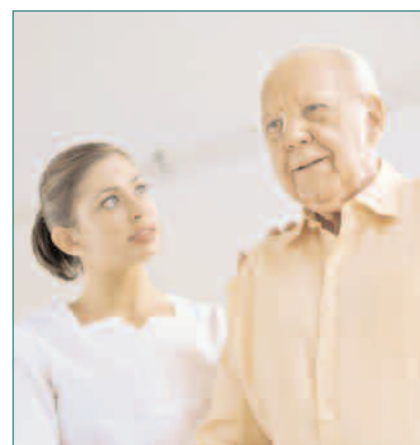
- A range of assistive technology and telecare products together with support services to enable older, frail people with dementia to remain living at home if that is their wish
- Independence and choice for both customer and carer
- Reduced the risk of accidents and safety related incidents in and around the home
- Reduced the number of people being admitted to residential care
- Reduced avoidable entry into residential or hospital care
- Reduced carer stress and improve the quality of life for both customer and carer

Through the careful assessment and on-going monitoring of each individual's needs, WEL is able to tailor a package specifically to enable an older person with mental health problems to remain living at home.

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/alerts
- 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 customers 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 customers 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.

Bed occupancy sensor – for falls in the night, it monitors bed occupancy and generates an alarm for a number of different circumstances. The sensor can also be linked to bedside lights. A chair occupancy sensor is also available.

PIR 869MHz – security and in case of falls, detects movement or periods of inactivity and raises an alarm call.

Property exit sensor – specifically monitors for people leaving a building at unusual times of day or night and has the added capability of detecting whether main exit doors have been left open. It can also be linked to external lighting to provide greater protection.

Bogus caller button – security fitted near the door or around the home to raise an alert to the monitoring centre.



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.

Wireless 869MHz smoke detector – incase 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 customers home and the WEL monitoring 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 customers home and at the monitoring centre.

Temperature extremes sensor – monitors for low and high temperature extremes in addition to sudden rates of rise of temperature to minimise the risks

associated with changes in temperature including the build up of heat in a kitchen due to cooker misuse and the risk of sustained periods of cold weather. An audible signal is triggered both at the customers home and WEL's monitoring centre.

Medication dispenser – to ensure medication is being taken at appropriate times, used to automatically dispense medication, providing audible and visual alerts to the user each time medication should be taken. If the user fails to access the medication, an alert is raised to the monitoring centre or carer.

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**