



Leicestershire  
County Council

## Leicestershire Telecare Service

Supporting you  
24 hours a day

My product  
handbook



**Tunstall**

# Welcome to the Leicestershire Telecare Service

You have been assessed to find out what pieces of equipment are most suitable for you and your home.

This leaflet describes the range of equipment that can be provided by the Leicestershire Telecare Service.

Below and opposite is a tick list showing which equipment you may have had fitted in your home. These pieces of equipment will have been chosen to meet your needs.

<b>Product</b>	<b>My equipment (tick if installed)</b>	<b>Where my equipment is located</b>	<b>Date my equipment was installed</b>	<b>More info on page</b>
Lifeline Vi+ home alarm unit				4
MyAmie - press-button				4
Automatic light				5
Bed occupancy		It is under your bed mattress		5
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## Lifeline Vi+ - home alarm unit



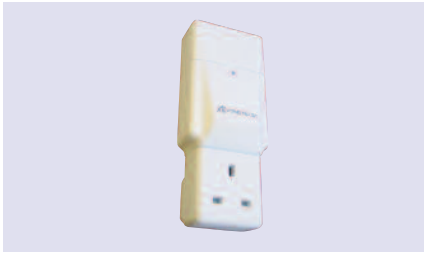
- Automatically contacts the response centre when it receives an alert signal from any of the pieces of equipment installed.
- Works even when no mains power (up to 40 hours).

## MyAmie - press-button personal alarm



- Allows you to raise a call to the response centre.
  - It is small and discreet.
  - You can wear this in different ways, including as a pendant or on your wrist.
- Please press the red button on the first day of each month. The red light should light up for a few seconds and a call will be made to the response centre. This will also test the Lifeline Vi+ home alarm unit.

## Automatic light-switching sensor



- Works with your bed-occupancy sensor to turn the main bedroom light on and off when you get in and out of bed.

## Bed-occupancy sensor



- Automatically raises an alert to the response centre.
- Detects if you have not got into your bed at night or not got out of your bed in the morning.

## Bogus-caller button



- This allows you to call the response centre for help.
- It is a discreet button fitted near your front door.

## Carbon-monoxide detector



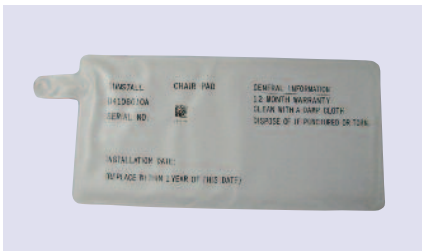
- Provides an immediate alert to the response centre.

## CareAssist - hand pager for carers



- This pager will receive an alert and the person who has it is notified that you require assistance
- The pager will light up, vibrate and make a noise.
- It is easy to use and portable.

## Chair-occupancy sensor



- Raises an alert to the response centre.
- It can help detect if you have fallen.
- It can be useful if you use a wheelchair.

## DDA - vibrating pager



- Vibrates and lights up to let you, or someone that cares for you, know about a potential risk.
- It can be useful if you have a sensory impairment such as if you are blind.
- It is also available as a pillow vibrating pager.

## Epilepsy sensor



- This raises an alert to the response centre if you have an epileptic seizure while you are in your bed.
- The sensor is discreet as it is placed underneath the bed mattress.

## Fall detector



- This raises an alert to the response centre if you fall.
- It is worn around the waist - supplied with a belt clip and belt with pouch.



## Flood detector



- This raises an alert to the response centre if there is a possible flood situation in your home, such as your bath overflowing.

## Medication dispenser



- Lights up and makes a noise to remind you to take your tablets.

## Minuet watch - personal alarm worn on the wrist



- Combines an alarm button with a high-quality wrist watch.
- This helps to encourage users to wear their personal triggers throughout the day.
- Allows you to raise an alert to the response centre

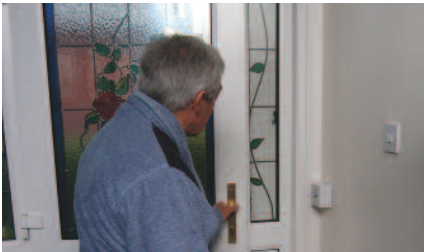


## PIR - movement sensor



- Monitors movement, or lack of movement, in a room.
- The sensor sends an alert to the response centre.

## Property-exit sensor



- Provides a warning if you leave your home and do not return within a certain length of time.
- The sensor can alert the response centre.

## Smoke detector



- This raises an alarm in your home if it detects smoke.
- It also sends an alert to the response centre.





## How to contact us

If you have any questions, comments, compliments or complaints about the Leicestershire Telecare Service please contact us.

### Leicestershire County Council - Adult Social Care

Phone: 0116 305 0004

Email: [adultsandcommunitiesCSC@leics.gov.uk](mailto:adultsandcommunitiesCSC@leics.gov.uk)

Write to:

### Adult Social Care

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County Hall

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Leicester LE3 8ST

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