

Assistive Technology News

December 2022

Business as usual over Christmas and New Year

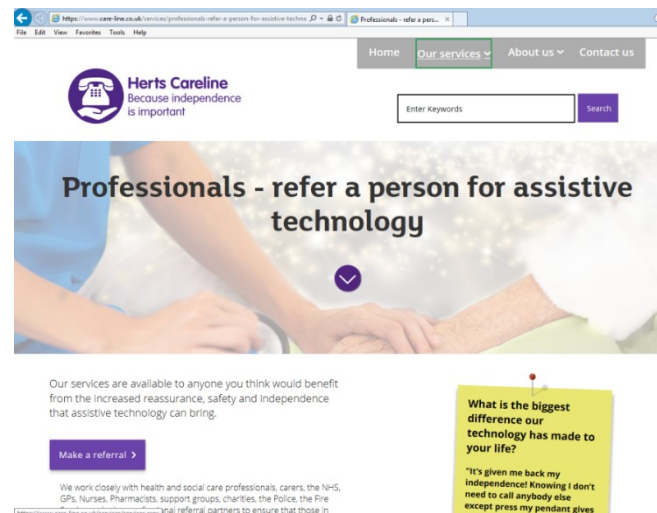
Herts Careline would like to thank you for all your support over the year and wish you and your service users a very Merry Christmas and Happy, healthy New Year. Over the Christmas period our Control Room will be taking calls 24/7 in the usual way. Our installation team will be available for urgent issues over the Christmas period should they be required. Our administration team will be processing Referrals up until 4pm on 23rd December 2022. They will then process Referrals again from 3rd January 2023. 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.



How to make a Referral

Herts Careline provides assistive technology such as pendant alarms, fall detectors, door sensors, smoke detectors, epilepsy monitors and many other types of telecare which help those living with medical conditions, old age and vulnerabilities to live more independently in their own homes, in turn providing reassurance to their families and carers that they are being supported.

You can make a secure Referral via ACSIS or make a [Referral via our website](#) You can email CarelineSupport@north-herts.gov.uk or call 0300 999 2 999 (option 1) for more information.



Types of equipment we offer

- **Community alarm base unit and pendant** – the alarm unit sends an alert call to our control centre when the pendant or other sensor is triggered 24/7.
- **Fall detector** - the user can either press the button for help or the detector will automatically trigger if 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.

- **Pill / Medication Dispenser** - a carousel with slots which can be loaded with pills, and can be dispensed at pre-set times each day to remind the person to take their medication. This can be monitored by our control room.

- **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** - to manage the risk of flooding will be managed using 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.

- **Home and Away Service** – a community alarm unit and portable pendant 'GO' with GPS technology that can be used outside the home and gives our control room a location in the event of emergency – *we're currently experiencing supply issues with the GO device so cannot offer this at the moment; we will advise when we are able to.*

We also offer other solutions and are currently also piloting new services. For more information visit www.care-line.co.uk or Download your [NEW Professional's brochure](#).

Request printed brochures

You can also request printed [Professional](#) or [Customer](#) brochures from Stephanie.Bevan@north-herts.gov.uk

Ambulance Strikes

On the Wednesdays of the 21st & 28th December there are likely to be increased pressures on Health Providers nationally because of the planned ambulance service strikes. Herts Careline will be operating as usual, but we would ask for your support in checking on vulnerable residents, family and friends during this busy period. Could we also request that if you are a responder to service users, to family or friends that you keep your mobile charged and notifications on in case we need to contact you. Thank you for your support.



Hospital Discharge Service – free community alarm for 6 weeks

Many local hospitals have been provided with plug and play community alarms 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 hospitals 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 if they subscribe to the service. 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.

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