



#### **COUNCIL'S VISION**

North West Leicestershire will be a place where people and businesses feel they belong and are proud to call home

North West Leicestershire District Council,  
Council Offices, Whitwick Road, Coalville,  
Leicestershire, LE67 3FJ.

This document is available in other formats on request

## Lifeline Sensors Guide

# North West Leicestershire

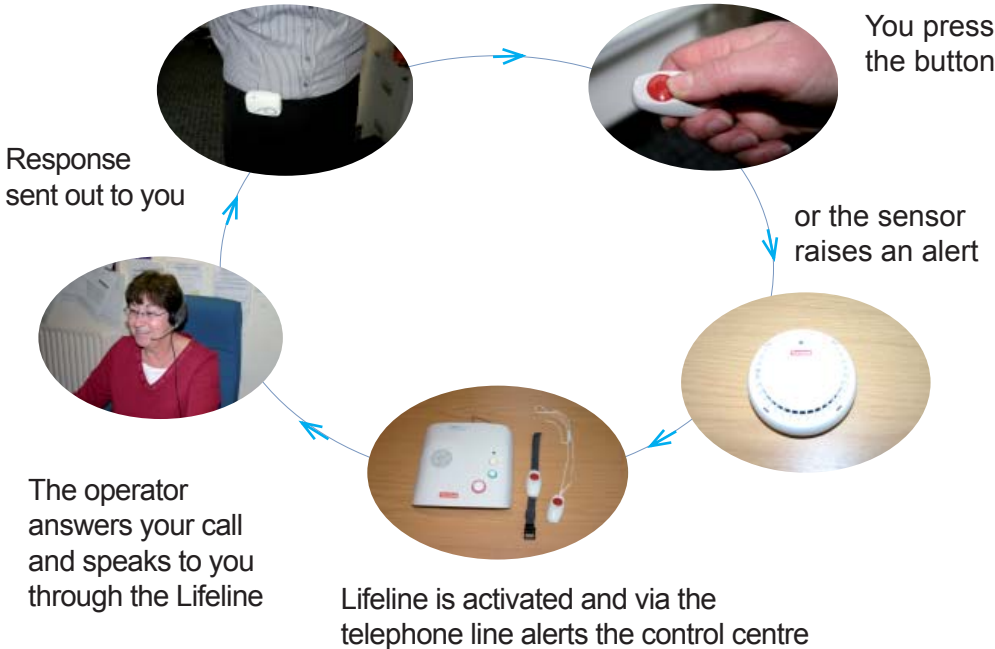
## Safe at home

### Who are we

North West Leicestershire District Council provides a home safety and personal security system that enables people to live independently within their own homes.

### How does the safe at home service work?

The service involves the provision of a telephone link 24 hours a day between the Lifeline home unit in your home and the monitoring centre. Should you press the button on your pendant or unit, or a sensor be activated, a message is sent to the control centre where trained operators take the most appropriate action, whether it be contacting a family member, neighbour, doctor or the emergency services.



**For more information on telecare please contact:**

 01530 454817 Sadie Summerton or Lydia Summers

 sadie.summerton@nwleicestershire.gov.uk

 North West Leicestershire Response  
Unit 11  
The Courtyard  
Coalville  
Leicestershire  
LE67 4JP

# Contents

<b>What is Telecare?</b>	4
Telecare in Individual Homes	4
Telecare in Grouped Housing	4
<b>Lifeline Home Units</b>	5
Lifeline Connect +	5
<b>Telecare Sensors</b>	6
Amie+	7
Bed Occupancy Sensor	7
Chair Occupancy Sensor	7
Carbon Monoxide Detector	8
Fall Detector	8
Flood Detector	8
Smoke Detector	9
Property Exit Sensor	9
Temperature Extremes Sensor	9

# Telecare

## What is Telecare?

Telecare is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living. Telecare can involve placing a variety of discreet sensors around the home, to monitor for environmental risks such as smoke, floods and gas, and personal risks such as falls and property exit. Which can be individually tailored to your needs.

## Telecare in Individual Homes

Tunstall's innovative range of non-intrusive telecare sensors, work with Lifeline home units to offer a comprehensive way of managing the risks to your health and home environment, 24 hours a day, 7 days a week.

## Telecare in Grouped Housing

Tunstall's range of advanced solutions for grouped housing schemes provide peace of mind for both residents and care staff,

by enabling easy communication Grouped housing communities can use Tunstall's range of telecare sensors to ensure that on and offsite care staff are immediately alerted to potentially dangerous situations.



## Smoke Detector

Tunstall Smoke Detectors provide increased reassurance by raising an alarm call at the control centre while also activating a local audible alarm.



## Property Exit Sensor

The Property Exit Sensor provides real time alerts when a client has walked out of their door and not returned so that appropriate action can be taken.

The sensor can also provide an alert when a client has left an external door open for a specified period of time so that action can be taken to ensure that it is closed quickly and the building is secured.



## Temperature Extremes Sensor

The temperature Extremes Sensor monitors for excessively high and low temperatures and a rapid rate of rise in temperature. It is typically installed on the ceiling or wall in the kitchen to protect people and property against extremes of temperature. Two versions are available which provide a different high temperature alert setting.



## Carbon Monoxide Detector

The wireless Carbon Monoxide (CO) Detector battery operated provides an immediate alert when dangerous CO emissions have been detected due to a blocked flue or a fault in a fuel burning appliance.



## Fall Detector

The Fall Detector utilises an intelligent 2 stage detection process in order to identify a genuine fall. The device registers an emergency and sends a radio alarm signal to the home unit, which then initiates a call at the control centre. The fall detector is supplied complete with waist worn pouch, a stand to keep the fall detector in when not in use and a spare battery.



## Flood Detector

The Flood Detector is a wireless sensor that can provide an early warning of potential flood situations. The sensor is placed under the sink or in the bathroom next to the toilet or under the bath. If the detector senses water, the unit will provide two types of alarm. The first is a local audible alarm and the second will activate the Lifeline home unit or grouped telecare system, which will automatically raise a call at the control centre.



# Lifeline home units

Tunstall Lifeline home units form an intelligent centre at the heart of the home to help all kinds of people of all ages to live independently. The Lifeline home units can be used to raise an alarm call from anywhere in the home by simply pressing a radio trigger, the large illuminated red button on the unit or automatically via the range of telecare sensors, wirelessly linked to the home unit.

## Lifeline Connect +

The Lifeline Connect + offers a modern design and provides the greatest levels of flexibility and functionality through the addition of extra features to support users with even more demanding healthcare requirements.

### Key features include:

- User recordable messages
- Remote Sensors – intelligently combines sensor activations
- Event-Based Configuration – configuration – maximising flexibility
- 35 telecare sensor inputs, one hard wired input and one output
- Intergrated ADLife – Activities of Daily Living Monitoring



# Telecare sensors

Telecare consists of various sensors placed around the home linked to a Lifeline home unit or other Tunstall telecare enabled system and monitored 24 hours a day, 365 days a year by a monitoring centre, allowing swift action to be taken should an incident occur.

A wide range of sensors are now available that can help to manage risks within the home enabling people to live safely and independently for longer. The range of sensors provides greater reassurance and protection of users by monitoring for a diverse range of risks.

## Which sensors do I need?

The following pages contain a list of available sensors that can be selected and interchanged to meet individual needs.

## Amie+

The Amie+ has a discreet personal trigger, operating on the 869MHz European Social Alarm frequency, that allow people to make a call in an emergency, even if the home unit is out of reach or in another room..



The Amie has the following extra features: auto battery low reporting and a range of up to 50m/164 ft within buildings. It is supplied with a neck cord.

## Bed Occupancy Sensor

The Bed Occupancy Sensor raises an alarm if the occupant is out of bed for longer than a specified time. An extend switch can be connected to allow the user to easily extend the period of time before an alarm is raised e.g. when getting up at night to make a cup of tea. The sensor can also detect if clients have failed to go to bed at night or have not got up in the morning thus allowing carers to determine the cause.



## Chair Occupancy Sensor

The Chair Occupancy Sensor provides real time alerts when a client leaves a chair in order to help prevent falls and also to notify the control centre of potential issues.

