












# Darlington Telecare




## Equipment Reference Chart





Equipment	Description	For people who...
 <p><b>Lifeline Unit</b></p>	<p>The Lifeline Unit plugs into your telephone line and when you press it in an emergency it will dial the Lifeline Service for help, it works all day and everyday</p> <p>. Regular annual checks</p>	<ul style="list-style-type: none"> <li>• Want the peace of mind of knowing that help is on hand if it's needed               <ul style="list-style-type: none"> <li>• Are vulnerable</li> </ul> </li> </ul>
 <p><b>Personal Pendant</b></p>	<p>A pendant or wrist band is provided so that you can move about your home and garden and still be able to call us in an emergency</p> <p>Fitted by our Lifeline Officers</p>	<ul style="list-style-type: none"> <li>• Live alone, or spend time at home alone               <ul style="list-style-type: none"> <li>• Have disabilities</li> <li>• Have sensory impairment</li> </ul> </li> </ul>
 <p><b>Ceiling Pullcord switch</b></p>	<p>Fitted in rooms in your home, for example the bathroom and bedroom</p>	<ul style="list-style-type: none"> <li>• Are at risk of falling at home</li> <li>• Have been affected by violence</li> <li>• Struggle to get to the telephone if I need assistance</li> <li>• Would like reassurance for you or your family               <ul style="list-style-type: none"> <li>• Family live away</li> <li>• Have limited mobility</li> </ul> </li> </ul>




All telecare sensors described below are compatible with the Lifeline unit above.

Telecare Equipment	Description	For people who...
 <p data-bbox="260 539 435 568"><b>Fall detector</b></p>	<p data-bbox="619 145 1110 248">Detects when a person has fallen and automatically calls the Lifeline Service</p> <p data-bbox="667 286 1062 353">The fall detector comes with a personal belt.</p> <p data-bbox="683 392 1046 421">Fitted by our lifeline officers</p>	<ul data-bbox="1185 145 1528 353" style="list-style-type: none"> <li>• Are at risk of falling</li> <li>• Are worried about falling</li> <li>• Have fallen in the past</li> <li>• Have limited mobility</li> <li>• Are wheelchair users</li> </ul>
 <p data-bbox="260 1003 435 1032"><b>Heat Sensor</b></p>	<p data-bbox="624 609 1106 712">Detects when temperatures are too high, or rising rapidly, and there may be a risk of fire</p> <p data-bbox="624 750 1102 898">Heat detector are ceiling mounted in kitchens or areas with high levels of fumes or dust. Not suitable for bathrooms or areas of high humidity.</p> <p data-bbox="644 936 1082 1003">They are not triggered by smoke, only heat</p> <p data-bbox="632 1041 1094 1108">Fitted by either a lifeline officer or a handyperson.</p>	<ul data-bbox="1185 609 1509 913" style="list-style-type: none"> <li>• Cook and could accidentally start a fire</li> <li>• Smoke but at risk of fire</li> <li>• Have dementia or other mental health needs</li> <li>• Have learning disabilities</li> </ul>
 <p data-bbox="244 1503 451 1532"><b>Flood Detector</b></p>	<p data-bbox="619 1142 1106 1209">Detects water on the floor and automatically calls the lifeline service</p> <p data-bbox="683 1247 1042 1276">Fitted by our lifeline officers</p>	<ul data-bbox="1185 1142 1528 1350" style="list-style-type: none"> <li>• Might accidentally leave taps turned on</li> <li>• Might not notice water sitting on the floor and could slip / fall because of it</li> </ul>
 <p data-bbox="231 1944 467 1973"><b>Enuresis Sensor</b></p>	<p data-bbox="644 1572 1083 1682">Enuresis is a term to describe the involuntary discharge of urine, especially during sleep.</p> <p data-bbox="683 1720 1042 1749">Fitted by our lifeline officers</p>	<ul data-bbox="1185 1572 1528 1906" style="list-style-type: none"> <li>• Are affected by Enuresis</li> <li>• The person must have a carer available to provide appropriate care when needed</li> <li>• Usually recommended by a medical professional involved in your care</li> </ul>

Telecare Equipment	Description	For people who...
 <p><b>Bogus Caller/Panic Button</b></p>	<p>Usually wall mounted in the hallway alongside the front door where it can easily be pressed if the resident feels threatened or uneasy with a visitor. The unit is discrete, totally silent in the home but when pressed opens a speech channel to control allowing the operator to hear and get assistance</p> <p>Fitted by a lifeline officer or a handyperson.</p>	<ul style="list-style-type: none"> <li>• May need assistance without anyone else in the home or at the door knowing</li> <li>• Suffer abuse or domestic violence</li> </ul>
 <p><b>Automatic Pill Dispenser</b></p>	<p>Will sound an alarm when it is time for the user to take their medication – if the pills are not taken from the dispenser within a preset period an alarm call will be transmitted to control. The dispenser will previously have been loaded with the correct dosage and will make this available at the correct time each day whilst keeping the others locked out of sight. Pills “taken” and pills “ready” are also transmitted and logged.</p> <p>Fitted by our lifeline officers</p>	<ul style="list-style-type: none"> <li>• May forget to take their medication or take too much</li> </ul>
 <p><b>Smoke Detector</b></p>	<p>Detects smoke and if linked to a lifeline unit automatically alerts the control centre.</p> <p>Fitted by the Fire Brigade. Includes free home fire safety check.</p> <p>Everyone should have a smoke detector</p>	<ul style="list-style-type: none"> <li>• Don't have a smoke detector</li> <li>• Smokes or at risk of fire</li> <li>• May not realise if there was fire or the alarm was sounding</li> </ul>
 <p><b>Temperature Extreme Sensor</b></p>	<p>Detects when temperatures are too high for a long period,</p> <p>Detects when temperatures are too low for a long period, which could affect health</p> <p>Fitted by a lifeline officer and handyperson.</p>	<ul style="list-style-type: none"> <li>• May not realise if their home is too hot or too cold</li> <li>• May not adequately heat their home during winter</li> <li>• Have dementia or other mental health needs</li> <li>• Have learning disabilities</li> </ul>

Telecare Equipment	Description	For people who...
 <p><b>Bed Occupancy Alarm</b></p>	<p>Senses when someone is in or out of bed during certain times of the day or night</p> <p>Can automatically turn on a bedside light when the person gets out of bed</p> <p>If person is out of bed for a long time it can automatically call the Lifeline Service in case they have fallen or need other help</p> <p>Fitted by our lifeline officers</p>	<ul style="list-style-type: none"> <li>• Might fall during the night</li> <li>• Might forget to take their pendant</li> <li>• Struggle with small switches</li> <li>• Are elderly or frail</li> <li>• Have limited mobility, such as arthritis</li> <li>• Are receiving medication</li> <li>• Might be confused if getting up in the dark at night</li> </ul>
 <p><b>PIR Movement Detector</b></p>	<p>This is wall mounted in the hallway or living room to monitor movement within the dwelling. PIR's can be used for activity monitoring or intruder detection.</p> <p>If no movement is detected within a present period an "inactivity" alarm call will be transmitted.</p> <p>Fitted by a lifeline officer and handyperson.</p>	<ul style="list-style-type: none"> <li>• Live alone and don't see someone on a daily basis to check they are OK and moving about</li> </ul>
 <p><b>Property Exit Alert</b></p>	<p>Recognises when someone has left their property at a time that is unsafe or unsuitable and automatically calls their family carer or the control centre</p> <p>Before family or the carer leaves they enter a code to start the exit time period. When the exit time period expires the door is armed. When the door is opened the entry time period starts. If the code is not entered within the entry time an alarm call will be transmitted.</p> <p>Fitted by a contractor and lifeline officer</p>	<ul style="list-style-type: none"> <li>• Are prone to going out walking when it isn't;</li> <li>• Safe</li> <li>• Healthy or</li> <li>• Appropriate</li> <li>• And may put themselves or others at risk</li> </ul>

Telecare Equipment	Description	For people who...
 <p data-bbox="204 528 443 562"><b>The Strobe Light</b></p>	<p data-bbox="603 210 1110 353">The flashing amber strobe light is used to alert hard of hearing residents when the control centre is trying to contact them. It is wall mounted.</p> <p data-bbox="616 389 1098 461">Fitted by a lifeline officer warden and handyperson.</p> <p data-bbox="735 495 975 528">5-year battery life.</p>	<ul data-bbox="1193 210 1501 342" style="list-style-type: none"> <li>• Are hard of hearing and need a visual alert if any devices are activated</li> </ul>
 <p data-bbox="137 976 515 1010"><b>Carbon Monoxide Detector</b></p>	<p data-bbox="603 600 1110 786">Carbon Monoxide Detectors detect dangerous levels of carbon monoxide, which can be emitted by faulty gas appliances – for example gas fires, cookers or boilers.</p> <p data-bbox="595 819 1114 927">Carbon Monoxide has been called ‘The Silent Killer’ – it has no smell or taste so you can’t detect it, but the detector can.</p> <p data-bbox="667 960 1042 1032">Fitted by a lifeline officer and handyperson.</p>	<ul data-bbox="1193 600 1520 663" style="list-style-type: none"> <li>• Have gas appliances in their home</li> </ul>
 <p data-bbox="164 1330 536 1364"><b>Gas Detector – Mains 240v AC</b></p>	<p data-bbox="595 1066 1114 1256">This detector is wall mounted above door height in the kitchen, living room or anywhere with a gas appliance. It is not fitted in bathrooms, directly above cookers or in draughty areas.</p> <p data-bbox="603 1290 1106 1433">If a dangerous level of gas or carbon monoxide is detected a local alarm will sound and an alarm call transmitted to the control centre.</p> <p data-bbox="722 1467 986 1500">Fitted by contractor.</p>	<ul data-bbox="1193 1066 1528 1411" style="list-style-type: none"> <li>• Accidentally leave gas taps turned on</li> <li>• Can’t smell gas leaks</li> <li>• Can’t recognise the smell of a gas leak</li> <li>• Have dementia or other mental health needs</li> <li>• Have poor memory of memory loss</li> </ul>
 <p data-bbox="164 1921 536 1993"><b>Gas and Carbon Monoxide Detector</b></p>	<p data-bbox="595 1532 1114 1722">This detector is wall mounted above door height in all rooms that contain a fuel-burning appliance. It is not fitted in bathrooms, directly above cookers or in draughty areas.</p> <p data-bbox="603 1756 1106 1899">If a dangerous level of gas or carbon monoxide is detected a local alarm will sound and an alarm call transmitted to the control centre.</p> <p data-bbox="722 1933 986 1966">Fitted by Goldshield.</p>	<ul data-bbox="1193 1532 1528 1877" style="list-style-type: none"> <li>• Accidentally leave gas taps turned on</li> <li>• Can’t smell gas leaks</li> <li>• Can’t recognise the smell of a gas leak</li> <li>• Have dementia or other mental health needs</li> <li>• Have poor memory of memory loss</li> </ul>

Telecare Equipment	Description	For people who...
 <p data-bbox="229 600 469 633"><b>Epilepsy Monitor</b></p>	<p data-bbox="628 215 1082 315">Epilepsy is a common neurological disorder characterised by recurring seizures.</p> <p data-bbox="603 353 1107 501">The Epilepsy sensor monitors your movements whilst you sleep. It can tell the difference between normal movement and an epileptic seizure.</p> <p data-bbox="603 535 1107 636">The Epilepsy monitor bed sensor pads are positioned under the mattress to detect arm and leg movements.</p> <p data-bbox="695 674 1015 707">Fitted by a lifeline officer</p>	<ul data-bbox="1195 215 1522 584" style="list-style-type: none"> <li>• Have epilepsy and might have a seizure during the night, leaving them unable to call for assistance.</li> <li>• You should speak to your Doctor about this monitor to see if it is suitable for you</li> <li>• Have someone who can respond quickly</li> </ul>
 <p data-bbox="165 1162 485 1196"><b>RNID Smoke Alarm Kit</b></p>	<p data-bbox="592 748 1118 965">The R.N.I.D. Smoke Alarm kit is designed 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 sent to the control centre.</p> <p data-bbox="608 1003 1102 1070">Fitted by our Fire Brigade and Lifeline officer</p> <p data-bbox="635 1108 1075 1142">Includes free home fire safety check.</p>	<ul data-bbox="1195 748 1493 815" style="list-style-type: none"> <li>• Are deaf or hard of hearing</li> </ul>
 <p data-bbox="229 1626 421 1659"><b>Vibrating Pad</b></p>	<p data-bbox="608 1236 1107 1384">The vibrating pad can be used to alert deaf and hard of hearing residents when the control centre is trying to contact them.</p> <p data-bbox="639 1413 1075 1447">It is fitted into the person's pillow.</p> <p data-bbox="679 1476 1035 1509">Fitted by our lifeline officer.</p>	<ul data-bbox="1195 1236 1493 1303" style="list-style-type: none"> <li>• Are deaf or hard of hearing</li> </ul>

## General Information

- With all equipment linked by a telephone line to our control centre, when the battery is getting low, a signal is transmitted to our control centre and they will arrange for either replacement of the old battery or a new piece of equipment.
- The Control Centre is based in the CCTV room in the Town Hall. This is a 24-hour 365-day of the year service. All of the equipment when activated will send a signal via the resident's telephone line to the control centre.
- Everybody who receives a telecare service will be asked to sign a consent form. This covers a whole series of situations. A copy of the latest consent form can be requested from our lifeline service 01325 388508.
- Each piece of equipment can be programmed with a specific voice e.g. family member. This allows the residents who may require reassurance about a particular situation.
- Most telecare sensors are battery powered. However some require connection to a 240v AC mains supply.
- All telecare sensors are compatible with the Lifeline unit above.
- When developing support plans, items of equipment should be included and costed within their personal budget.
- Our equipment suppliers operate policies of continual product development. Where you believe that somebody might benefit from a modification to a device please inform us. We can take this to our supplier who will work with their research and development department to design a suitable modified product.
- There is a weekly charge for equipment, a regular invoice is issued payable by a range of methods e.g. direct debit, post office payment card, on line at [www.darlington.gov.uk](http://www.darlington.gov.uk), cheque, etc. If you live in a council property this can be added to your rent.
- If the person is eligible for supporting people a discount may be taken off the weekly charge.