



**Herts Careline**  
Because independence  
is important

**Winner**



Best Public / Public Partnership  
Working Initiative  
APSE Service Awards 2016



# Assistive technology

Telecare, community alarm  
and other technology solutions



*Information for health and social care professionals*



0300 999 2 999

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

## Assistive technology solutions in Hertfordshire

Herts Careline is a not-for-profit collaboration between Hertfordshire County Council and North Hertfordshire District Council to provide a wide range of assistive technology services to residents across the whole of Hertfordshire. These services are available to anyone who you believe would benefit from increased reassurance, safety, and independence that assistive technology can bring.

### Low cost, no means testing, quick turnaround

Access to this service is not means tested. There is just a substantially subsidised monthly charge (which may be reduced or waived in certain cases) - this covers the cost of monitoring calls, maintenance of the equipment, and an Emergency Response Fallback Responder Service – this is substantially lower than other providers. There are no installation or equipment costs.

*“The occupational therapists use the Herts Careline systems a lot, they love it. They have been used many times and really helped the prevention of admission to hospital.”*

Sarah Willmot, Emergency Care Practitioner, HomeFirst

### How you can refer

Referrals should be made directly to Herts Careline who will make contact with the service user, or their carer or family member, to arrange installation. A free home form filling service is available upon request.

Please complete the Herts Careline Assistive Technology Referral Form online at [www.care-line.co.uk](http://www.care-line.co.uk) as thoroughly as possible as missing information can cause significant delays. You can also refer via ACSIS.

**Return your completed referral form, securely, to [CarelineSupport@north-herts.gov.uk](mailto:CarelineSupport@north-herts.gov.uk) If you have any questions please call 0300 999 2 999**



## Assistive technology solutions

Herts Careline will install appropriate assistive technology in your service user's home depending on their specific needs as described by you on your referral form.

### We offer solutions that:

- Provide reassurance and peace of mind to users, their families and carers
- Call for emergency help
- Alert if a person falls
- Manage the risk of fire, carbon monoxide leaks, floods and excessive room temperature levels
- Monitor a person's daily activity or inactivity
- Trigger if a person has a seizure
- Supports a person outside the home
- Help with some sensory impairment issues
- Take action to safeguard vulnerable resident from distraction burglary or domestic abuse

If you wish to suggest equipment which you feel would benefit your service user you can do so via the referral form.



## Types of assistive technology solutions

We offer a wide variety of solutions, including:

- Standalone equipment – such as barometric bath plugs and smart watches
- Standard community alarms, falls detectors and telecare solutions – linked to our local Control Centre
- Complex epilepsy telehealthcare and bespoke solutions for complex needs
- A portable pendant and location service for outside the home



Our solutions reflect real world situations, developed in consultation with social care professionals and carers – people who understand the often complex needs of the vulnerable people they care for. Our service philosophy is based on the efficient deployment of a range of tried and tested ‘model’ assistive technology solutions designed to deal with the most commonly encountered issues with service users in the community. However, we understand that each service user is unique, so we provide a bespoke service to meet the needs of clients with particularly severe and/or complex needs.

However sophisticated technology becomes, it isn’t right for every service user and so we will work closely with you and partner organisations to suggest other forms of support where this is appropriate.

If a client already has telecare installed in their home, we will endeavour to work with their existing provider to find a way to seamlessly improve on their existing service. If this is not possible we will offer them a specific service to meet their needs.

**We can offer the following solutions:**



**Client issue:** The service user requires reassurance that help is on hand in case of an emergency.

**Standard solution:**

Community alarm and pendant - the alarm unit will send an alert to our Hertfordshire based Control Centre when the pendant is pressed. The pendant is lightweight and can be worn around the neck or on a wrist strap and is waterproof. This equipment can support telecare should the client have need of these services later.



**Client issue:** The service user would benefit from a portable pendant that can be used outside the home and gives family members a location in the event of emergency

**Standard solution:**

Our Herts Bernie portable pendant and GPS locator service is a compact device which a person can use to summon help by simply pressing one button and an approved contact (family member, friend or carer) and Herts Careline's Control Room can locate and speak to a person in case of emergency 24/7.

**Need to be aware of:** The service user must have the capacity to agree to the service.



**Client issue:** The service user falls or is at significant risk of falling.

**Standard solution:** Falls detector linked to a community alarm. This is beneficial if a person is at an elevated risk of trips and falls. The pendant detects movement so if a person falls the pendant triggers a call to our Control Centre automatically. If the risk of falling is associated with inadequate lighting in the service user's property, additional passive lighting can be installed.

**Need to be aware of:** We will need details about the risk of the falls for the service user – are they most likely to happen during the day or night, and where within the property poor lighting needs to be improved.

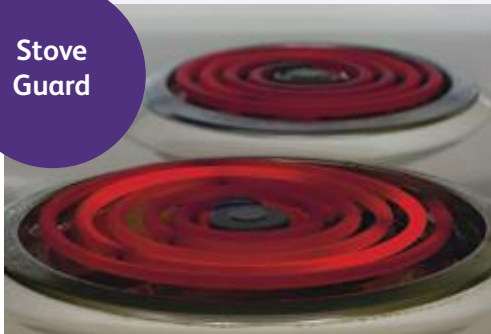


Falls

**Client issue:** The service user or patient is at a significant risk of a leaving a cooker unattended, having a seizure when cooking, or forgetting that the cooker is being used

**Standard solution:** The 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. It significantly reduces 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. This service from us was a Finalist in the National Security & Fire Excellence Awards 2019.

Stove  
Guard



**Need to be aware of:** This is only available for electric cookers, not gas.

**Client issue:** The service user or patient is at a significant risk of a domestic fire

**Standard solution:** Smoke detector(s) situated at locations of particular risk in the service user or patient's property. Linked to a community alarm, if smoke is detected an alert will be automatically raised and our Control Centre will respond to the alert.

**Need to be aware of:** If the service user or patient or live-in carer is hard of hearing then we can provide a range of amplification, visual, or physical alert equipment so that can react quickly in the event of a fire.



Fire and  
smoke  
detection

**Client issue:** The service user or patient is at an elevated risk of carbon monoxide poisoning due to a poorly maintained gas appliance(s).

**Standard solution:** Carbon monoxide monitor linked to a community alarm. If elevated levels of carbon monoxide, associated with malfunctioning appliances that burn natural gas or other fossil fuels, are detected a signal will be sent automatically to our Control Centre for investigation.

Carbon  
monoxide  
monitoring



**Need to be aware of:** This equipment is not needed if the service user or patient's heating system is communal (i.e. they live in a sheltered housing unit) or entirely based on an electric source such as storage heaters.

**Client issue:** The service user does not control the temperature of their home reliably.

**Standard solution:** Extreme temperature sensor linked to a community alarm - this detects abnormal temperatures, or a sudden rise or fall in temperature which could cause harm, and creates an automatic call to our Control Centre.

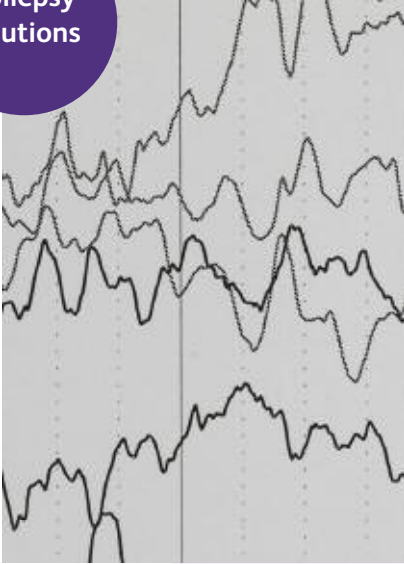


Room  
temperature  
control

**Need to be aware of:** The rooms that the service user spends most of their day in so that we can put the sensors in the most appropriate place i.e. the bedroom and living room.



## Epilepsy solutions



**Client issue:** The service user experiences seizures associated with epilepsy or another neurological condition.

**Standard solution:** Epilepsy telecare solution linked to an appropriate response. There are a wide variety of options available for service users who experience seizures associated with epilepsy or another neurological condition. We would complete a complex needs assessment at the person's home to discuss and advise on the most appropriate solutions to meet the specific risks and needs.

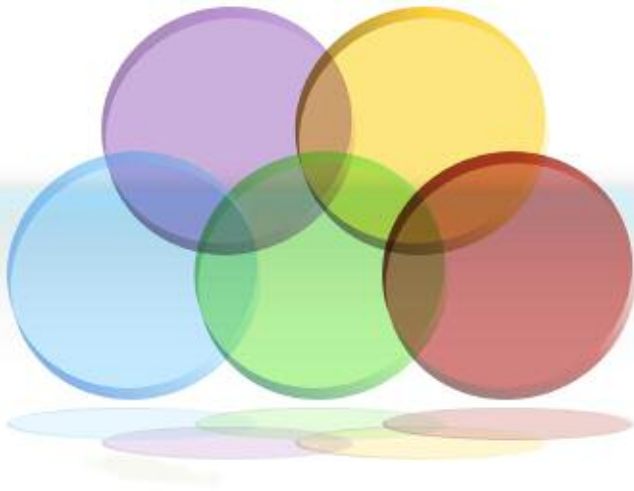
### Need to be aware of:

The occurrence of abnormal motion during a seizure.

## Bespoke services

**Client issue:** The service user has complex needs

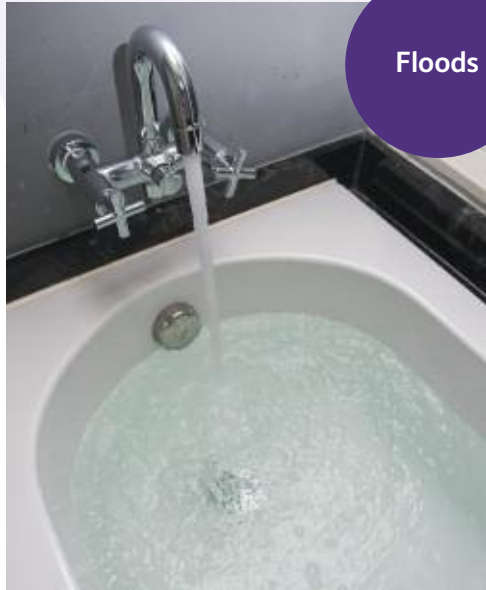
**Bespoke solution:** We will assess your service user to determine the most appropriate solution available.



**Client issue:** The service user has left, or has a significant risk of leaving, a bath or sink overflowing

**Standard solution:** Depending on the nature of the service user's circumstances, this risk will be managed by the use of or barometric bath/sink plug, and / or a flood detector linked to a community alarm.

**Need to be aware of:** The locations of sinks and baths in the home.



Floods

Hearing difficulties



**Client issue:** The service user has difficulty hearing their door bell, telephone, or smoke alarm

**Standard solution:** Smoke alarm / vibrating pad linked to a community alarm. If a person or their live-in carer has difficulty hearing, they may not hear a standard smoke alarm.

When a fire has been detected, the smoke alarm will sound, strobe lights will flash, the pillow pad will vibrate and an alert is sent to us.

**Need to be aware of:** Who lives in the home i.e. the service user and a live-in carer.

## Benefits to the service user and their carers:

- Low cost – no installation fees, no equipment costs, no means testing – just a substantially subsidised monthly service charge for all
- Quick – making a referral should only take a matter of minutes; we'll take care of the rest
- Accessible – you can refer via online, via email or via ACSIS
- Simple - we cover the whole of Hertfordshire so we can help any residents in the county irrespective if they live in social housing or are owner-occupiers
- A local service – our Control Centre is based in Letchworth Garden City and our operations are entirely based in Hertfordshire
- Free home form filling service – available upon request



Our Control Centre, based in Letchworth Garden City, Hertfordshire

## Exceptional Circumstances Form

In very exceptional circumstances, we understand that some clients might not have the funds to pay some or all of the service charge. If you feel that this is the case, you may provide an application, on behalf of their client, for a further reduction in costs. These applications will be assessed on a case by case basis. Please call us if you require a Hardship Form to complete.

Careline is a not-for-profit service of

NORTH HERTFORDSHIRE  
DISTRICT COUNCIL

