



# Extra Care at Home



Newham  
Primary Care Trust



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# Introduction to WSD

## The WSD Trial

The Newham Whole System Demonstrator (WSD) trial is a two-year research project funded by The Department of Health to find out how technology can help people manage their own health while maintaining their independence.

Newham Council and Primary Care Trust were successful in their bid to become one of three sites to take part in the trial – the other two being Kent and Cornwall. Around 2,000 local people will take part and will have the opportunity of using either the TeleCare or TeleHealth systems in their homes.

## TeleCare

This system is aimed at vulnerable people who need the support of Social or Health Services to keep living on their own. For example such as those with physical disabilities, the frail and elderly or those suffering from dementia or epilepsy.

## TeleHealth

This system is aimed at people with long term health conditions such as diabetes, heart failure and/or chronic obstructive pulmonary disease (COPD).



# Introduction to WSD

## The Purpose of the Trial

The results of the trial will help us to understand to what extent the integration between Health and Social Care and these technologies can:

- promote people's long term health and independence
- improve quality of life for people and their carers
- improve the working lives of health and social care professionals
- provide an evidence base for more cost effective and clinically effective ways of managing long term conditions



# Introduction to WSD

## TeleCare Technology

TeleCare uses a combination of alarms, sensors and other equipment to help people live independently. This is done by monitoring activity changes over time and will raise a call for help in emergency situations, such as a fall, a fire or a flood.

TeleCare is not intended to replace human contact but is designed to support carers and people living alone.

For instance, a bed occupancy sensor can be used to monitor when a person gets out of bed at night and if they do not return within a certain period, indicating that they may have fallen. The bed sensor can be combined with an automatic light sensor so that when the person gets out of bed the light turns on and allows them to immediately see where they are going.



# Introduction to WSD

## TeleCare Monitoring

TeleCare monitoring is provided 24 hours a day, 365 days a year by Newham Homes on behalf of the trial.

(see Page 31)

## Control Group

As with all trials there needs to be a control group for the WSD trial. This means that some people will be monitored through their existing treatment and care for 12 months before any equipment is installed in their homes. To ensure no-one on the trial is put at risk, anyone with an immediate emergency monitoring requirement will be removed from the trial and provided with a mainstream service.



# Introduction to WSD

## TeleCare Eligibility Criteria

Those individuals aged 18 and over with social care needs who meet one of the following criteria are eligible to participate in the WSD TeleCare trial:

1. Currently in receipt of (or considered to have a need for) night sitting.
2. Receiving 7 or more hours per week of home care or 3.5 or more hours per week of home care plus a meals service (defined by individual not household).
3. Receiving one or more days per week of day care.
4. Have had a fall or who are considered at high risk of falling.
5. Have a live-in, or nearby informal carer, who are facing difficulties carrying their current burden of responsibilities.
6. Carer call-out.
7. Cognitive impairment/confusion – people fulfilling this criterion who are unable to provide written informed consent and do not have a primary informal caregiver available or an advocate will not be approached to participate in the questionnaire study.

**NB:** Either the user or the carer needs to have an understanding of English.





# General TeleCare Products

Continuous, automatic and remote monitoring of real time emergencies and lifestyle changes.

# General TeleCare Products

## TeleCare Home Units

TeleCare Lifeline home units form intelligent centres at the heart of the home to help all kinds of people of all ages to live independently. Lifeline units can be used to raise an alarm call from anywhere in the home, plus many more features.



### Lifeline Connect+

The Lifeline Connect+ provides the greatest levels of flexibility and functionality, designed to support users with demanding healthcare requirements. The Lifeline Connect+ can be tailored to each individual's needs, using reminders, programming of events such as timing medication, and can be linked to sensors to detect inactivity/intruders.



### Lifeline Connect

Similar to Lifeline Connect+, the Lifeline Connect offers advanced features that enable the unit to be tailored and personalised for individual needs, whether it is providing visible/audible reassurance or checking the user is active.



# General TeleCare Products

## Big button telephone



The big button telephone with its large black buttons and white numbering, hearing aid compatibility, visual call indicator and earpiece volume control is the ideal phone for those with poor sight, hearing difficulties or limited dexterity.



## Safe socket



The Safe Socket™ is a new concept to ensure that alarm calls are raised even if the telephone link is in use. It allows the Lifeline home unit to seize the phone line from other connected devices on the same line to ensure that the alarm call comes through.



## Property Exit Sensor



The Property Exit Sensor provides real time alert when a client has walked out of their door and has not returned so that carers can ensure the client's welfare.

The sensor can also provide an alert when a client has left an external door open for a specific period of time so that action can be taken to ensure that it is closed quickly and the user is safe.



## General TeleCare Products



### Universal Sensor

The Universal Sensor provides additional benefits to the user as it has the ability to link to many other devices to raise the alarm. The Universal sensor enables wired devices and other equipment to raise alarm calls to the home unit.



### Main Controller

The main controller is used to send a signal to a number of lamps or appliances in order to turn the lights on. This controller can also be used to programme the user's television to turn on/off.



### Lamp Module

The lamp module allows a lamp to be switched on/off following receipt of a signal from the Main Controller. It also provides a lamp dimming function.



## General TeleCare Products



### Remote Audio Terminal Solution

The Remote Audio Terminal Solution is wired to the home unit, and provides greater speech coverage throughout the home. When an alarm sounds the users speech will be heard from anywhere in the home. If they have had a fall and can't get up, they can still communicate with the call centre.



### Door/Window Contacts:

These contact sensors attach easily to the client's windows and doors and alert the carers and call centre when the windows and door remain open after a designated period of time.



“Living on my own it's nice to know I can call for help if I feel ill during the night or fall.”

# Personal TeleCare Products

These are products which benefit the individual's personal well being. They can monitor situations so that help is there if needed.

## Personal TeleCare Products



### Amie+ and Gem+

Amie+ and Gem+ are personal triggers that allow people to make a call in an emergency, even if the home unit is out of reach or in another room. The Amie+ is a discreet personal trigger, whilst Gem+ is slightly larger in size, making it especially popular among users with limited dexterity.



### Bed Occupancy Sensor

The Bed Occupancy Sensor is a solution for the protection of people who get up from their beds during the night and fail to return after a specified period of time has elapsed. An extend switch can also be connected to enable the user to easily extend the period of time before an alarm is raised e.g. when getting up in the night to make a cup of tea. The sensor can also detect if clients have failed to go to bed at night or if they have not got up in the morning.



“ My mum has been bedridden for a couple of weeks, but I know with TeleCare she is safe. ”

## Personal TeleCare Products



### Bogus Caller Button / Panic Button

Fitted near a door the discreet button can be used to call for assistance when a stranger requests entry into the home. The monitoring centre operator can listen in or be heard through the speaker, which often deters potential intruders.



### Chair Occupancy Sensor

The Chair Occupancy Sensor provides real time alerts when a client leaves a chair. This helps prevent falls and notifies carers of potential issues with wheelchair users.

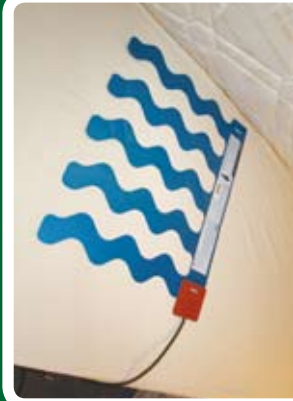


### Enuresis Sensor

Placed between the mattress and sheet, this sensor provides immediate warning on detection of moisture, allowing effective action to be taken. The sensor eliminates the need for carers to make physical checks, promoting dignity and independence.



## Personal TeleCare Products



### Epilepsy Sensor

This state of the art sensor monitors the user's vital signs including heart rate and breathing patterns to detect a range of epileptic seizures. The sensor eliminates the need for carers to make physical checks, promoting independence and dignity.



### Fall Detector

8,000 frail people, or those with a physical disability, fall every day in the UK. The fall detector can provide valuable peace of mind by automatically detecting serious falls and raising an alert to the monitoring centre or designated carer, if the user does not rise.



“ My family are pleased with TeleCare. If I was to fall or needed help anytime they would be contacted straight away ”

# Personal TeleCare Products



## Inductive Loop

The inductive loop system helps to deliver high quality sound directly to hearing aids (with telecoil facility), enabling the user to hear sound from particular sources e.g. television, stereos and computers within their own home.

The inductive loop has been uniquely designed to connect to a Lifeline Connect+ home unit to enable the user to clearly hear the operator/caller during alarm/telephone calls through the TeleCare home units.

The inductive loop system is ideal for anyone who has or could benefit from a TeleCare solution or who wears a hearing aid with a telecoil facility (T setting).



## Minuet Watch

The Minuet Watch has been developed to help encourage TeleCare users to wear their personal triggers throughout the day. By combining an alarm button with a high quality watch, users are more likely to wear it and as a result will be provided with additional protection as their ability to raise an alarm is increased.



# Personal TeleCare Products



## DDA Pager Solutions

The DDA Vibrating Pager is linked to the Home Unit. When a TeleCare sensor is activated, the Lifeline Home Unit sends a signal to the pager, which alerts the wearer by vibrating and lighting one of two LED's.

The DDA Pager Charging Cradle is required to charge the pager. The charger has a dual function as a vibrating pillow alert pad is also included. When a pager is placed in the charger, it automatically vibrates under the pillow of the carer to wake them.

Additional reassurance can be provided by linking a flashing beacon to alert the user of TeleCare alarms with clear, distinct flashing lights.



1. Pager & Pillow Alert Pad
2. Flashing Beacon



## Medication Dispenser



The Medication Dispenser provides an effective solution to support medication compliance by automatically dispensing medication and providing audible and visual alerts to the user each time medication should be taken. If the user fails to access their medication, an alert is raised with the monitoring centre and designated carer.



## Personal TeleCare Products



### Fast PIR

The Passive Infra Red Detector is a wireless movement detector that can be used for both intruder and inactivity monitoring. The Fast PIR can be connected to the Home Unit.



## Personal TeleCare Products



### Radio Pull Cord

To raise alerts in areas where personal triggers are unlikely to be worn i.e. positioned next to the bed or in the bathroom. A wired version is also available. The pull cord can be placed strategically around the home, in order to provide a convenient means of summoning help in an emergency.



### Pressure Mat

Monitors movement in a specific area, for example to monitor if someone has got out of bed, it can be wired to the Home Unit to let the carer know if there have been long periods of inactivity.



### Accessories for TeleCare

#### Amie+ Accessory

#### Amie Easy Press Adaptor



### Pillow Alert Solution

Designed to support hearing impaired people, the pillow alert vibrates to provide a smoke alarm to a sleeping user.



“ The alarm system allows me a lot more freedom and peace of mind ”

# Environmental TeleCare Products

Environmental monitoring from TeleCare, helps ensure that the home of the service user is monitored to avoid dangerous situations such as Carbon Monoxide poisoning.



### CO Detector (Wireless)

The wireless Carbon Monoxide Battery Operated Detector warns of dangerous CO levels providing unrivalled levels of accuracy and reliability. The unit provides an immediate alert when dangerous emissions are detected.



### Gas Detector

Provides an early warning of dangerous levels of gas. Can be linked to the Gas Shut Off Valve to automatically cut the main gas supply off, if a leak is detected.



“ Mum feels more secure, especially with the gas detector. She once left the gas on and wasn't able to smell this. Now she's reassured as she is aware that she can be quite forgetful. ”

## Environmental TeleCare Products



### Heat Detector

The wireless heat detector provides additional protection against the risk of fires in rooms where smoke detectors are unsuitable e.g. kitchen. The alarm is raised when the temperature reaches over 54°C.



### Temperature Extremes Sensor

Monitors for low and high temperature extremes in addition to the rate of rise in temperature. Helps minimise the risks associated with changes in temperature including the build up of heat in a kitchen and the risk of sustained periods of cold weather.



### Flood Detector

The Flood Detector is a neat unobtrusive wireless sensor that can provide an early warning of potential flood situations. The sensor is placed under the sink, or in the bathroom next to the toilet or bath. If the detector senses water, the unit will alert two types of alarms. The first is an audible alarm and the second will activate the Lifeline and raise the alarm at the monitoring centre.



# Additional Products

## Additional Products



### Just Checking

Using a series of monitors the Just Checking system allows people with dementia or memory loss, to continue to live independently. It monitors a person in their home, and provides a chart of activity. Care professionals use the system for assessment and planning care. Just Checking highlights what a person is still able to do for themselves in the familiarity of their own home, which is often more than expected.

Just Checking provides family carers with reassurance that someone is following their usual pattern of life, without intruding on them or undermining their independence. It helps relatives to plan social (rather than “checking”) visits and manage their care to best effect.

The Just Checking system is simple to install. There are no video cameras. The system is radio based and there is no wiring. All that is required is a mains power socket in the person’s dwelling, and internet access by the professional or carer.



“ It’s very effective and absolutely necessary to enable my mother to remain in her own home ”

## Additional Products



### Buddi – GPS Personal Tracking System

Buddi is a discreet GPS Personal tracking system which can give carers complete peace of mind. It has the ability to locate someone wearing a buddi 24/7 365 days a year giving confidence that in an emergency situation the buddi wearer can alert emergency support by simply squeezing the buttons for personal safety. This then sends an alert to the buddi customer response team who will locate the person using buddi, contact the emergency contacts and if necessary refer it to the relevant local authority



“ Knowing that there is someone there who will answer or will be able to get into the house is very reassuring. ”



### Permanent GE Key Safe™

The very secure key safe stores 4-5 keys or 1-2 chubb keys and is supplied with a black cover to protect the safe from the elements and hide it away from view. The safe can be very useful as it means that family members and carers can gain access to the clients home in an emergency by entering the code.



# Easy Reference Guide

# Easy Reference Guide

## Key

- Recommended products
- Suggested additional products

	Amie+ and Gem+	Bed Occupancy Sensor	Big Button Phone	Bogus Caller Button	Chair Occupancy Sensor	CO Detector	Door/Window Contacts	Enuresis Sensor	Epilepsy Sensor	Fall Detector	Flashing Beacon	Flood Detector	Gas Shutoff Valve	Heat Detector	Inductive Loop	Lamp Module	Main Controller	Medication Dispenser	Minuet Watch	Natural Gas Detector	Pager	Pillow Alert	PIR (Movement Sensor)	Pressure Mat	Property Exit Sensor	Pull Cord	Remote Audio Terminal	Safe Socket	Temperature Extremes Sensor	Universal Sensor	
Bogus Callers				●																			●								
Chronic Heart Failure		●							●	●																					
Chronic Obstructive Pulmonary Disease		●							●	●																					
Dementia		●			●	●		●			●	●	●	●	●	●	●	●		●	●	●	●	●	●					●	
Diabetes										●								●					●	●				●			
Environmental Protection						●						●	●	●							●							●			
Epilepsy									●	●								●					●								
Extra Care	●	●		●	●	●		●		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●		●	●	●	
Falls Management	●	●			●			●		●					●				●				●	●		●	●				
Frail & Vulnerable	●	●		●		●		●		●		●			●			●	●		●	●		●	●	●					
Hearing Impairment	●		●			●					●							●	●		●	●				●	●				
Intermediate Care						●																									
Intruder Protection	●			●															●				●		●						
Personal Security	●			●		●																	●		●						
Physical Impairment	●	●			●	●		●		●	●	●	●	●		●		●	●	●	●	●	●	●	●		●	●		●	●
Rehabilitation		●																													
Visual Impairment	●		●			●					●				●	●	●	●	●		●	●				●	●			●	
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The TeleCare system is obviously beneficial to the service users, but it also ultimately gives full-time and part-time carers reassurance, peace-of-mind and respite in the care of their family or clients if they have to leave them alone i.e. to go shopping, return to their own homes, or go to work.

Every time the TeleCare system is activated carers will be notified immediately via their own mobile or land-line telephone.

There are a number of units in the TeleCare system that are ideally suited to carers:

### **DDA Pager – Page 19**

Carers can carry this during the day time, even if they are out in the garden, and be alerted immediately should any of the TeleCare units be activated.

### **Medication Dispenser – Page 19**

The new dispenser enables the carer to be absent when patients are due to take their medication as it automatically sends a reminder and dispenses the appropriate dosage only.

### **Fast PIR – Page 20**

This movement sensor is useful to monitor activity/inactivity when the carer is absent. For instance if a

service user suffers from diabetes, a PIR could alert a carer if the patient has not gone into the kitchen for something to eat when they should have.

### **Pillow Alert Solution – Page 20**

This unit can be placed under the carer's pillow so that at night, if any of the alerts are activated around the house it will vibrate to wake the carer.

### **Just Checking – Page 26**

This is an ideal system to use to analyse people's daily activity and then be alerted if they deviate greatly from it.

### **Buddi System – Page 27**

This is ideal for those caring for individuals with dementia, memory loss, Alzheimer's, etc. If these patients were to leave the house they can be tracked through the Buddi system and returned to their homes safely – thereby alleviating any stress or suffering on the part of the family and carers.

### **Key Safe – Page 27**

Enables emergency access to the service user's home in case of situations such as a fall, etc when the carer is unavailable or far away.

### **Newham Network Control Centre**

The TeleCare system is monitored 24 hours a day 365 days a year by the Newham Network Control Centre which is part of Newham Homes.

Provided they are within ear-shot of the speaker devices, service users will be able to talk with an operator even if they cannot get to a telephone. The operator will be able to identify the user and get them the help that they require, including emergency services.

Various languages are spoken by the staff including Gujarati, Hindi, Punjabi, Urdu and Swahili.





Whole Systems Demonstrator,  
2nd Floor Broadway House,  
322 High Street,  
Stratford, London, E15 1AJ

**020 8430 6392**



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in Newham**

Newham   
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