Telecare
Product Guide

Technology supporting people to live independently and safely at home
This product list details Welbeing’s currently available telecare and telehealth solutions.

We reserve the right to change or modify the list at any time. Photographs are for information purposes only and may not reflect the actual make and model installed.
About Welbeing

One of the largest telecare organisations in the UK, providing telecare and telehealth services to individuals and organisations who deliver care and support to vulnerable people.

The commitment to serve
We put all of our efforts into supporting our customers, promoting their independence and reablement.

The power to enable
We help our business partners to provide high-quality services, manage risk, achieve efficiencies and add value, satisfying end-users and commissioning bodies alike.

The freedom to focus
We can work with the best manufacturers to design and deliver solutions specific to our customers’ needs.

The scale to compete
With our size and experience, comes an efficient, cost-effective, person-centred and innovative service.

The credentials to reassure
Our impeccable track record and reliability is reflected in our TSA Quality Standards Framework and ISO 9001 accreditation.

The expertise to deliver
We’re one of the leading telecare providers in the UK, with a large, well-resourced monitoring centre and specialist engineers.
What is telecare?

Telecare is personal environmental sensors in the home that enable people to remain safe and independent in their own home for longer.

Telecare systems can prevent a small event turning into a crisis by making sure that when something happens, an alert is raised and an appropriate response is provided.
How does telecare work?

1. Telecare sensors are designed to detect conditions and raise an alert through the home unit. They are generally battery powered and signal wirelessly.

2. On-site carer or alarm monitoring centre receive alert calls and determine the response.

3. Appropriate responder to the alert may be the service user themselves, family, friend, carer or the emergency services.

What are the main service user outcomes from using telecare?

- Maintain and enhance independence
- Delay/avoid care home or hospital admissions
- Sense of security in community
- Peace of mind for family
- Promote earlier discharge from hospital
- Support carers by contributing to reducing anxiety and stress.
Risk Checking

Telecare can help to reduce the personal and environmental risks associated with independent living.
### PERSONAL RISK (PLEASE TICK IF APPLIES)

<table>
<thead>
<tr>
<th>FALLS</th>
<th>POSSIBLE SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recent history of falls?</td>
<td>• Telecare base unit &amp; pendant (p17)</td>
</tr>
<tr>
<td>Lost confidence following a fall?</td>
<td>• Personal trigger/pendant (p18)</td>
</tr>
<tr>
<td>Fearful of being alone?</td>
<td>• Bed and chair occupancy sensor (p20)</td>
</tr>
<tr>
<td>Day time falls?</td>
<td>• Fall detector (p20)</td>
</tr>
<tr>
<td>Night time falls?</td>
<td>• Movement sensors (p23)</td>
</tr>
<tr>
<td>Fall as a result of poor lighting?</td>
<td>• Motion sensor (p23)</td>
</tr>
<tr>
<td>Loss of consciousness?</td>
<td></td>
</tr>
<tr>
<td>Experienced a long lie following fall?</td>
<td></td>
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</tbody>
</table>

### PURPOSEFUL WALKING (WANDERING)

| Day time? | • Bed and chair occupancy sensor (p20) |
| Night time? | • Wandering Sensor (p23) |
| Within/outside the house? | • Memo minder plus (p26) |
| Unable to find own way home? | • Voice announcer (p26) |
| | • Ownfone (p27) |
| | • Vega watch (p28) |
| | • GPS tracker (p28) |
| | • Watchful Eye (p29) |

### INACTIVITY

| Day time falls? | • Fall detector (p20) |
| Night time falls? | • Bed and chair occupancy sensor (p20) |
| Unable to transfer themselves safely? | • Pressure mat (p20) |
| Is there a risk that they will not get out of bed? | • Movement sensors (p23) |
| Serious health issues? | • Motion sensor (p23) |

### HEALTH CHANGES

| Epilepsy/Fits? | • Fall detector (p20) |
| Diabetic? | • Bed and chair occupancy sensor (p20) |
| Sudden loss of consciousness? | • Epilepsy sensor (p21) |

### MEDICATION COMPLIANCE

| Could medication be reviewed? | • Medication dispenser (p23) |
| Needs prompts? | • Mem-X (p26) |
| Difficulty taking the right medication? | • Reminders by Lifeline/phone (p27) |
| Cannot manage pharmacy dosette box? | |
| Has someone who would regularly fill dispenser? | |
### PERSONAL RISK (PLEASE TICK IF APPLIES)

<table>
<thead>
<tr>
<th>GENERAL PROMPTS</th>
<th>POSSIBLE SOLUTIONS</th>
</tr>
</thead>
</table>
| Is prompt needed during activity | | • Mem-X (p26)  
| Daily prompt? | | • Memo minder plus (p26)  
| One off / Multiple prompts | | • Reminders by Lifeline/phone (p27) |

### SAFETY AND SECURITY

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<table>
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</table>
| Leaves property unsecured? | | • Movement detectors (p23)  
| Allows strangers into property | | • Voice announcer (p26)  
| Domestic violence | | • Memo minder plus (p26)  
| | | • Bogus caller button (p29) |

### ENVIRONMENTAL RISKS

#### FIRE

<p>| | |</p>
<table>
<thead>
<tr>
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</table>
| Is a smoker? | | • Gas detector (p21)  
| Evidence of burn marks? | | • Smoke detector (p22)  
| Inappropriate use of appliances? | | • Heat detector (p22)  
| Saucepans left on to boil dry? | | • Extreme temperature sensor (p22) |

#### FLOOD

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</table>
| Does not remember to turn taps off? | | • Flood detector (p21)  
| Risk of scalding? | | |

#### CARBON MONOXIDE

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<thead>
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</table>
| Has an old boiler with no record of a recent service? | | • Carbon monoxide detector (p22)  
| Has an open wood burning fire? | | |
| Has a history of carbon monoxide poisoning? | | |

#### UNLIT GAS

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<thead>
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</table>
| History of leaving unlit gas? | | • Gas detector (p21)  
<p>| Gas cooker / fire? | | • Reminders by Lifeline/phone (p27) |</p>
<table>
<thead>
<tr>
<th>PERSONAL RISK (PLEASE TICK IF APPLIES)</th>
<th>POSSIBLE SOLUTIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ENVIRONMENTAL RISKS CONTINUED</strong></td>
<td></td>
</tr>
<tr>
<td><strong>TEMPERATURE EXTREMES</strong></td>
<td></td>
</tr>
<tr>
<td>Inappropriate use of heating?</td>
<td>• Extreme temperature sensor (p22)</td>
</tr>
<tr>
<td>Has respiratory condition?</td>
<td></td>
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<tr>
<td>Has a heart condition</td>
<td></td>
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<tr>
<td><strong>SENSORY IMPAIRMENT</strong></td>
<td></td>
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<tr>
<td><strong>HEARING / VISUAL IMPAIRMENT</strong></td>
<td></td>
</tr>
<tr>
<td>Hard of hearing?</td>
<td>• Speaking telephone (p18)</td>
</tr>
<tr>
<td>Wears / omits to wear hearing aids</td>
<td>• Equipment linked to vibrating pagers (p24)</td>
</tr>
<tr>
<td>Poor sight?</td>
<td>• Vibrating pillow alerts (p24)</td>
</tr>
<tr>
<td>Heavy sleeper?</td>
<td>• Flashing beacon (p25)</td>
</tr>
<tr>
<td>Is there a carer stress?</td>
<td>• Sounder beacon (p25)</td>
</tr>
<tr>
<td><strong>PHYSICAL IMPAIRMENT</strong></td>
<td></td>
</tr>
<tr>
<td>Has a physical impairment?</td>
<td>• Big red button (p19)</td>
</tr>
<tr>
<td><strong>ALERTING CARERS</strong></td>
<td></td>
</tr>
<tr>
<td>Does the person live alone?</td>
<td>• Equipment linked to on site pagers/alarms (p27)</td>
</tr>
<tr>
<td>Is there a carer on site?</td>
<td>• Equipment linked to alarm monitoring centre</td>
</tr>
<tr>
<td>Is there carer stress?</td>
<td>• Equipment to alert carer only generally, but switched through to Welbeing for us to monitor when needed (p27)</td>
</tr>
<tr>
<td>Is the carer having sleepless nights?</td>
<td></td>
</tr>
<tr>
<td>Does the cared-for person need to be monitored when the carer leaves the property?</td>
<td></td>
</tr>
</tbody>
</table>
Case Studies

Real stories of how we’ve helped our customers live an independent life.
CASE STUDY

A simple medication prompt has given me independence and wellbeing

Jennifer takes medication for arthritis, hypertension and anxiety. There is a 24-hour care service available where she lives but residents are encouraged to lead an independent life and for some to take their own medication without being monitored. There have been several occasions recently when Jennifer has forgotten to take her medication which has resulted in her becoming unwell and she recently had to be bought home from her workshop.

As a result of forgetting to take her medicine the carers have been monitoring Jennifer’s medication but would like to her remain as independent as possible and to be able to revert back to taking her own medication. The telecare equipment recommended by the assessor was a lifeline unit and medication prompt added to the unit. Additionally a medication dispenser was considered but this would not detect if medication has been taken and would need to be loaded independently or by carers.

Once the unit was installed there was a facility to record a message (can be a voice known to the client). Once the message is recorded, at the designated time of taking medication the unit would flash and bleep for 5 minutes, Jennifer would then go to the unit and press the green button, once pressed the designated voice would automatically start to issue the required reminder (e.g. “Jennifer it’s time to take your pills”).

The medication prompt was a very simple and effective way to help Jennifer maintain her independent living as it has allowed her to still have control over her medication with the reassurance for her and her carers that is she misses a dosage then the contact centre would know and contact her to remind her.

About Jennifer

Jennifer is in her 20s and lives in a sheltered housing flat within an occupied home for adults with learning disabilities. Jennifer has lived here for a long time and feels very secure within her environment. She also attends a daily workshop 3 days a week. There have been several occasions recently when she has forgotten to take her medication.

Products

- Telecare home unit
- Pendant
- Medication dispenser
I feel so much more confident at home and my wife can sleep more soundly too

After his fall Fred now requires a frame to steady himself, which he uses both upstairs and downstairs. Supportive close family members visit every other day, the rest of the time he and his wife are on their own. At night-time Fred was using a torch to light his way to the bathroom.

Fred is using a walking frame to mobilise but this was causing him to be unsteady since he found it hard to hold the torch and manoeuvre his frame as well. At his assessment, Fred spoke of how he has always enjoyed spending time in his garden and of his hopes that he will be able to resume doing this in the near future.

A Lifeline pendant was installed, a bed occupancy sensor linked to a bedside light by a X10 master & slave controllers. Fred says that the installation of telecare has been very beneficial. It has given him the confidence to be on his own in the house occasionally, also to mobilise in his house and garden, safe in the knowledge that he can call for assistance via his pendant if he needs it. He said that having the bedside light automatically switched on and off when he gets out of bed has made visits to the bathroom much easier for him. His wife added that she can now sleep more soundly too, as she knows he can safely manage independently.

If the telecare equipment had not been installed, Fred feels that he would have been at much greater risk of falls, which could have resulted in hospital admissions. He also commented that he would have had to rely on family assistance to a much greater degree, which would have taken away much of his independence.

About Fred

Fred lives with his wife, he is chronically disabled with emphysema and has reduced mobility due to arthritis. Recently his knees have started to give way, causing him to sink to the ground and fall, this has resulted in a recent stay in hospital.

Products

- Telecare home unit
- Pendant
- Bed occupancy sensor
- X10 controller for light
I’ve regained my freedom and privacy and my parents can sleep at night now too

Gina’s parents were concerned that she might suffer a seizure at night-time and they would not be aware, so they decided to take it in turns to sleep on the floor next to her bed. Gina felt this was intruding on her privacy.

A telecare assessment was arranged, at which the effects on both Gina and her parents were taken into account. Subsequently an Epilepsy Sensor was fitted to Gina’s bed (to monitor for night-time seizures) and it was configured to a Care Assist pager which would provide an alert to her parents (by ringing, vibrating and displaying an LED message).

As the pager range is 50 metres, Gina’s parents were able to return to sleeping in their own bedroom, reassured that the pager would alert them to any seizure movement. Gina was pleased to regain her privacy but also relieved that her parents would be able to gain adequate rest at night.

Gina returned to see her hospital consultant a few months later and, as the pager carries a local and downloadable history, she was able to give the consultant documentation listing every time the pager went off at night (indicating that she was entering a seizure). This information proved invaluable in helping the consultant to tailor medication to suit her condition.

About Gina
Gina is 16 and lives with her parents. She recently began to experience frequent seizures and was diagnosed with epilepsy. Medication was prescribed but it was explained that this may take some time to take effect.

Products
• Telecare home unit
• Epilepsy sensor
• Care Assist pager
It’s reassuring to know that help is at hand for my mum when I can’t be there

Betty has been diagnosed with dementia and recent falls. Her mobility is very good generally and she walks to the shops daily. She does not remember having any falls. Social Services are now involved and are concerned for Betty’s safety in the home. The toilet is outside in the small courtyard and the bathroom is upstairs.

Betty does have a brother who lives nearby and helps her when he can, but he is also elderly and has medical problems. Her daughter lives too far away to be able to come to her mum’s aid if she needs help. When asked about the walking Betty does not remember leaving her home during the early hours, and when told, was very upset and emotional.

There has been a lifeline installed for some time, and at assessment Betty was confident that she would press the pendant if she needed help. When questioned what she would do if there was a fire in the home, she said she would call the doctor.

The gas supply to her cooker has also been disconnected as she had been leaving food on the stove which was burnt and this alerted her neighbours. There is a gas fire in place which is used when the weather is cold. The equipment recommended was; smoke alarms upstairs and downstairs, bed occupancy sensor to monitor if Betty gets out of bed at night and doesn’t return and a carbon monoxide detector for the gas fire.

The benefits of having the telecare package is that Betty is able to remain in her home for as long as possible which she is keen to do and it has also reassurance to her family.

About Betty
Betty is in her 90s and has lived alone in a very old cottage for more than 50 years. Betty has dementia and has been wandering during the night much to the concern of her neighbours who tend to look out for her during the day.

Products
• Telecare home unit
• Smoke detector
• Bed occupancy sensor
• Carbon monoxide detector
Products

Telecare helps to manage risk and support independence by means of unobtrusive wireless sensors placed around the home which detect possible problems such as smoke, gas, flood or a person falling.
Telecare home units
These home units form intelligent centres at the heart of the home to help all kinds of people of all ages to live independently. Used to raise an alarm call from anywhere in the home by simply pressing a pendant, the large button on the unit or automatically via the range of telecare sensors linked to the home unit.

We supply a range of home units for varying telecare needs. The units are designed to protect people by enabling them to raise an alarm call by pressing the button on the unit or the personal pendant trigger from anywhere in the home. They alert our alarm monitoring centre should an individual request assistance. Discrete telecare sensors can be wirelessly connected to the home unit.

Telecare home units
This elegantly designed telecare home unit looks great in any home, eliminating any stigma associated with using this equipment. It is mains powered and intended for use with analogue telephone networks.

Landline alternatives
If you are in a location where there is no landline, or installing a landline is too expensive or not feasible, a home unit that works using a mobile phone network could help. Supplied on an all-inclusive basis including mobile network connections and calls.

CareIP®
CareIP® offers a completely digital future-proof solution and can operate using GSM, GPRS and IP/Internet communication.

CareMobile
CareMobile is our latest digital home unit which communicates digitally to the alarm monitoring centre via mobile IP.
Big button telephones

Geemarc BDP400
The Geemarc BDP400 amplified telephone has an extra large screen and voice announcements throughout. This amplified phone is a fully blind friendly telephone and has been developed together with the RNIB. This phone is ideal for those with both visual and hearing impairment. This amplified telephone offers a large range of features which make it the ideal choice for someone who needs some help hearing better on the phone and that also has some dexterity and/or visual impairments. All the numbers and functions, as well as the phonebook, have an optional vocalisation which announces the name/number, what button you are pressing, the function you may be changing etc. It has an extra large display screen for easy reading and larger buttons for easy dialling. With superb levels of amplification/volume adjustments for incoming voice and an optional extra loud ringer, the BDP400 provides the complete package of features and value.

Geemarc Amplipower
The Geemarc Amplipower 50 is one of the loudest and clearest amplified phones available, making it ideal for people with up to severe hearing loss. If you or a loved one are frustrated about missing phone calls, and it’s getting increasingly difficult to chat on the phone, the AmpliPower 50 phone will make keeping in touch a pleasure again. This easy-to-use corded phone is hearing aid-compatible and fully adjustable to suit your hearing needs. You’ll never miss another call, thanks to the amplified ringer and built-in flashing strobe light. The extra-loud handset volume (up to 60dB) will make every conversation loud and clear so you’ll hear every word. Regular landline phones have an incoming volume of approximately 8dB to 10dB, making the AmpliPower 50, at least six to eight times louder. Sound quality isn’t affected, even at the highest volume.

Doro MemoryPlus 319i ph
Staying in touch with friends and family is vital for anyone living with memory loss or dementia. Plenty of thought has gone into the design of the Doro MemoryPlus 319i ph phone - it is ideal for those needing a super simple loud desk phone. It also features speed dial picture buttons and an optional protective keypad cover for further simplification. With extra loud voice and ringing volume plus oversize buttons this phone offers all the basics well and at a great price.
**Fall detector**

**Vibby fall detector**
The Vibby can give confidence to anyone who is at risk of falling, such as people with limited mobility, older people and people with long-term conditions such as epilepsy, diabetes and Parkinson’s disease. The fall detector offers the user increased versatility and wear-ability options. It has an integral alarm button to enable the user to summon help. In the event of a fall, the sensor will raise an alarm to the alarm monitoring centre via a telecare home unit. If the user stands up 20 seconds after the fall detection, our fall detector cancels the alarm. If the wearer stays on the floor, the fall sensor will also vibrate and the LED light flashes to let the user know an alarm is about to be generated.

**Pendant**
A small, discreet pendant, worn around the neck, belt or wrist, which allows the user to raise an alarm call in an emergency, even if the home unit is out of reach or in another room.

**Big red button**
The ‘Jelly Bean’ is a robust switch as a free-standing alternative to the alarm pendant to help people with mobility or dexterity difficulties. We can supply these for wired or wireless connections. One touch of the button will raise a call to a local carer or alarm monitoring centre.

**Easy press pendant adaptor**
An adaptor for use with the pendant when a customer with dexterity difficulties needs assistance pressing the button and activating an alarm call. The easy press pendant adaptor fits securely over the pendant providing the user with a larger surface area to press and raise an alarm with little effort.

**Mobile alarms**

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Telecare sensors

Chair occupancy sensor
The chair occupancy sensor provides real time alerts when a user leaves a chair, in order to help prevent falls and also to notify carers of potential issues with wheelchair use. When the user gets out of the chair the timer is started. If the timer expires before the user has got back into the chair then a call is raised to the carer or alarm monitoring centre.

Bed occupancy sensor
The bed occupancy sensor generates an alarm by alerting our alarm monitoring centre that the user has left their bed and not returned after a set period of time. It consists of a bed pressure pad placed underneath the mattress. The sensor can also raise an alert if the user doesn’t go to bed by a particular time or doesn’t get up by a certain time.

Pressure mat
For concerns with walking about. The pressure mat can be used for inactivity and intruder monitoring. It monitors movement in specific areas and is activated when someone walks on it. Particularly helpful for people with dementia. Time parameters can be programmed so that the device will only work within certain times of the day for example between 9.00pm and 6.00am.
**Companion epilepsy sensor**
The companion is ideal for support of tonic/clonic seizures as well as detecting sounds, vomiting or incontinence. A bed sensor can be attached to alert if the user gets out of bed, or stays out too long. When a seizure has been detected a call will be activated to the alarm monitoring centre.

**Guardian epilepsy sensor**
The guardian is an advanced epilepsy monitor and can be applied to the most demanding situations. Like the companion it can monitor bed movement, sound, incontinence, vomiting and bed vacation. In this case the movement detection has the capability of supporting those with tonic/clonic and tonic seizures. When a seizure has been detected a call will be activated to the alarm monitoring centre.

**Gas detector**
This natural gas detector is designed to detect if a gas stove has been left on. It raises an audible alert while also raising an alert at the alarm monitoring centre. It is recommended that a power socket safety cover is also used to reduce the likelihood of the plug being disconnected from the electricity supply. This natural gas detector is simple to install without the need for a qualified electrician. Can also be combined with gas shut off valve to automatically cut off gas if a leak is detected.

**Flood detector**
The flood detector will provide an early warning of a potential flood. The flood detector is placed on the floor in the bathroom or kitchen. It is used to detect water on the bathroom/kitchen floor caused by an overflow of water from the sink, basin, bath or burst water pipe.

Once water is detected an alarm will be sent to the alarm monitoring centre via the home unit. This product helps provide reassurance for people who have a habit of leaving taps on which can cause hazard situations, significant damage resulting in unnecessary cost and inconvenience.

Compatible with CareIP, CareIP Mobile, Doro Sara.
**Extreme temperature sensor**

The extreme temperature sensor monitors when the ambient temperature becomes too hot or too cold. It can be used in areas where a smoke detector would raise false alarms i.e. kitchen. The sensor can also be used to monitor if an outside door has been left open in cold weather conditions or to monitor if the heating breaks down at any time. The temperature sensor is easily programmed and can be set to suit the end user’s needs. An alert will be raised at the alarm monitoring centre when the temperature drops low enough for the occupant to be at risk of hypothermia.

**Smoke detector**

A growing number of local governments and health care providers take preventative measures to ensure that older people live in a safe environment. One simple measure is using a smoke detector. The smoke detector is battery operated with a built-in transmitter. When the alarm is triggered a clear, acoustic signal is sounded on the premises. Simultaneously an alarm is sent via the home unit to the alarm monitoring centre where instant voice connection is established allowing necessary action to be taken.

**Carbon monoxide detector**

Carbon monoxide is often called the “silent killer” because it is an invisible, odourless, tasteless gas produced when fossil fuels do not burn completely. The carbon monoxide detector detects when carbon monoxide concentration reaches set levels. An audible and visual alarm are given as well as activating a call to the alarm monitoring centre via the telecare home unit.

**Heat detector**

The wireless heat detector will activate a call to the alarm monitoring centre via the home unit and provide a local audible alarm when the temperature rises to 58°C or above. The heat detector is best used for those locations where a false alarm is likely to occur with a standard ionization and optical smoke detector due to steam, cooking flame or particles (e.g. burning toast).

**Pullcord**

The pullcord is a wireless device that can be placed around the home, typically in a bathroom in order to provide a user with a convenient means of summoning help in an emergency. On activation a call will be placed to the alarm monitoring centre via the home unit.
Enuresis sensor
The enuresis sensor provides a discreet and efficient means to detect instances of enuresis (bed-wetting) the moment they occur. It consists of a thin, waterproof and durable sensor mat (which is positioned under the top sheet of a bed) and a radio device. Can also be used in a wheelchair or armchair. There are also cotton sensors which are soft to the touch when positioned under a bed sheet. Manufactured from cotton fabric that is comfortable under a bed sheet, it does not produce noise when a patient moves in bed and is not affected by urine.

Wandering sensor
Available as an easy-to-use wrist worn alarm and as a low frequency standalone device. The devices can be very helpful to those who have dementia as they can monitor when someone leaves the home and when they re-enter. The wrist alarm will trigger an alert to the alarm monitoring centre via the home unit when the user passes through a door or restricted area. Time parameters can be set e.g. don’t leave house between 9pm–6am.

Motion sensor
Motion is a unique wireless motion sensor with multiple functions in one product. With user-friendly design and easy installation, it can be easily placed where it is most needed. With built in PIR sensor Motion can be used to detect both activity and inactivity. An internal clock provides an opportunity to time and control the sensor, for example to be only active at night. With a button on the back of Motion, it is easy for carers/family members to reset the alarm. A folding bracket allows installation on the floor or wall.

Medication dispenser
Medication dispensers or pill dispenser can be used automatically to provide access to medication over a 28 day period (depending on how many doses are taken a week), providing audible and visual alerts to the user each time medication should be taken.

A timer ensures medication is available at the correct time and prevents doses being taken too close together. If the user fails to access the medication, an alert is raised to the monitoring centre or carer so that action can be taken to ensure that the medication programme is maintained. Can also be used without being connected to the alarm monitoring centre.
What are they?
Sensory impairment solutions are devices that can be added to telecare systems to support both visually and hearing impaired users to live safely at home. They include devices such as vibrating pagers, sounder and flash beacons to ensure the user or carer is alerted when an alarm is raised via the telecare unit. They provide added reassurance and protection to the user during the day and night.

Why are they needed?
According to the Royal National Institute for the Blind, there are around 2 million people in the UK with a sight problem. Among these, over 370,000 are registered as blind or partially sighted. It is also estimated that an additional 20% could be eligible for registration but have not yet done so. Some 45% of blind or partially sighted adults live alone. Age-related eye conditions are the most common cause of sight loss in the UK. Some 95% of people with sight problems in the UK are 65 or over.

There are also nearly 9 million deaf and hard of hearing people with 2 million people using hearing aids. This represents a large proportion of the UK population and in particular a large proportion of existing telecare users. Due to their impairment it is critical that people living with such a condition, in particular those living alone, are alerted quickly when an alarm is generated within their home.

**DDA vibrating pager + pillow alert solution**
The DDA pager immediately alerts users or their in-home carers when a telecare alarm is generated. They are particularly useful for users with hearing impairments or for live-in carers or family members who need to be notified quickly if the person they are caring for needs help. Two types of pagers are now available, one worn on a belt and one to be worn on the wrist. The pager is designed to be inserted into its charger at night and when in this position any telecare alerts automatically vibrate the pillow alert pad to wake the sleeping user/carer.

**Wrist pager**
The wrist pager is a small, discreet paging device that is designed to be worn like a watch. Like the standard pager, the wrist pager vibrates and lights up coloured LEDs when a telecare event is generated.

**DDA flashing beacon**
Further reassurance can be provided by linking a flashing beacon to alert the user with clear, distinct flashes in addition to their pager.

**Pillow shaker**
Placed under the pillow it uses vibration to alert the sleeping user of various calls and alerts. Can be connected to the Bellman alarm clock, the portable receiver and the flashing beacon.
Alarm clock
This alarm clock can alert you to the phone ringing, your baby crying, your smoke alarm, your doorbell and the alarm clock itself. To be alerted to anything other than the alarm clock you would need the relevant Bellman transmitter. The clock alerts you with a loud audible alarm, four flashing lights and a vibrating pad that you pop under your pillow. Each of the four lights are as bright as a mobile phone camera flash. The amplified alarm uses a range of sound frequencies to suit different types of hearing loss. It also gets louder the longer you leave the alarm.

Push button transmitter
To alert the user of a caller at the front door. When pressed by your visitor, the unit will send a signal to the receiver of your choice. This unit is water-resistant and can withstand the effects of weather.

Sounder beacon
Available in blue or red, it provides audio and visual confirmation of an alert call, providing additional reassurance for people with hearing impairments.

Visual call beacon
Provides visual confirmation when a sensor or trigger is activated.

Doorbell transmitter
The doorbell transmitter will alert you to callers by picking up the sound of your existing doorbell. It also has a clever ‘learn’ function, so you can train it to recognise up to three different sounds. There is the added option of an external microphone if you have a remote or awkwardly placed doorbell, or an intercom.

Portable receiver
It will receive a signal from a transmitter of your choice, alerting you to someone at your door, the baby crying, the telephone ringing or the smoke alarm. The portable receiver is an ideal size for those who may have manual dexterity problems. It can be used around the home, in your garage or your garden. When activated the receiver sounds an alarm and illuminates one of four different coloured LED symbols to show which transmitter has been activated. Can be integrated with existing telecare home unit to detect if sensors have been activated.
Mem-X (voice reminder)
Mem-X is a portable voice memory aid designed for those with some memory loss. It tells the user what tasks they have to do at what time in a pre-recorded voice, from special events or appointments to taking medication.

A very useful aid for those with cognitive difficulties who can carry on living independently provided that they are prompted to perform regular and occasional tasks by a familiar voice. Allows up to 90 messages of 10 seconds each to be pre-programmed, many months in advance. Messages can be single use, daily (for a period of weeks or months) or weekly. The Mem-X rings when a message is due; each message can be replayed as many times as the user wishes (up until the next message is due). Has the facility for an SOS message to be recorded and stored to inform a third party of the person’s details in the event of accident/memory loss etc.

BT extension cable
White telephone extension lead fitted with a standard BT plug on one end and standard BT socket on the other. We can also install hard wired BT extension sockets at very reduced rates.

Safe socket
The safe socket ensures that alert calls are raised at the alarm monitoring centre even though the phone line is in use or if left off the receiver. It allows the telecare home unit to seize the phone line from other connected devices on the same line.

Memo minder plus
A two directional movement sensor, which announces a pre-recorded message (by user, carer or family member) when a person walks past. Can be used as a reminder aid or to discourage the person from leaving the house without supervision. It senses the direction of movement and can play two separate messages according to whether movement is detected coming indoors or going outdoors.

Voice announcer
This allows a personalised message to be recorded and replayed upon activation to remind or warn a person about particular activities. The recordable message can include any phrase up to 10 seconds in length. Ideally the person recording the message will be known to the user and as such their voice will be recognised by them.
Other services

Automated call checking service
This service works by automatically delivering a voice message to a person’s landline or mobile phone, or as a text message, at any chosen time(s). Messages can be set up to ensure a person is safe and well by requiring them to provide a keypad response (reassurance call), or it can be a reminder to take medication, eat meals, drink water etc (reminder call).

OneCall
Welbeing OneCall is a life-saving identification service for individuals in varying situations. Each member receives a silicone wristband printed with a unique reference number and the phone number for Welbeing’s 24 hour 365 days emergency telephone service. The number allows emergency and medical professionals to access vital medical information details. If a person is lost or disoriented and is found by a member of the public, personal information will not be given to the caller but the person’s pre-arranged contact will be notified and informed of the person’s whereabouts. If no responders are available then the emergency services will be called to attend.

Nursecall
A wireless nursecall communications system which enables telecare sensors to be used in residential and nursing homes. The use of telecare sensors, combined with communications technology and tailored support, helps to manage risks and ensure staff are quickly alerted to potential problems.

OwnFone
The ability to contact people, and to be contacted, at the press of a button offers great peace of mind which is so important, especially for older people, whether living independently or otherwise. Some people simply don’t want the added complications of a modern day smartphone. The OwnFone Mobile handset allows the user to make calls to their pre-programmed numbers (up to 12) and receive calls from anyone who has been given their number. And that’s it. No complications, no unnecessary functions and no need for lengthy user guides. You simply choose up to 12 numbers and programme them into the phone. You can even have photos or high visibility buttons on the handset, ideal for those with visual impairment. The OwnFone is ideal for older people or those who just want to make and receive calls without fuss or confusion.
Global positioning systems

**Vega Watch**
The Vega is just like a watch and can be worn 24 hrs a day, even when it is charging or you are in the shower. The device has a display showing signal strength and time/date and has been designed and built specifically for people with dementia. Can be used in place of a lifeline unit and pendant, especially if the customer does not have a telephone line. User definable geofence locations. Alerts can be raised when the user enters or leaves the location.

**GL200**
This is a passive GPS device (no buttons) which is ideal for people who want a simple, easy to use device. It is ideal for people with dementia who need to be located by carers, relatives or friends. It is small, unobtrusive and water resistant. Alerts can be set up for a number of different conditions including low battery and speed. Geofencing capabilities with alerts send when the user enters or leaves the geofenced location.

**GT300**
This is a versatile GPS device and ideal for younger people with learning difficulties, people with acquired brain injury or older people who are worried about falling or getting lost outside. It has an SOS button which can trigger alerts and open a voice channel to friends, family and the Welbeing contact centre. Fall detector built in. Simple to use mobile phone with text messages so a carer, the contact centre, friend or family member can remind the user about appointments etc.

**Watchful Eye**
A personal alarm and GPS tracker device, connecting you to our alarm monitoring centre any time of the day or night when you need help.

**Who is it for?** People with dementia who may get confused and not remember their way home, or go out in the middle of the night and find themselves somewhere unsafe. Anyone who wants a little extra reassurance that help is available anytime when they are out and about. People with learning difficulties or a mental health condition who wish to retain their independence.

**How does it work?** The Watchful Eye can be kept in a pocket or worn around the neck. If you press the SOS button you come through to our alarm monitoring centre who will get you the help you need. It is fitted with GPS technology which means you can be located immediately should the alarm be raised or if relatives are worried about where you are. Geofences can be set up which means that an alert is raised if you enter or exit predefined areas.
Security

KeySafes
KeySafes are fitted outside a property and can only be opened with a code that we hold on your behalf. In the event of an emergency we will pass the code to the emergency services who can gain access to your property quickly without forced entry. We offer a range of key safes from the C500 KeySafe which is made of heavy gauge stainless steel. A stainless plate around the buttons adds additional security and is scratch and fingerprint resistant. The heavy duty locking mechanism uses a long-travel bolt, making it extremely pry-resistant. We also have innovative large capacity KeySafes with large push buttons allowing for easy operation and automatic reset whenever the KeySafe is opened or closed. In addition the neoprene weather proof cover is disguised as an electricity hub so as not to raise suspicion.

Locking door chain
This innovative door chain allows you to speak to callers and check their identity before giving them access to your home. Once the door is unlocked and ajar, the key is inserted into the lock to release the chain and open the door fully. When leaving the property, the chain can be locked from the outside by reaching through the door opening and pushing the chain bolt into the lock.

Bogus caller button
This trigger comes complete with a wall-mounting bracket, for location by a doorway when using as a bogus caller button and will raise a high security alert at the contact centre. Can also be used in other areas of a dwelling as a panic button (e.g. for victims of domestic violence) and programmed to raise a silent call at the alarm monitoring centre.
Mobile social alarms

Mobile social alarms pave the way for the service user to live a more independent life.

Telecare features built into our mobile social alarms:

- Built-in emergency assistance button
- Communicates with the alarm monitoring centre
- Remote configuration
- Technical alerts
- GPS and A-GPS (assisted) tracking
- Backup SMS
- Safety timer
- ‘Are you OK?’ messages
- ‘Safety zones’ (geofencing)

Doro 8040 smartphone

The Doro smartphones are the most intuitive smartphones on the market, with their clear and understandable menu system. They are the perfect choice for first-time users who want all the enjoyment and benefits a smartphone can offer, but in an easier, more intuitive way. Both smartphones offer extra loud and clear sound and are hearing aid compatible (HAC).

- Assistance button
- Compatible with Doro Alarm Application (DAA)
- Android operating system
- 4G connectivity
- Intuitive navigation based on actions like Call, View and Send.

Doro 8035 smartphone

Doro Alarm Application

The Doro Alarm Application (DDA) is a mobile phone app which can either be downloaded or supplied installed on the Doro smartphone. DAA enables compatibility between Doro smartphones and the alarm monitoring centre and communicates with Doro Secure Internet Protocol (DSIP). An assistance call can be triggered by the button on the rear of the phone, Doro 3500 trigger, in app trigger or by the safety timer.

- Secure communication to a monitoring centre
- In app trigger
- Safety timer
- ‘Are you OK?’ messages
- Two different alarm type setting - standard emergency call or silent
- Compatible with the Doro 3500 alarm trigger

Doro Alarm

Initiate an assistance alert
Need emergency help

Set a safety timer
Feel safe to do anything
Doro Secure® 580IP
The Doro Secure® 580IP is a durable and splash-proof (IP54) mobile phone with four speed dial keys for calling the people the service user needs and wants to stay in contact with in one simple press. This phone is great for an older person or someone who struggles to use a conventional phone or to remember phone numbers.

- Assistance button
- ‘Whitelist’ Setting
- Compatible with the Doro 3500 alarm trigger
- Dual Sim

Doro 3500 alarm trigger
The Doro 3500 alarm trigger is an attractively designed personal alarm button makes it easy for owners of Doro smartphones and selected feature phones to trigger a call for assistance – even when the phone is not within reach. It’s a Bluetooth® trigger and has a range of up to 10 metres. It is supplied with a wristband and neck cord. It contains a replaceable battery and has a battery life of up to 3 years.

- Comfortable to wear
- Discreet design
- Waterproof for use in shower or bath (IP67)

Doro Secure® 480
The Doro Secure® 480 is an attractively designed wristwatch that features sophisticated tracking and communication capabilities to enhance the service user’s safety. If distressed or in need of help, the service user can easily trigger an alarm to the alarm monitoring centre.

- Assistance button
- Connected to alarm monitoring centre/relatives
- Allows incoming and outgoing calls
- Speakerphone
- Tracking via A-GPS
- Enables geographical triggered alarms

Doro Secure® 628
Doro Secure® 628 is a stylishly designed camera phone that doubles as a safety-enhancing mobile social alarm. Everyday phone functions such as calling, texting and taking photos are easily performed thanks to widely spaced keys, large text on the display, and shortcut keys. Doro Secure® 628 features loud and clear sound, as well as compatibility with hearing aids (HAC).

- Assistance button
- GPS
- i-care® online
- Compatible with the Doro 3500 alarm trigger
- Secure connection to the alarm monitoring centre.