



Assistive Technology News

Autumn 2019



Nights are drawing in, flu season is imminent - we can support at this vulnerable time

As summer draws to an end, the change in the weather leading to the colder half of the year presents challenges to those in your care. We certainly see an increase in calls into our Control Room during the autumn and winter months, when vulnerable people need our help more and more. So if you think assistive technology could benefit someone in your care, read on to see what equipment we can offer and how it can make a difference to the welfare and independence of members of the community.

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How to Refer

You can make a referral securely online at www.care-line.co.uk or to discuss what we can offer email CarelineSupport@north-herts.gov.uk or call 0300 999 2 999, option 1.



What equipment we offer

- **Community alarm base unit and pendant** - as minimum, service users have this. The alarm unit sends an alert call to our control centre when the pendant or other sensor is triggered 24/7.
- **Fall detector** - this detects stumbles, trips and falls. The user can either press the button for help or the detector will automatically trigger when it senses a fall.
- **Smoke detector** - when the detector senses smoke it automatically sends an alert to the control centre; this can be a potential lifesaver.
- **Stove Guard** - a discreet device that sits on the ceiling in the kitchen, and cuts off an electric cooker at the source if it gets too hot or if there is a risk of fire, significantly reducing the risk of a fire ever happening.



- **Carbon monoxide detector** - if carbon monoxide is sensed, the device alerts the control centre immediately.
- **Ambient temperature monitor** - detects abnormal temperatures, or a sudden rise or fall in temperature.
- **Heat sensor** - if a significant rise in room temperature is detected, an alarm is triggered.



- **Passive Infrared Sensor (PIR)** - detects motion within a home. If no movement is detected within a pre-set period, an alert call will be activated. This can be beneficial for those who live alone, those who don't get regular visitors and for intruder detection. This sensor incurs an additional cost.

- **Deaf smoke alarm / vibrating pad** - a smoke alarm kit for deaf and hard of hearing people. If a fire is detected the smoke alarm sounds, the strobe light flashes, the pillow pad vibrates and an alarm call is triggered.

- **Flood detector / barometric plug** - the risk of flooding will be managed by the use of a barometric bath or sink plug and / or a flood detector linked to a community alarm.

- **Bed and floor mats** - to ensure a person has returned to their chair, bed or room during the day or night.



- **Epilepsy telecare solutions** - we have a variety of options available to cope with service users who experience seizures associated with epilepsy or other neurological conditions.

- **Complex Needs Service** – a specialist service for those living with dementia, learning disabilities, mobility issues, epilepsy and other neurological conditions.

Launch of Stove Guard – a life-saving service

After a successful trial period, we're delighted that we can now offer the Stove Guard as a new life saving service as part of our telecare offering across Hertfordshire. Stove Guard is a discreet device that sits on the ceiling in the kitchen, and cuts off an electric cooker at the source if it gets too hot or if there is a risk of fire. It significantly reduced the risk of a fire ever happening, and it's already proving a life saver for many who live with dementia, epilepsy and other conditions. You can make a referral for a Stove Guard at www.care-line.co.uk



Hospital Discharge Service – free community alarm for 6 weeks

The Social Care teams at Lister Hospital and the Princess Alexandra Hospital, and the Early Intervention vehicles at Lister, have been provided with a package of telecare for patients who are due to be discharged from hospital, to allow them to return home safely and more quickly. In partnership with Hertfordshire County Council (HCC), we



have provided these teams with community alarm and pendant kits which patients can take home free of charge for 6 weeks. Once at home the alarm units can be 'plugged in' and connected to our 24/7 Control Room. If the person feels unwell they can press the pendant and help is on hand straight away. After the 6 free weeks, which is paid for by HCC, the patient can decide whether to subscribe to the service or return the equipment.

Other telecare equipment can be connected to the community alarm device if additional risks are identified. We're keen to help other hospitals in the same way, email CarelineSupport@north-herts.gov.uk if you'd like your hospital to join this system.

Reminder of free service to palliative patients and 5% discount for unpaid carers

Please remember that patients on a palliative pathway can access our service free of charge upon referral. We also offer a 5% discount to unpaid carers as part of the Carers in Herts Passport Scheme.

Book a speaker for your group

If you would like our Marketing and Relationships Officer to attend one of your team meetings to explain more about our service, please email Stephanie.Bevan@north-herts.gov.uk

Thank you for your referrals and support.

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