



**Herts Careline**  
Because independence  
is important



Careline is a not-for-profit service of

NORTH HERTFORDSHIRE  
DISTRICT COUNCIL



## Assistive Technology News

Autumn 2018

### Herts Careline can support you through autumn and beyond

Crunchy leaves, long sleeves, darker evenings and the start of flu season, it can only mean one thing, summer has come to an end. And after the heatwave, the chillier weather is perhaps bringing light relief to yourself and those who you care for. It's certainly kept our control room busy with high levels of calls which we've handled quickly, with the expertise and care that you expect from us.

Now its time for our busiest period as autumn starts and winter is just around the corner. This newsletter is a reminder that we're here and very able to support those in your care. You can view more information and make a referral securely online at [www.care-line.co.uk](http://www.care-line.co.uk) or to discuss the equipment available call 0300 999 2 999. Read on for our latest updates, including our new Hospital Discharge project.

### What can we offer?

- **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.
- **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 exclusively 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.
- **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.



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Hertfordshire  
**Independent Living Service**  
Supporting your independence



0300 999 2 999

[www.care-line.co.uk](http://www.care-line.co.uk)

- **Bed and floor mats** - to ensure a person has returned to their chair, bed or room during the day or night.
- **Complex Needs Service** - for dementia, learning disabilities, epilepsy et al.

### Hospital Discharge - can we help your local hospital?

We've launched a new project with the Social Care Team at Lister Hospital, Stevenage, providing a package of telecare to 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 the hospital 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 patient 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](mailto:CarelineSupport@north-herts.gov.uk) to find out more.

### Volunteers wanted for FREE Vivago smartwatch trial

We're piloting a trial of 10 people wearing a Vivago smart watch. The Vivago monitors many indicators that can help a person's wellbeing, sleep patterns, daily activity, health issue indicators, and includes a button to press for help to be connected to Herts Careline's Control Room. The Vivago has the ability to detect, pre-empt and draw attention to potential declines in health, before crisis point is reached. If you have someone in mind to nominate for this FREE of charge pilot, please email [Carl.Holland@north-herts.gov.uk](mailto:Carl.Holland@north-herts.gov.uk)



### Volunteers needed for FREE Stove Guard trial

We're also piloting a trial of 10 people using a Stove Guard system. Stove Guard is a discreet device which cuts off an electric cooker at the source if it gets too hot or if there is a risk of fire. It's already proving a life saver for many. If you have someone at risk to nominate for this FREE of charge pilot, please email [Carl.Holland@north-herts.gov.uk](mailto:Carl.Holland@north-herts.gov.uk)



### 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.

### 100% of customers would recommend us

To end this issue on a high note, we were delighted that in our recent survey, 100% of service users would recommend us to a friend or relative, and feel more reassured having our service.

Thank you for reading, please visit [www.care-line.co.uk](http://www.care-line.co.uk) for more information and to make a referral

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