



Assistive Technology News

Business as usual over Christmas and New Year

Herts Careline would like to thank you for all your support over the year and we would like to wish you and your service users a very Merry Christmas and Happy, healthy New Year. Over the Christmas period our Control Room will be taking calls 24/7 in the usual way. Our installation team will be available for installations over the Christmas period should they be required (they are not available 25th, 26th Dec or 1st January) This season is one of our busiest and we're fully equipped to provide reassurance and emergency support for those in your care and to those you support in the community.



In this issue:

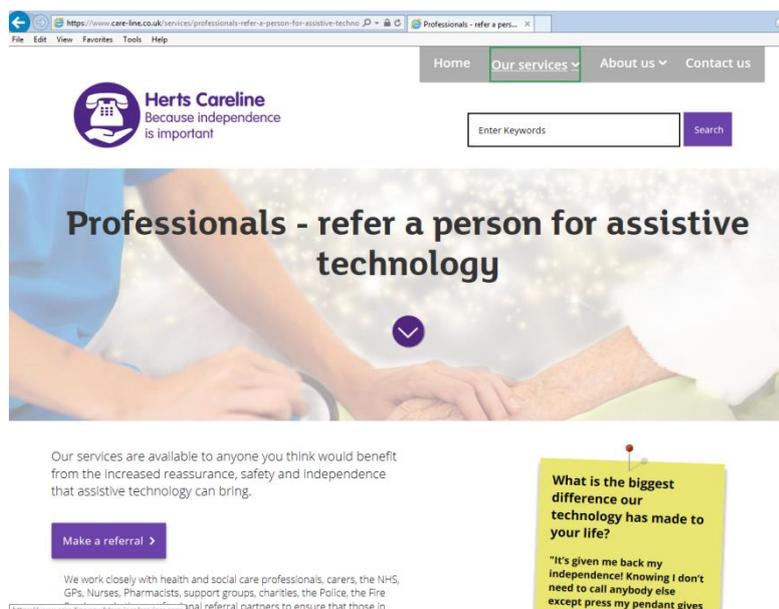
- How to Refer
- Equipment we offer
- Hospital Discharge service – free community alarm for 6 weeks
- Free service for patients on a palliative pathway
- Discount for Carers in Herts members
- Book a speaker for your team meeting or group

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. Our service is available to anyone who lives in Hertfordshire and is subsidised by Hertfordshire County Council. The price for customers is £20 per month (+VAT if applicable) and all our equipment is digitally enabled, ready for the imminent digital switchover.

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. This service from us was a Finalist in the National Security & Fire Excellence Awards 2019.
- **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.

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. **Reminder** - for those hospitals that are part of this service, can we remind you please to make sure you have a good supply of the hospital discharge alarms in stock to cover the Christmas and New Year period.

Other telecare equipment can be connected to the community alarm device if additional risks are identified.

NORTH HERTFORDSHIRE
DISTRICT COUNCIL

0300 999 2 999



www.care-line.co.uk



Winner



Best Public / Public Partnership
Working Initiative
APSE Service Awards 2016

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 team meeting or 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

*Best wishes for the festive season
from all the team at*



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