

# Telecare range

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



Wealden and  
Eastbourne Lifeline

Whatever your circumstances - living alone, disabled, elderly or just wanting additional home security, WEL's tailored Telecare solutions allows you to live safe and secure in your own home.

WEL's monitoring and response centre provides 24 hour support every day of the year giving people the peace of mind and the protection to go about their every day life.

## Individual care and security using today's technology

Telecare is a range of sensing safety devices, which are linked by radio signals to a Lifeline 400 or 4000+ unit and then into your telephone. This is then on an automatic link connecting to WEL's Monitoring and Response centre, which is active 24 hours a day 7 days a week, 365 days a year.

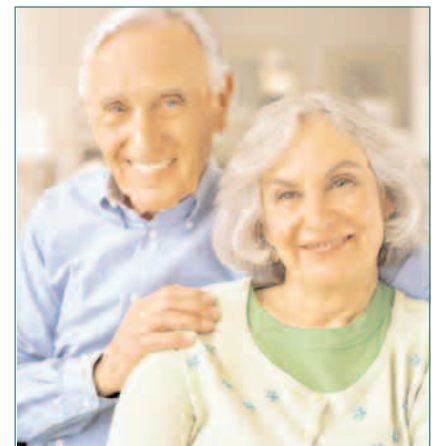
The trigger can be operated manually through a pendant or automatically through the sensors. When activated the telecare home unit (Lifeline 400 or 4000+) calls to WEL's monitoring centre. The system automatically displays on the computer screen the callers details and the type of call that has been made. Through the use of a powerful built-in microphone and speaker the

there for  
you, anytime

caller can have a 2-way conversation with the monitoring centre even if they are not directly near the telephone. From the conversation the monitoring centre operator can decide on the most appropriate action to take, from basic advice to calling out friends and carers or the emergency services. Often practical advice and reassurance is all you need. However, if external help is required, WEL's operators will arrange this for you immediately.

## Benefits of using WEL's telecare systems

A tailor made, non-invasive support system helping to deliver Independence, Reassurance, Protection, Choice, Quality of life, and Continuance of lifestyle. Allowing people to live independently, happily and safely at home. Our system also gives reassurance and peace of mind to family members, knowing that should something happen to their relative help will be at hand and that they will be informed.



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

# WEL's Telecare product range

WEL uses and supports a select group of Telecare products supplied by the leading UK Telecare equipment producer, Tunstall Group Limited.

## Amie+/Gem triggers

Personal radio triggers that allow an alarm to be raised via the Lifeline home units (400 or 4000+).

## Pull cord

When strategically placed around the home the pull cord can be used to raise an alert at WEL's 24-hour response centre.

## Fall detector

Worn on a belt, the Telecare device automatically detects a serious fall and raises an alert to WEL's 24-hour response centre. In conjunction with the bed occupancy sensor it provides a falls management package.

## Bed/ Chair occupancy sensor

Provides an early warning that the user has left their bed and not returned within a predetermined time period as well as not in bed and not out of bed alerts. The sensor can also automatically switch lights on and off.

## Epilepsy sensor

This state of the art sensor is placed underneath the bed sheet and monitors the users vital signs including heart rate and breathing patterns to detect a range of epileptic seizures.

## Enuresis sensor

A thin, waterproof and durable mat, which is positioned between the mattress and top sheet of a bed, therefore not affecting user comfort.

## Smoke detector

Potentially a life saving device, the radio smoke detector provides additional protection by raising an instant alarm call both on the customer's premises and at WEL's 24-hour monitoring centre.

## Carbon monoxide detector

Warns of dangerous CO levels by sounding an alarm at the customer's property and at WEL's 24-hour response centre allowing the appropriate action to be taken.

## Natural gas detector

Warns of dangerous natural gas leaks by raising an alert both at the customer's home and an alert to WEL's 24-hour response centre.

## Gas shut off valve

When combined with the natural gas detector, this solution automatically cuts off the gas supply to an appliance, when a leak is detected.

## Flood detector

This neat, unobtrusive radio sensor provides an early warning by alerting the response centre of potential flood situations in the home.

## Temperature extremes sensor

Detects low, high and rapid rate of rise of temperature within a property and raises an alert to WEL's 24-hour response centre.

## Sounder beacon

Offers both visual and loud audible signals when a sensor or telephone is activated, ideal for the hard of hearing.

## Wandering alert

Provides an early warning by alerting that the user has left their home and not returned within a predetermined time parameter. The sensor also alerts when monitored doors are left open providing added security.

## Pressure mat

24-hour monitoring for inactivity or intruders, dependent on individual needs.

## Bogus caller button

Fitted near a door, this discreet button can be used to call for assistance from WEL's 24-hour response centre, when a stranger requests entry into a home.

## (PIR) movement detector

Detects movement and raises an alert, providing WEL's 24-hour response centre with the ability to audibly verify and record the presence of an intruder or alternatively detect for inactivity.

## Video door entry

Allows visual confirmation of visitors and remote door access into a property giving both security and assistance.

## Medication dispenser

Ensures efficient medication compliance through the use of automatic reminder messages that require the user confirmation for added piece of mind

**All of the equipment is supplied and maintained by WEL's technical department.**

**WEL offers a complete tailor-made service to meet the needs of individual customers. Within this we also produce packs typically required to meet certain conditions. Examples of these are our, 'Falls pack' for people prone to falling, our 'Intermediate care pack' for people just out of hospital or whose condition would allow them to remain at home with the correct support and our pack for the 'Support for older people with mental health problems'. This consists of a range of assistive technology and Telecare products to ensure frail older people with dementia can remain living at home if that is their wish.**



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

## Easy reference guide – List of solutions

Solution	Recommended sensors	Suggested additional sensors
Intruder protection	PIRs, zoning button	Panic button, arm/disarm trigger, bogus caller button
Bogus Callers	Bogus caller button	PIRs, zoning button, arm/disarm trigger
Delayed Discharge	Smoke detector, PIRs, flood detectors, temperature extremes sensor	Bed occupancy sensor
Dementia (e.g. Alzheimer's)	Property exit sensor, bed occupancy sensor	Flood detector, temperature extremes sensor, CO detector, natural gas detector, gas shut off valve, enuresis sensor
Epilepsy	Fall detector, epilepsy sensor	PIRs (inactivity monitoring), pull cord, bed occupancy sensor, flood detector, smoke detector
Diabetes	Fall detector	PIRs (inactivity monitoring), flood detector, smoke detector, temperature extremes sensor
Domestic Violence	Bogus caller button, panic button, PIRs	Zoning button, arm/disarm trigger
Environmental Protection	CO detector, smoke detector, temperature extremes sensor, flood detector, natural gas detector	Gas shut off valve
Extra Care	Smoke detector, fall detector, bed/chair occupancy sensor, property exit sensor, flood detector, temperature extremes sensor	Enuresis sensor, video door entry
Falls Management	Fall detector, pull cord, bed occupancy sensor	PIRs (inactivity monitoring), pressure mat
Frail & Vulnerable	Big button phone, pull cord, CO detector, smoke detector, flood detector, bed occupancy sensor, carer pager	Zoning button, arm/disarm trigger, enuresis sensor, medication dispenser, keyless door entry
Health & Safety	Smoke detector, CO detector, fall detector, flood detector	Gas shut off valve, sounder beacon, visual call beacon
Hearing Impairment	Sounder beacon, big button phone, smoke detector, flood detector, pillow alert solution, user pager	Temperature extremes sensor, CO detector, PIRs
Visual Impairment	Visual call beacon, big button phone, smoke detector, flood detector, pillow alert solution	Temperature extremes sensor, CO detector, PIRs
Personal Security	PIRs, arm/disarm trigger, zoning button, bogus caller button	Smoke detector, flood detector, CO detector, temp extremes sensor, video door entry
Physical Impairment	Fall detector, PIRs (inactivity monitoring), pull cord, bed occupancy sensor, big button phone	Pressure mat, smoke detector, flood detector, CO detector, temperature extremes sensor, environmental control, user alert pager, pillow alert solution, sounder beacon, keyless door entry
Rehabilitation	Fall detector, bed occupancy sensor, flood detector, smoke detector	Carer pager
Workplace Safety	Smoke detector, sounder beacon, fall detector	Lone worker
Delaying Nursing Home Admissions	Smoke detector, flood detector, CO detector, natural gas detector	Fall detector, bed occupancy sensor, property exit sensor, temperature extremes sensor
Intermediate Care	Flood detector, smoke detector, fall detector	Natural gas detector, CO detector
Racial Harassment	PIRs, bogus caller button, panic button	Zoning button, arm/disarm button
School Security	PIRs, sounder beacon, smoke & flood detectors	Fall detector, CO detector

To order or for more information call **(01323) 644422** or visit **[www.welbeing.org.uk](http://www.welbeing.org.uk)**