

Independence for longer

Telecare Solutions Guide  
from Chubb Community Care



# Contents

Every individual has different needs and at Chubb Community Care we are proud to provide comprehensive telecare and telehealth solutions that enable them to lead improved lives independently for longer.

In the pages that follow, we detail our product range across Lifestyle Monitoring, Sensory Solutions, Telecare Sensors and Telehealth – all presented with the single aim of allowing users and professional care providers to have solutions that best suit the requirements of each individual circumstance.

If you require any further help with the selection of products that meet your needs or would just like friendly and informed advice, please call us on **01254 688774**.

Chubb Community Care technology is designed to promote a fully enabled and integrated telecare service. Our systems can be configured to meet specific customer needs and our products range from standard community alarms, through to sensors for environmental and personal protection, which allow people to live more independently and with greater safety.

Our goal is to provide solutions which are tailored to meet the needs of our clients and their customers. Chubb Community Care strives to deliver innovative and industry-leading products and services, we measure our conduct against the highest ethical standards worldwide and can draw on over 60 years of experience, to design products to meet the needs of installers, carers, responders and users.

Our technology offers the choice and flexibility to meet the long-term needs of clients and the requirements and responsibilities of carers, with all modern telecare call handling software, to give the customer the ultimate in choice.

Our Telecare solutions extend to include Telehealth Monitoring; designed for the management of clients' long-term conditions and to complement on-going healthcare regimes. Data such as blood pressure, is transmitted confidentially to a response centre or clinician, and any vital signs outside of set parameters will trigger a response.

We are a member of the Telecare Services Association and have been awarded a framework agreement by Government Procurement Service for Telecare, Telehealth and Telecoaching and Northern Housing Consortium Assisted Living Framework Agreement for products, installation and maintenance. These framework's are designed to guarantee best value when it comes to pricing and that our equipment meets all the latest standards and regulations including Class 1 Receiver Compliance, all Chubb products include BS8521 ensuring we remain 100% compatible with all modern telecare call handling control centres and is fully tested and ready to migrate to BT 21CN.

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Careful consideration of a client's needs is required to produce a total telecare solution. The table below is a good starting point.

A more detailed care plan can be developed by monitoring then assessing a client's behavioural patterns within their own home. Once the results are analysed, an appropriate package can be planned to reduce risk to the client. This could be through the installation of a combination of environmental control systems, telecare solutions or sensors that trigger a call if an emergency occurs, resulting in an immediate response to the situation.

For long-term care management, Telehealth and Lifestyle systems can be used to closely monitor routine behaviour and if changes occur, send out alerts that allow more timely intervention to take place.

Needs	Solutions	Products
Initial Assessment	Lifestyle Assessment and Monitoring	QuietCare System
Visual or Hearing Difficulties	Sensory Solutions	Sensory Products
Response and Monitoring	Telecare Monitoring	IntelliLink Carephone, Chubb Carer Alert, Telecare Sensors, Safe Walking St Bernard, Saturn Control Centre
Long Term Monitoring and Management	Telehealth and Lifestyle Monitoring	Betavista and the Quietcare System



- Independence, choice and empowerment for the individual.
- Effective services and significant cost savings for health, housing and social care.



# Telecare Monitoring - IntelliLink

The IntelliLink is not just a dispersed alarm, it is also fully telecare enabled. The IntelliLink unit uses the BS8521 common protocol, TT-92 and TT-new protocol to ensure compatibility with any monitoring centre.

The unit plugs into a power socket and phone socket, and dials the monitoring centre when any of the telecare devices are triggered.

The IntelliLink is not purely a carephone, as it accommodates your changing needs in today's health and social care market. It also allows you to specify the level of facilities required and if your needs or circumstances change, it can be configured to meet them.

IntelliLink sets new standards for personal safety and reassurance units, protecting your clients and their property, even when they are not at home.

## Key Features

- High clarity hands-free speech for clear and easy voice communication.
- Up to 26 radio telecare devices can be used with the Executive, and 24 devices on the Classic.
- Large illuminated alarm button built into the carephone, visible in all lighting conditions and top rated for ease of use by the Research Institute for Consumer Affairs.
- "Person Down" alarm facilities.
- Silent dial alarms for security and domestic violence applications.
- Multiple emergency numbers allow direct connections through to control centres, ordinary landline telephones or mobile telephones.
- Up to 8 recordable voice messages, allowing alarm call reasons to be identified to carers receiving alarm calls on their telephone (Executive only).
- Supports the Verso Portable Button with multiple wearing options.
- Supports the portable Verso Fall Detector and Fall Detector (wrist worn).
- Low Battery conditions automatically monitored and reported.
- Answering and closing down of incoming phone calls using the portable button.
- Operates on the dedicated European Alarm frequency 869MHz, helping to ensure that alarm calls always get through.
- Real time clock (available on the Executive) which allows inactivity monitoring and other time based solutions.
- Ease of programming using a TV style infra-red remote control.
- Fully tested and BT 21CN compliant.
- Meets all of the latest standards and regulations including Class 1 receiver compliance.
- External hardwired alarm interface port for connection of hard-wired telecare peripherals.
- Capability to support advanced smart home telecare applications including the bed exit monitor, wandering person alert etc.
- The IntelliLink is compatible with all monitoring centre equipment provided by Chubb and other manufacturers.



**Product Statistics - Dimensions** - 190x220x55mm WxHxD  
**Weight** - 709grams  
**Battery Back up time** - 24 hours  
 The IntelliLink is mains operated

**Item No. -**  
**FG155988** - IntelliLink Classic  
**FG155987** - IntelliLink Executive  
**FG155236** - Portable infra-red programmer

For more information call 01254 688774 or email [commcare@chubb.co.uk](mailto:commcare@chubb.co.uk)

# Telecare Monitoring - Carer Alert

In many cases there may be a need for an onsite carer to be notified immediately that an incident has occurred.

The Chubb Carer Alert indicates alarms from the Chubb range of Telecare solutions using audible and visual indicators. Up to seven telecare devices may be assigned.

Its operational range may be increased with an optional pager system allowing the onsite carer to be mobile around the property or garden and still be alerted to a call on the system.

It can also alert an offsite community alarm centre (via an IntelliLink carephone) should an alert not be answered locally.

The unit is also compatible with Chubb's range of wireless sensory receivers which include flashing beacons and vibratory pads.

The Carer Alert provides peace of mind and greater freedom of movement for formal and informal carers who live onsite with the people they look after.

## Key Features

- Flexible and cost effective way of providing a call system in a local care environment.
- Supports carers in their caring role.
- 7 indicator lights support up to 7 telecare devices.
- Supports the Verso Portable Button and full range of telecare sensors.
- Buzzer sound to alert the carer as soon as alarm is activated.
- Can work in isolation or with a default setting to the IntelliLink carephone.
- Plugs into the nearest power socket to the Carer and contains non-rechargeable battery backup for emergencies when moving the unit between power sockets or in case of a power failure.
- When an alarm is activated the appropriate telecare sensor will light up on the box to inform the carer where the incident is occurring.
- Gives an alarm if any of the batteries in the programmed telecare sensors are becoming weak.



**Product Statistics -**  
**Warranty** - 2 years warranty  
**Power Requirements** - Mains powered  
**Battery Backup** - Alkaline or Lithium Batteries  
**Dimensions** - 85x170x35mm WxHxD  
**Weight** - 260g (including battery)

**Item No.** - FG158144

## Product

### Verso Portable Button



## System Benefits

The Verso Portable Button is a light-weight and discreet personal alarm trigger which can be worn on the wrist, around the neck with a wide and comfortable strap or on a belt clip or item of clothing.

When pressed, an alarm is raised. Operating on the 869MHz European Frequency dedicated to social alarms, it allows emergency calls to be raised even if the button on the carephone is out of reach or in another room.

**Product Statistics -**  
**Battery Life** - 5 years average, depending on usage. The battery is self tested every 48 hours.  
**Range** - Depending on building construction up to 100m line of sight range.

**Item No.** - FG151806 Verso Portable Button. FG151808 Accessory pack for Verso Portable Button including neck strap, clip and wrist strap. FG158135 Dexterity Adaptor

### Verso Fall Detector



A fall condition occurs when the Fall Detector is in a position of 70 degrees or greater from a vertical. When a fall condition is detected, the IntelliLink sounds a two tone warning.

If the Fall Detector is put back in its upright position this warning tone will stop. If the Fall Detector remains in its fall condition for more than a predefined time, the IntelliLink carephone will call the control centre.

The Fall Detector also has an integral alarm button so a separate pendant is not required.

**Product Statistics -**  
**Battery Life** - 3 years average, depending on usage. Low batteries are reported automatically to the control centre, even if the user has not pressed the button.  
**Range** - Depending on building construction up to 100m line of sight range

**Item No.** - FG152125 Verso Fall Detector

### Fall Detector (wrist worn)



This revolutionary Chubb Fall Detector is the first automatic wrist worn falls sensor. The Fall Detector has been specially developed to be worn on the wrist permanently with maximum comfort for the user in their everyday life. The unique technology uses algorithms and an accelerometer to determine real falls.

When a fall alarm is raised, the technology allows a small period of time to verify that the fall is real, it will then vibrate up to 8 times before an alarm is raised. If purposeful movement of the arm is detected before the last vibration takes place then the fall activation will be cancelled. If this is not done then a call will be sent through the IntelliLink carephone or the Carer Alert so the appropriate response can be sent. If the fall activation is cancelled by mistake and assistance is still required then pressing the button will raise an alarm call.

Care givers have a choice to enable or disable the cancellation feature depending on the out-come of the assessment for the end user. The ability to disable the self cancellation ensures that once the unit has verified the call it can not be cancelled. This offers additional reassurance to the service user who, may be in a confused or dazed state and may not have pressed the pendant, from accidentally cancelling the alarm.

The Fall Detector also has an integral alarm button so a separate pendant is not required and is waterproof.

**Product Statistics -**  
**Dimensions** - Diameter 37mm thickness 12mm  
**Battery Life** - 2 years Lithium  
**Design** - Hypo-allergenic plastic, Water proof  
**Weight** - 35g  
**Range** - Depending on building construction up to 100m line of sight range

**Item No.** - FG159115 Fall Detector (wrist worn) Elasticated Strap, FG159119 Fall Detector (wrist worn) Rubberised Strap

## Product

### Bogus Caller/Panic Button



## System Benefits

Fear of crime can be significantly reduced if the emergency services can be reached at the touch of a button. A Bogus Caller/Panic Button, installed next to the front door or bed-side, allows the user to raise an alarm if they fear that an intruder or bogus caller is trying to gain access to their property.

#### Product Statistics -

**Dimensions** - 86x86x38mm WxHxD

**Battery Life** - 5 years average dependent on activations

Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG152179 Bogus Caller/Panic Button

### Smoke Detector



The majority of people now recognise that it is essential to have a smoke alarm fitted within their home, and the reassurance this provides can now be greatly enhanced with our smoke alarm. When a fire is detected, the unit provides a loud audible warning to the user automatically sending an emergency alarm signal through the IntelliLink. When the signal is received at the call centre, the alarm is recognised as a priority call, and the operator can contact the resident to double check it is not a false alarm – if there is no response or the alarm is confirmed, the emergency services can be alerted. The smoke alarm is supplied with a pattress for easy installation, and several smoke alarms can be installed within the property if required.

#### Product Statistics -

**Warranty** - 2 years warranty

**Power Requirements** - The Smoke Detector has a 10 year battery life but this product does not contain replaceable batteries so once the battery life has expired the unit must be replaced. The Radio interface has a 5 year battery life depending on usage.

**Dimensions** - Base diameter 85mm, Depth 60mm

**Item No.** - FG159071 Smoke Detector, CS152687 Mounting Pad

### Heat Detector



In certain locations of a property – i.e. the kitchen, smoke detectors may give too many false activations. Installing a dedicated heat detector can solve this problem whilst retaining a high level of protection to provide reassurance for the user.

Should a fire occur, causing a rapid rise in temperature, the unit will activate once 58°C is reached raising a local alert. In addition, a call to a carer or monitoring centre can be provided.

#### Product Statistics -

**Dimensions** - Diameter 126mm/ depth 35mm plus 17mm for radio module pattress

**Battery Life** - Heat Detector – Alkaline batteries have a service life of 1 to 2 years; Lithium batteries can have a service life in excess of 5 years.

**Radio Interface** - 5 years average, dependent on activations. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG155593 Heat Detector

## Product

### Flood Detector



## System Benefits

The Flood Detector is installed within the bathroom or kitchen of a property and will alert a user when a sink/basin or bath overflow occurs. It will also detect water on the floor from other sources such as a burst pipe or from a flood from a flat above.

This neat, unobtrusive detector will provide an early warning of any potential flood situations which can avoid large repair bills, inconvenience and insurance costs.

#### Product Statistics -

**Dimensions** - 90x55x28mm WxHxD

**Battery Life** - 5 years average, dependent on activations per day. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG151105 Flood Detector

### Intruder/Inactivity Monitoring using PIR Detection



#### Inactivity monitor

The PIR can look for movement within a defined time. If the user has not moved within that period, due to a fall or feeling unwell, for example, the carephone will send an alarm to the carer/monitoring centre.

#### Intruder monitor

If the user leaves their property to stay with friends or visit a day centre, pressing a button on the carephone and the portable button will set the system into 'away' mode.

#### Product Statistics -

**Warranty** - 1 years warranty

**Power Requirements** - Alkaline or Lithium Batteries. Typical battery life 1 years depending on usage.

**Dimensions** - 65x110x75mm WxHxD

**Item No.** - FG159048 PIR Detection

### Low Temperature Sensor



During the winter months, one of the greatest dangers to the elderly and vulnerable is insufficient heating of their property. If this continues over a period of days, or even hours, hypothermia can set in within a surprisingly short time.

A low temperature sensor located within the property allows monitoring of the ambient temperature within the dwelling. If the temperature drops, an emergency alarm is automatically raised.

#### Product Statistics -

**Dimensions** - 88x88x56mm WxHxD

**Battery Life** - 4 years average, dependent upon the temperature settings and activations. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG152080 Low Temperature Sensor

### Temperature Extremes Sensor



The Chubb Temperature Extremes Sensor is a battery powered, microprocessor controlled temperature sensor housed in a simple enclosure. The two vented sides allow it to easily monitor the air temperature of its surroundings. The sensor is capable of monitoring 3 different temperature based alarm conditions each with a choice of settings. Once a condition is recognised it will send an alarm to the IntelliLink carephone, Chubb carer alert or Concept RS warden call system. The temperature settings can be easily configured by staff on site to suit the individual service user needs. The installer can fit and choose the most appropriate temperature settings including turning off any of the alarms if not required. All this without the need to stock a range of different parts.

#### Product Statistics -

**Dimensions** - 72x72x72mm WxHxD

**Battery Life** - 3.6V Lithium, User replaceable, average life 2-3 years depending on usage. Automatic battery test and low battery reporting.

**Item No.** - FG156492 Temperature Extremes Sensor

## Product

### Pull Cord



## System Benefits

In extra care situations it may be preferable to have fixed emergency call points in certain rooms of the home. Pull Cords can be ceiling mounted in convenient locations allowing the user to raise an alarm if their pendant trigger is not accessible.

The alarm is raised by simply pulling down on the distinctive orange cord, which incorporates two triangular handles to provide ease of grip.

#### Product Statistics -

**Dimensions** - Diameter 70mm/depth 84mm

**Battery Life** - 5 years average, dependent on activations. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG151111 Pull Cord

### Bed Exit Sensor



This simple Bed Exit Sensor will raise an alarm when a person leaves the bed using a pad under the mattress. This indicates that a user has got out of bed and is potentially putting themselves at risk. If a user has not returned within a fixed period of 30 minutes, the sensor will call the control centre or the local carer.

#### Product Statistics -

**Dimensions** - 90x55x28mm WxHxD

**Battery Life** - 5 years average, dependent on activations per day. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG151835 Bed Exit Sensor, FG151835A - Bed Exit sensor without pad.

### Bed Occupancy Monitor Unit



The Bed Occupancy Monitor Unit will detect when a user has left the bed and not returned within a preset time (4 alarm types can be set). It can also be configured to alert carers or the control centre, if the person has not got into or out of bed by a certain time. When leaving the bed during the night, lights can be switched on using the X10 module, lighting their way and reducing the risk of a fall. A timer can also be set to ensure the sensor will work only during night time hours.

The user can switch the light on or off from within the bed with a remote switch, further reducing the risk of falling out of bed.

Sensitivity can also be set with this monitor and the appropriate under the mattress or under the sheet pad can be used.

#### Product Statistics -

**Warranty** - 2 years warranty

**Power Requirements** - Mains powered and contains a rechargeable battery backup facility.

**Dimensions** - 120x65x150mm WxHxD

**Weight** - 311 grams

**Item No.** - FG159042 - Bed Occupancy Monitor Unit, timer, panic alarm and under the mattress pressure pad, FG159100 - Bed Occupancy Monitor Unit, timer, panic alarm and under the sheet pressure mat, FG159044 - X10 Receiver for Light, FG155883 - Additional under the sheet pressure pad, FG155882 - Additional under the mattress pressure pad.

### Care Sensor



The Chubb Care Sensor provides a unique non intrusive, non bodily worn solution to personal security for older, vulnerable and disabled people.

The Care Sensor is a bed occupancy detector which can send an alarm when the person leaves the bed, or leaves the bed and does not return within a specific time.

The sensor is based on vision technology which can see and interpret situations. The greatest advantage with this technology is that the sensor, to a high extent, can be adjusted to suit Individual needs.

The Care Sensor offers a longer product lifetime than comparable products and has no need for hygienic maintenance due to the fact that the sensor does not demand physical contact.

#### Product Statistics -

**Dimensions** - 166x68x77mm WxHxD (including mounting bracket)

**Weight** - 290gram (including mounting bracket & cable)

**Battery Life** - Remote control 1 year with normal use. The Care Sensor is mains operated.

**Item No.** - FG158121 Care Sensor

## Product

### Pill Dispenser



## System Benefits

A fully automatic Pill Dispenser takes the worry out of dispensing medication to older or vulnerable people. At pre-programmed times the Pill Dispenser carousel rotates to allow the user to take the appropriate medication. An intermittent audible alert tone is provided as a medication reminder.

The unit knows when the pill has been removed from the dispenser, so if the medication has not been taken after a preset time, a radio link to the carephone will automatically call the control centre. The unit only dispenses the dosage due at that time reducing the risk of 'double dosing'.

#### Product Statistics -

**Dimensions** - Diameter 180mm, depth 47mm

**Battery Life** - 6 months, there is a visual indication of Low Battery on the Pill Dispenser.

**Item No.** - CS121570 Pill Dispenser (stand alone), FG152081 Pill Dispenser (with radio link), ATM722A Snap on lid for pill dispenser tray, CS121850 Tray with lid, 3 discs and prescription booklet, CS121748 Timer disc cards (2 printed, 1 blank), CS122100 Pack of 25 Disposable Trays, CS122101 Pack of 50 Disposable Trays.

### Enuresis Sensor



Provides an early warning for individuals prone to incontinence whilst sleeping. A sensor pad placed between the bedding and mattress allows detection of excess amounts of moisture. If this occurs, an emergency alarm call can be transmitted.

The bed sensor is designed to be easily cleaned, dried and replaced and is attached to a control unit by a very slim wire which is designed to not disturb the user while in bed.

#### Product Statistics -

**Dimensions** - Control Unit 80x40x20mm Bed Mat 600x400mm

**Battery Life** - 5 years average dependent on activations. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG151108 Enuresis Sensor, FG151108A Enuresis Sensor without Pad, CS022102 Replacement Pad

### Door Contacts



The security and safety of vulnerable users can be guaranteed discreetly and remotely by ensuring they remain within their property at certain times of the day or night. Using magnetic contact devices, the opening of doors and windows can be automatically monitored. This allows the call centre to raise the alarm if a person leaves the house at an unusual time. Time periods are fully programmable allowing the best settings to be achieved for each individual.

Door Contacts can also monitor intruders and can be set in an 'away' mode which will send an alarm to the control centre if access is detected while the user is out of the house, for example.

#### Product Statistics -

**Dimensions** - Control Unit 40x80x20mm WxHxD

**Battery Life** - Average 3 years, depending on activations per day. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG150655 Door Contacts, FG158116 Door Contacts (including key switch)

### Natural Gas/Carbon Monoxide (CO) Detector



This solution detects both natural gas and carbon monoxide. An immediate alarm will be raised if it detects a specified level of gas. The gas detector can stand alone or an automated system, it is BSI approved.

#### Product Statistics -

**Dimensions** - 100x145x55mm WxHxD

**Battery Life** - The gas detector is mains operated and is recommended to be installed by a qualified electrician if it is to be a permanent fixture.

**Item No.** - FG158119V Natural Gas/Carbon Monoxide (CO) Detector

## Product

### Carbon Monoxide Detector



## System Benefits

When gas appliances become faulty or have not been serviced correctly, a dangerous build-up of carbon monoxide can occur.

As this toxic gas is colourless and odourless, it is essential that early detection is achieved.

Installing carbon monoxide detectors adjacent to the appliances in question will ensure an emergency alarm call is raised when the gas build-up reaches a concentration which is hazardous to health.

#### Product Statistics -

**Dimensions** - 85x99x55mm WxHxD

**Battery Life** - 6 years average, The Carbon Monoxide detector is battery powered.

**Radio Interface** - 5 years average, depending on activations per day. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG156491 Carbon Monoxide Detector

### Epilepsy Sensor



The Epilepsy Sensor will raise an alarm to a monitoring centre or other alarm recipient when a seizure is detected.

The sensor is designed to detect Tonic-Clonic (Grand Mal) seizure types only. That is, during the seizure there must be convulsions (shaking or jerking movements). Any other seizure types such as partial or absence seizures without movement **would not be detected**.

The detector is equipped with a movement sensor that is positioned between the bed base and mattress.

The sensor has an adjustable level control with a movement detect confirmation LED. A further control, delay, is used to minimise false alarms caused by normal movements during sleep. Using these controls it is possible to fine-tune operation of the monitor to suit most bed types and convulsive seizure types.

A built in microphone can be used to detect grunting or groaning sounds that sometimes precede a seizure from adult males. Again, an adjustable sensitivity control allows the correct level to be set.

#### Product Statistics -

**Dimensions** - Monitor 150x105x45mm, Sensor 75x55x25mm

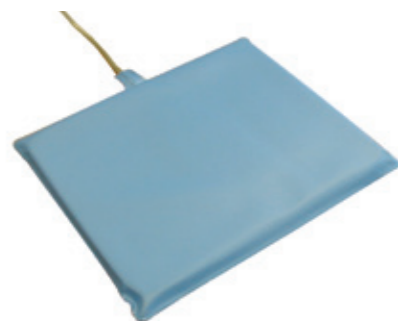
**Battery Life** - 12 hours full battery backup

**Power** - 12V DC Power adaptor

**Sensor lead** - 2 Meters

**Item No.** - FG155956 Epilepsy Sensor, FG154630 Universal Transmitter with Test Button

### Chair Occupancy Sensor



The pressure pad can be placed beneath a cushion in a chair. An alarm is raised to the IntelliLink or the Carer Alert unit, which will activate and notify the Control Centre or the local carer, as soon as pressure is taken off the pressure pad, and indicates that the user is potentially at risk.

It is essential that the pressure pad is located correctly for optimum operation when the user is sitting in a chair.

#### Product Statistics -

**Dimensions** - 330x280x30mm WxHxD

**Warranty** - 2 years warranty

**Power Requirements** - The Radio Interface has a typical battery life of 4 years depending on usage.

**Item No.** - FG159072 Chair Occupancy Sensor, FG159072 Chair Occupancy Sensor Without Pad, CS080116 Replacement Pad.

## Product

### LPG Gas Detector



## System Benefits

The Liquid Petroleum Gas (LPG) Detector will raise an immediate alarm through the carephone or warden call system when it detects LPG gas.

#### Product Statistics -

**Dimensions** - 180x120x75 (WxHxD)

**Warranty** - 2 years

**Battery Life** - The Gas Detector is mains operated

**Item No.** - FG159118 LPG Gas Detector

### Natural Gas Detector



The Natural Gas Detector will raise an immediate alarm through the carephone or warden call system when it detects natural gas.

#### Product Statistics -

**Dimensions** - 180x120x75 (WxHxD)

**Warranty** - 2 years

**Battery Life** - The Gas Detector is mains operated

**Item No.** - FG159117 Natural Gas Detector

### Universal Transmitter



Universal Transmitters can be used to link many types of additional sensors or items of auxiliary equipment via radio, to the carephone which forwards a call to the control centre. All that is required is a suitable volt free contact, which will close on alarm.

#### Product Statistics -

**Dimensions** - 40x80x20mm WxHxD

**Battery Life** - 5 years average, dependent on activations. Low Battery status is self monitored and automatically reported to the control centre.

**Item No.** - FG154630 Universal Transmitter with Test Button, FG154557 Universal Transmitter without Test Button

Telecare meets the needs of an individual's circumstance and therefore each package can be individually tailored. In order to help you select the right solutions for the right need, Chubb Community Care have developed and can recommend a basic package guide which can then be tailored to suit a user's needs.

IntelliLink Carer Alert	Verso Portable Button	Dexterity Adaptor	Fall Detector	Bogus Caller Button	Pull Cord	Pill Dispenser	Bed Exit Sensor	Bed Occupancy Monitor	Flood Detector	Enuresis Sensor	Care Sensor	Door Contacts	Intruder Alert	Inactivity Alert	Smoke Detector	Heat Detector	Natural Gas	CO Detector	Low Temperature Detector	Epilepsy Sensor	Chair Occupancy Sensor
Bogus Caller	■	■	■	■	■																
Intruder Safety	■	■	■	■	■																
Dementia	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			
Falls Management	■	■	■	■	■	■		■		■			■								
Epilepsy	■	■		■	■	■		■		■	■		■								
Domestic Violence	■	■			■	■	■														
Environmental Safety	■			■			■	■	■	■	■										
Vulnerable	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■		■
Hearing Impairment	■			■		■	■	■	■	■	■										
Visual Impairment	■	■			■		■	■	■	■	■	■	■								
Personal Safety	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■		
Delayed Discharge	■		■	■	■	■		■		■	■										
Racial Harassment	■	■	■			■	■														
Extra Care	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■			
Wandering Alert	■			■	■		■	■													

# Safe Walking - St Bernard

With most products one size does not fit all. This is especially true of emergency location devices where users can vary widely in their physical and cognitive abilities and the care environments around them.

In many cases fear of this happening can stop people going out by themselves either because they themselves are afraid, or because their carers and family are concerned for their safety.

St Bernard is a GPS based Emergency Location Service designed around the needs of social care. It enables someone who has encountered a problem when they are out and about to be located. They might have wandered out of a familiar area and become lost or confused and unaware of their situation.

Being able to provide a safety net in the form of emergency location can reassure both the service user and their carers. It can allow people to continue being active and independent and helps reduce the costs of providing continuous support.

## Product

### St Bernard GT-300



## System Benefits

A versatile device for higher functioning users such as younger people with learning disabilities, people with acquired brain injury or older people who are worried about falling or getting lost where the simple mobile phone functionality may be useful.

This small, stylish and lightweight device has a long battery life of up to 3 days between charges and includes a panic button which can trigger alerts and open a voice channel to a carer or monitoring centre. It also contains a fall indicator with adjustable sensitivity and voice feedback which allows the user to cancel accidental alerts. Text messages can be received so a carer can re-mind the user about appointments or things to do.

Item No. - FG155904 St Bernard GT-300

### St Bernard GH-1202



A general purpose location device that has highly configurable features. Its simplicity and versatility make it suitable for older people who may find a conventional mobile phone confusing or where the capabilities of the user may deteriorate and functionality needs to be reduced.

This device has full mobile phone functionality and a panic button. It auto answers so the carer or monitoring centre can easily contact the user if there is an emergency and can be configured for silent calls so the monitoring centre can listen to what is happening without alerting the people present.

The keys can all be configured to the needs of the user and locked or disabled if required. It has the ability to increase its location update rate if there is a panic alarm which makes it simpler to locate someone in an emergency and the panic alarm can be triggered remotely. This enables a carer to initiate the same response as if the user had pressed the panic button which could involve multiple people or a monitoring centre being alerted.

Item No. - FG156495 St Bernard GH-1202

### St Bernard GL-200



A passive device which is ideal for people who would not be able to interact with or understand the other devices in the range.

The device has excellent GPS sensitivity and includes a movement detector. It is waterproof and has a long battery life of up to five days.

Item No. - FG155905 St Bernard GL-200

Item No. - FG156496 Localink (must include Universal Transmitter with test button FG154630 or Universal transmitter without test button FG154557)

Service charge plan (monthly or yearly)

Additional Option - Short term or long term rental includes service and device

For more information call 01254 688774 or email commcare@chubb.co.uk



# Health and Lifestyle Monitoring

Telecare also includes Telehealth, designed for the management of clients' long-term conditions and to complement on-going healthcare regimes. Data such as blood pressure is transmitted confidentially to a response centre or clinician, and any vital signs outside of set parameters will trigger a response.

For people with medical conditions that require regular care and monitoring, Telehealth means the difference between spending time in hospital and living independently and comfortably at home.

Telehealth Systems will ensure that they still receive the protection and reassurance they need – including being reminded about medication to clinical consultations via an automated question and

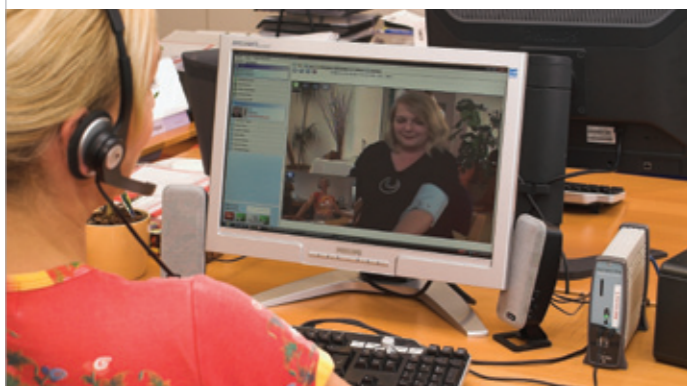
answer system, videophone or direct speech. For hospitals and other healthcare providers it means freed-up beds, fewer unscheduled visits to A&E units, GP's surgeries or clinics and more efficient use of both hospital-based and home-visiting nursing staff.

The Chubb Community Care Telehealth Systems can also be used by public service providers such as Social Services for everything from care in the community to occupational therapy, which results with savings in valuable time, resources and cost.

## Betavista

### Product

#### Betavista Videocare System



This truly brings the benefits of sophisticated technology into the home of elderly and/or vulnerable people but with such ease of operation that compliance with the technology is almost guaranteed.

The image seen by the carer or client is far superior to that normally achieved with a standard web camera. The system is supplemented by a comprehensive client record software system, which is able to store client images, and vital sign measurements for future transmission to a third party if required.

Up to four people can be involved in a video conference with the client, bringing together all the stakeholders involved in their care. Whilst the professional carer will derive considerable benefits from being able to see the person they are talking to (albeit remotely), relatives, friends and neighbours, wherever they are in the world, can also have this inexpensive system installed on their home computer.

The system, which is already being used successfully in parts of Europe and Overseas, extends to provide telehealth vital sign measurement transmission whilst bringing the benefits of telemedicine into the home.

GPs, Community Matrons, Social Workers, Occupational Therapists and other stakeholders, will be able to increase the number and frequency of consultations with clients without having to travel to see them or the client having the worry of travelling to the professional carer.

### System Benefits

Betavista reduces the cost of care for the elderly and enhances their wellbeing by providing a new level of interactive home telecare and interaction with service providers. Betavista is a powerful and feature rich system with a small foot print ready for home or clinical environments.

In the client's house, the image presents itself on the television screen, which is generally considered the most appropriate and popular medium for elderly adults to receive remote care. The carer will see the client's image on their laptop or desktop computer.

Typically a call will be made by the carer and with a one-touch button operation accepting the call, the client will have the image of the carer appear on their television screen. Should the client need to speak to and see their carer, again by pressing one button, a call is made to the carer and the remote consultation takes place.

# Lifestyle Monitoring

QuietCare monitors lifestyle activity and is unique as it predicts normal behavioural patterns and reports significant changes, warning of developing problems and prompting early intervention. It can also be used in conjunction with other procedures as an assessment tool for telecare.

Such timely, accurate and actionable information enables Service Clients and their carers to make better decisions relating to their safe, independent and dignified living. It provides peace of mind to carers and helps care professionals make assessments and improve the quality and efficiency of care they provide.

As QuietCare is a passive system that requires no behavioural change or intervention on the part of the Service Client it is particularly suited for use with vulnerable and at-risk user groups, such as people prone to falling, or with dementia, diabetes or other chronic conditions.

### Product

#### QuietCare



### System Benefits

#### QuietCare motion sensors

QuietCare is an activities of daily living assessment and alert system. It is easy to install and simply plugs into the Service Client's telephone and electrical supply. The base unit dials in on a freephone number to the QuietCare central computer every two hours, or more frequently if necessary, and downloads the data.

The QuietCare system then analyses the raw motion data and automatically develops a baseline of each Service Client's normal daily activity. Noteworthy changes are identified and reports are generated that can be viewed via a secure internet connection by persons authorised by the Service Client. Alerts can be delivered by email, pager or via a call centre.

There are two packages, QuietCare Professional which comprises of five motion sensors and a base station or QuietCare Professional for Assessment, which includes seven motion sensors and a base unit.

### QuietCare Programs



'QuietCare' is the entry service level and is geared towards the individual, self-funded Service Client. The "QuietCare" service level enables carers to view information for the Service Client via an Individual Summary Screen. Automated alerts are delivered to the Emergency Contacts via email or pager.

'QuietCare Alert' offers the same service level as "QuietCare" with the added benefit that urgent alerts are delivered to Emergency Contacts via a Call Centre.

As the name implies, 'QuietCare Professional' is designed for the professional sector, such as Social Services, Housing and PCTs. Carers can view information for each Service Client via the Individual Summary Screen. In addition, the "QuietCare Professional Service" enables professional carers to case manage a group of Service Clients utilising the QuietCare Group Summary Screen. Automated alerts are delivered to the Emergency Contacts via email or pager, or via their own call centre.

'QuietCare Professional Alert' offers the same service level as "QuietCare Professional" with the added benefit that urgent alerts are delivered to Emergency Contacts via a Call Centre.

# Sensory Solutions

For people with visual or hearing difficulties, sensory products can be used to alert them that a telecare alarm has been activated.

Working with the Chubb Carer Alert and IntelliLink carephone, these products are suitable for telecare users or onsite carers with sensory impairments.

When a telecare alarm is activated, the Chubb Carer Alert will go into alarm condition, it will alert the user or carer using an audible tone whilst visually indicating which telecare sensor has triggered the alarm.

A sensory transmitter is linked to the Chubb Carer Alert which when activated can trigger an array of wireless sensory receivers such as flashing beacons and vibrating pads. This system allows users who have sensory impairments to be alerted to a telecare sensor activation. This can be particularly important in the case of smoke detectors as it would alert the user and allow them to safely vacate the property. A 24 hour control centre can be alerted simultaneously.

It can also be used to alert onsite carers who may themselves have a sensory impairment, that a telecare sensor has been activated. The system can also work in conjunction with an IntelliLink carephone, to provide the security of a 24 hour control centre, should the onsite carer be unable to respond locally.

## Product

### Transmitter



## System Benefits

The Transmitter is linked to the Chubb Carer Alert and alerts when a telecare sensor has been activated.

**Item No. - CS040131** Transmitter with connecting lead, **CS040132** Optional mains adapter for transmitter

### Paging Pack



A pager can be carried anywhere in the home and alerts the wearer through both lights and vibrations that a call has been made.

An optional recharging unit is available for the pager. Once the Pager Receiver is placed into the charger you can plug in a Vibrating pad, sound unit or flash unit into the base.

#### Product Statistics -

Battery operated vibrating pager with belt clip and neck cord. LED displays and differing vibration patterns show which transmitter has been activated. Capable of showing more than one activation at the same time.

**Battery Life** - 2 x AAA alkaline battery - typical battery life 2-3 months

**Item No. - CS040133** Pager with vibrating facility, **CS040135** Charging station for pager

## Product

### Flash Module



## System Benefits

This additional Flash Module can be added to any receiver.

**Product Statistics -**  
Battery and Mains power supply.

**Item No. - 230-317** Flash Module

### Flash Receiver



The portable Flash Receiver will alert users by a bright white flashing light and LEDs when an alarm is activated. A red light is also available, a vibrating pad can be linked into this unit.

**Product Statistics -**  
Battery and Mains power supply. Alerts through vibration and flashing lights.

**Item No. - 230-571** White Light Flash Receiver

### Flash Lamp Plug In



The Flash Lamp Plug In is a flashing white receiver which plugs into any 13A mains socket. A vibrating pad can also be linked into this unit.

**Product Statistics -**  
Mains power supply, Alerts through vibration and flashing lights. Vibration pad is optional.

**Item No. - CS040134** Flash Lamp Plug In

### Sound Module



This additional Sound Module can be added to any receiver so that you can hear the alerts as well as see and feel them.

**Product Statistics -**  
Battery and Mains power supply.

**Item No. - 230-318** Sound Module

### Vibrating Pillow



The Vibrating Pillow can be used in conjunction with most receivers. When an alarm is activated, the unit will vibrate.

**Product Statistics -**  
Battery Operated. Alerts through vibration.

**Item No. - CS190219** Vibrating Pillow



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We reserve the right to update product specifications in line with our policy of continual development.  
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