



**Lincolnshire
Telecare
Service**

**Our products offer vital help:
keeping people safe and well.**

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Who we are

Welcome to Lincolnshire Telecare Service. Over the next few pages, we will tell you a little bit more about us, who we are and what we offer our customers in order to keep people safe and well. The Service, delivered by Age UK Lincoln and South Lincolnshire and Lincolnshire Housing Partnership (LHP), exists to offer a range of affordable aids designed with protection and safety in mind, especially for people who are living on their own and wish to remain independent for as long as possible.

About Age UK Lincoln and South Lincolnshire:



Age UK Lincoln and South Lincolnshire is a local independent charitable organisation and part of the Age UK network.

We are a specialist voluntary organisation, and our aim is to provide high quality services and support to the over 50s in Lincoln and South Lincolnshire, ensuring that they get the most from life.

We do this through researching the needs of older people and devising new ways of meeting these, campaigning and raising public awareness of older people's issues, providing information and advice, volunteering opportunities and delivering a range of community support services.

About LHP:



As one of Lincolnshire's premier social housing landlords, LHP is committed to examining ways in which it can improve the lives of residents both living within its communities and beyond. As a landlord of 12,700 homes across North East Lincolnshire, East Lindsey and Boston, we have a duty to provide good quality and affordable rental and shared ownership homes. But our services extend far beyond this and our involvement in, and promotion of, service is just one of a number of initiatives, which are all designed to assist independent living for all.



Lincolnshire Telecare Service: trusted and designed with the user in mind



Why choose us

With more than 20 years' combined experience, Lincolnshire Telecare Service is made up of a friendly and knowledgeable team, which cares about the communities it serves.

Accredited to Technology Enabled Care, (TEC) – the industry body ensuring the highest standards – valued customers can be assured that all enquiries are answered within 48 hours, with urgent installations carried out within 24 hours (all others, seven days).

Meanwhile, we continually work with medical and technical professionals to meet customer needs and pride ourselves on robust testing.

Developing services

Lincolnshire Telecare Service works alongside hospitals, technology providers and customers – developing and introducing products that meet changing demands.

None of our products are offered until we are completely satisfied that they operate to the highest standards, meeting users' needs.

This brochure contains a wide range of products, however if you have a specific need that is not met, please contact us, we may have what you are looking for as we are always looking at new introductions.

While this brochure offers you a range of products, we are continually looking at new items and one of those may suit your needs – so please contact us and discuss what you or a relative may need. To purchase or enquire about any of our products, please contact **LHP on 01205 318588** or go to **lincolnshirehp.com** or **AgeUK on 0345 556 4144** or go to **ageuk.org.uk/lincolnsouthlincolnshire**

Basics

SOS Wristbands



Our SOS Wristbands help you feel confident when out and about so you can carry on with your daily life. The bands display a unique ID number and the telephone number for LHP Customer Service Centre (CSC).

All you need to do is set up your ID and let us know all of the details you would like us to hold – such as existing medical conditions, emergency contact details or what should happen with your pets if you have to go to hospital. Then if we get a call that quotes your unique ID we'll be able to arrange the help you need, wherever you are.

Pendants



Available as a basic pendant package or an Onyx Pendant these discreet devices underpin our Lifeline Services. They are lightweight and can be worn around your neck or wrist, or kept in your pocket. One press of your pendant button will trigger the emergency response you asked for when setting up your lifeline account.

Our trained operator will ensure you receive the help you require straight away - and stay on the line until it arrives.

Don't worry if you press it by accident; we will make sure you are alright first before we close the call down.



Key Safe

A Key Safe with a secure access code could take some of the stress out of trying to answer the door in an emergency. A secure box just big enough to hold a set of keys is fitted outside your home. You then choose your own personal access code, and share it with people you would like to be able to have access to your home in the event that you are unable to open the door yourself.

Minuet Watch

The Minuet Watch can be worn as a watch around the wrist using the supplied wrist strap or around the neck using the supplied neck cord and holder. Operating similarly to our pendants, with one push it will trigger your pre-set emergency response call.

The watch is useful for younger telecare users who prefer a more modern design to the traditional pendant trigger.



Fall Detector

Also referred to as the IVI Intelligent Pendant, this device provides the wearer with a means of calling for help, 24 hours a day and automatically generates a call for assistance if a fall is detected.



Aids to keep you safe in the home 24/7



Temperature Extreme Sensor

Detecting low, high or rapid rate of rise in temperature within a property, the Temperature Extreme Sensor provides early warning of any abnormal temperatures which may result in the occupier suffering hypothermia or dehydration.

Heat Detector A heat detector will send an alert to the CSC* when the heat in a room indicates that a fire has taken hold.



Smoke Detector

This will sound in the property and in our CSC* when there is smoke in the property so that we can check and raise the alarm if required.



Flood Detector

The Flood Detector raises an early warning to potential flood situations in the home by raising an alarm. Located on the floor below anywhere that a tap may be left running, these devices can either be free-standing or screw-fixed to skirting boards.



Bogus Caller

Provides additional re-assurance when answering the door to an unknown caller. Activating the device which is situated near to the door will send out a silent call to the monitoring centre who will provide the help required immediately.



CO Detector

Our CO Detector warns of dangerous carbon monoxide levels within a property, allowing appropriate action to be taken.



Bed/Chair Occupancy Sensor

These are ideal for people who get up in the night or use a chair to sit in for long periods and are prone to falls. They send an alert when a customer has not returned to their bed or chair after a programmed amount of time.

Additional Help



Epilepsy Sensor

If you or someone you know suffers with epileptic seizures, it can be a worry. The Epilepsy Sensor allows us to identify when someone has a seizure whilst in bed so we can take action when necessary and also help you to monitor the frequency of these attacks.

“Mrs F had been having a lot of unwelcome callers and was beginning to feel unsafe at home. We fitted one of our video doorbells to give her some control back and to help ease her fears.”

Medication Dispenser

Our Medication Dispenser is an excellent option for those who may need a gentle reminder to take their medication. It not only acts as a secure place to keep medication, but also provides effective solutions to support medical compliance. The dispenser will make the required dosage available at the correct time as well as sounding an alarm.

If the pills are not taken from the dispenser within a set time frame an alert will be sent to our team.



Tab time: Small handy pill carriers that store from one day to seven days pills and can be set to remind you to take them with an alarm that sounds similar to an alarm clock.

Wellbeing Calls

If you wish, our trained operators can contact you daily to check on your wellbeing. They can also remind you to take your medication, attend appointments and more.

You can decide the time and type of check that will suit you best. **Call us for price plan information.**

CareAssist

The portable CareAssist is an alarm for onsite carers that can receive alerts and display not only the type of sensor activated, but also either the location of the sensor or the name of the person the sensor has been assigned to.



Canary

The Canary system helps families to monitor the wellbeing of their loved ones by monitoring movement, temperature and light levels. Alerts are sent if anything unusual is detected. The system can be used on a short or long term basis and helps reduce the need for constant calls and reminders.

Case Study

Mr and Mrs 'R' are now a happy and confident couple in their later years, whose lives have been helped hugely – thanks to the use of a Lifeline, a pendant and a Fall Detector.

The couple came to us after Mr 'R' fell several times and his wife was concerned about leaving the house with him alone inside. They both suffered – the husband because he felt unsure and lost confidence and his wife, who felt unable to go out and isolated. Things came to a head when Mr 'R' fell while alone and did not get help for several hours.

Our equipment changed all of that – even seeing Mr 'R' go out into the garden again, with his wife happy to go out shopping, meet friends and have a coffee.

With the help of Lincolnshire Telecare Service, the couple have complete peace of mind.



Case Study

Mrs M has had a lifeline installed for a while, but when there was a change to her hearing and she needed hearing aids in both ears, she was concerned that when she took her hearing aids out she would be unable to hear her smoke alarm.

She enquired about whether there was any other equipment that would help with this. We were able to provide a smoke alarm, pager and vibrating pillow alert so that when she was in bed, she would be alerted if the smoke alarm was activated, by the pillow alert vibrating and the pager going off. She had the added reassurance that it would also put a call through to our monitoring centre.

In addition; in her lounge we fitted a flashing beacon so that if she did not have her hearing aids in during the day, the beacon would flash and she would be alerted.

Mrs M feels much safer in her home and is reassured that she has help 24 hours a day and is so pleased with her added Telecare equipment.



A woman in a dark blue polo shirt with 'LHP' on the chest is assisting an elderly woman with a tablet device. The woman is wearing glasses and a patterned top. The background is dark, and the scene is framed in a circular shape.

Digital and Mobile Technology

Easy to use technology that you can use when you are out and about to help keep you safe and independent or you can use to enhance telecare within your home.

Response Service

Our Response Service can be taken as an 'add on' service in addition to your lifeline

If you do not have friends and family who live locally or are able to assist you 24/7 then our team of professional Responders may be the solution for you. You can add them as your first point of contact and our experienced team can attend your property to support you in the event that you have a non-medical emergency.



Footprint

These devices are mobile so can be taken out with you, attached to your clothing. They use GPS technology to locate the user. There is also an SOS button that can be pressed which will allow two-way speech to the CSC* if help is required.



Mobiles

Simple easy to use mobile phones that connect through to the CSC* are available, as well as more sophisticated smart phones.



Alexa

Can be used to help operate some equipment within the home to help those who are less mobile.

Please ask for more information.

Dementia Aids

Some simple aids and equipment that can help those living with dementia, and those who are particularly vulnerable, stay safe and happy at home.

Stove Guard

The stove guard uses technology which terminates the power to the cooker, in order to prevent fires when abnormal situations are detected. As well as detecting human activity, it registers when pans boil dry and can be linked through to the CSC* providing 24/7 re-assurance and help.

Natural Gas detector

This will alert both the customer and the CSC* to dangerous levels of gas, preventing explosions which can be life threatening to both customers and neighbours.



Property Exit Sensor, PIR

This can be set to alert the CSC* when someone leaves the property unexpectedly and is helpful for people who may be at risk of wandering, so that the correct response can be provided.

Easy to Follow Signs

These easy clean signs make getting around much easier, reducing stress and anxiety.



Memory Clock

From simple clocks that display whether it is Day or Night, to clocks that can also provide verbal reminders and messages from family to help re-assure those living with dementia and retain their independence.



Companion Petz

Realistic to look at, the Companion Petz body gently rises and falls to mimic breathing. The Petz are proven to have a calming effect.



Motion Light

Prevent dangerous trips and falls at night time with an illuminating LED light. Place it under a bed, on a table in a bathroom or even stick it on a wall. It will automatically light up when motion is detected.



“My Nan was unsteady on her feet and with her being slow to get to the door and then unsure who was there, this was making her anxious. The fitting of the video doorbell, by Lincolnshire Telecare Service, gave her re-assurance and her independence back, as she can now view who comes to the door on her mobile phone and speak to them or raise an alert if required. It has given us all more confidence”





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www.lincolnshirehp.com

LHP

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