

Assistive Technology News

Autumn 2024

See what's available for the autumn season

The temperature is dropping, and we're seeing the first signs of the autumn weather, so we're looking forward to supporting those in our care as we move into the chillier times and the challenges it can bring. This newsletter will bring you up to date with our latest offerings, services, and a reminder of how to make your referrals to us.



Celebrating our exceptional Customer Satisfaction Survey results!

We are so proud of these results. They are a powerful testament to our amazing team's dedication and commitment. It's incredibly positive to see that the vast majority of customers are so satisfied with our service and would recommend it to others. And we want to thank you too, for your support in sending your referrals through to us. You can [read the full article here](#).



How to make a Referral

Herts Careline provides assistive technology such as pendant alarms, fall detectors, door sensors, smoke detectors, mats, 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 professionals 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.
- **Supporting Herts County Council (HCC) with Data Inspired Living (DIL)** – Hertfordshire County Council’s custom-built Assistive Technology solution for social care planning was recognised for its innovation at the prestigious Local Government Chronicle (LGC) Awards 2024 on Wednesday 12 June 2024. They are continuously looking to improve their Adult Care Services and our Assistive Technology solution is just one of the innovative ways they’re making sure that people are at the centre of their care and support, when they need it. The technology, called Data Inspired Living, which has been developed with and for social care practitioners, is helping us to support residents to remain safe at home for longer, maintain independence and provide family carers with reassurance about the person they support. [Read the full Award’s win article.](#)



Herts Careline install the 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 the person’s normal routine that may be a sign of a change in their 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 on 0300 123 4042 or by emailing 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 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.

- **Care Watch** – a technology that can monitor a person’s health, sleep patterns, mobility and general wellbeing whilst they are wearing it as well as an emergency alarm button to press to come through our control room.

- **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. Useful for people that are still active and go for walks into town, use the garden a lot, have an allotment, walk a dog or visit friends / family and would like support to take with them.



We also offer other solutions and are currently piloting new services. You can keep updated [via our website](#).

Leaseholder or Management Company permission

Due to new legislation, we can now only install fixed community alarm and telecare equipment in a property of a resident who owns the freehold of the property. This can include smoke alarms screwed into the ceiling or a key safe drilled into the outside wall. We will provide a [permission form](#) with new application packs which are to be completed before installation day. Please be aware of this when advising those who you refer to us.



Update: Hospital Discharge Service – free community alarm or fall detector for 6 weeks

We’ve given many local hospitals plug and play community alarms to offer to patients who are being 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. **We can now offer standard or fall detector pendants.** 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.

Request printed brochures

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

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