

Assistive Technology News

Summer 2023

Welcome

Herts Careline would like to thank you for your continued support and bring you our latest news on the service. We'd also like to share our latest customer satisfaction results which we're delighted with!

How to make a Referral

Herts Careline is Hertfordshire County Council's (HCC) preferred provider for assistive technology for residents across the county. It installs, services and monitors telecare such as pendant alarms, fall detectors, motion 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 have help on hand in an emergency.

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.



99% would
recommend
to a friend or relative



93% feel more **independent**
having their assistive technology service



99% feel more
reassured having the
assistive technology service



97% feel
confident
using their equipment

Herts Careline Customer Satisfaction Survey Results 2022-23



95% say the
installation
process was 'easy'
or 'about right'



94% say it gives friends / family
peace of mind knowing
they have the Herts Careline service

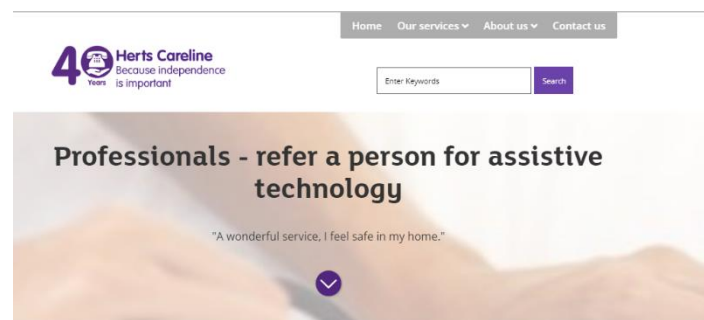


95% say the **advice**
they receive from the call
operators is 'excellent' or 'good'



88% say the **advice**
they receive from the customer
support team is 'excellent' or 'good'

Data from 223 respondents, 2023



We are Hertfordshire County Council's sole provider of assistive technology across the county.

We work closely with social care professionals: the NHS, GPs, nurses, pharmacists, support groups, charities, carers, Hertfordshire Police, Fire & Rescue and other professional referral partners across Hertfordshire to ensure that those in their care receive the reassurance, safety and independence that assistive technology can bring, as quickly as possible.

Hertfordshire County Council professionals should refer to us via ACSIS (for Connect and Support pathways).

For Connect and Prevent, Connect and Enable, and all other Professionals making referrals, please use this link:

[Make a referral](#)

[Professional's brochure](#)



- **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.

- **Supporting the HCC AT Digital pilot** - through sensor technology specialists, Cascade 3D, we provide small, discrete sensors which are placed around the home to collect data that will help us identify and respond to any incidents, emergencies or changes to your normal routine that may be a sign of a change in A person's condition. There are a wide range of sensors available which can be used to support you with your specific needs, including motion sensors, heat and light sensors, smart plugs, toilet sensors, falls detectors, and door sensors which can be fitted to front and back doors as well as on fridges and medicine cupboards. Please contact HCC for this 0300 123 4042 and assistivetechology@hertfordshire.gov.uk

- **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 carrousel 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 currently; our website will be updated when we're 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 [Professional's brochure](#).

Request printed brochures

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

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 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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