Think TEC 1st
TECHNOLOGY ENABLED CARE MANCHESTER

Digital tools for independent lives

Technology Enabled Care
Equipment Brochure

Digital tools for independent lives

Manchester Local Care Organisation

MANCHESTER CITY COUNCIL

#WeAreCommunity

Contents

Technology Enabled Care

Technology Enabled Care (TEC) is an approach to supporting people to continue to live at home for as long as possible by using assistive technological devices.

The devices help people to maintain their independence and remain living in their own homes, while also improving their personal safety.

A 'think TEC First' and 'making TEC everybody's business' approach are key priorities of Manchester's Better Outcomes, Better Lives transformation programme to develop a truly effective and accessible prevention offer.

The aim is to empower people's choice to access the least restrictive support and care options tailored to their needs that provide real value for safety, independence and reassurance whilst reducing or delaying the need for formal care.

Technology Enabled Care is managed by the Community Alarm and Technology Enabled Care (CATEC) team. CATEC are part of the Manchester Equipment and Adaptations Partnership (MEAP) team of Manchester Local Care Organisation (MLCO).

MLCO is a partnership between the NHS and Manchester City Council and provides adult social care and community health services in the city.

This brochure is designed to support health, social care and other professionals to have the knowledge they need of the different TEC offers available to service users. It is also accessible to service users to see the technology that can support them.

The devices we offer can provide a range of support including monitoring people's movement and reducing home and environmental risks such as fire and flooding. Devices can also help to manage health conditions such as epileptic seizures, purposeful walking (wandering), dementia, enuresis, medication management and falls. Finally, devices can support carers in their caring role, particularly around alerts that are monitored by CATEC 24/7 365 days a year.

Although there is a small weekly monitoring charge for some devices, which currently start from £4.10 per week, the actual TEC devices are free for Manchester residents. You could have a community alarm unit (which includes a SIM card) a falls detector and a smoke detector for the single monitoring cost for example. If there are two people living in the same property who need the service they pay only one charge.

If you are interested in TEC to support a Manchester citizen

- Please contact the Manchester City Council Contact Centre on **0161 234 5001** or via email to **mcsreply@manchester.gov.uk**.

- You can also complete a Technology Enabled Care form in Liquid Logic.

If you are interested in Sensory Technology

- You can contact Manchester City Council Contact Centre on **0161 234 5001** or via email to **mcsreply@manchester.gov.uk**.

- You can also complete a Technology Enabled Care form in Liquid Logic and select Sensory Referral.

Community Alarm

Pendant

GSM Community Alarm and Pendant (can include reminders)

Easy Press

This unit and pendant, which can be worn discreetly, have the following functions:

- Users can call for help by pressing the large button on the unit.

- Users can call for help by pressing the red button on their pendant.

- Users can answer incoming telephone calls hands-free by simply pressing the button on the pendant.

- Where an onsite carer is available, the unit can be programmed to send alerts to a pager to enable the carer to respond.

- The unit allows up to six voice-reminder messages (prompts) to be recorded on the unit. These can be played back at a given time on a one-off or daily basis.

- A reminder facility may help people to take their medication at the right time; however, it should not be relied upon purely for this function, especially by those who require medication for life-threatening conditions.

- This Community Alarm is provided with a sim card, there is no need for a landline telephone, there will be no additional cost to your phone bill.

Alerts to: 24-hour call centre.

For people who have dexterity issues. It pops over the top of the pendant and makes it less difficult to press the Red button for help.

Sound Booster

GPS Device

This is a Bluetooth device that wirelessly connects to the Lifeline home unit, providing extra audio coverage throughout the home. It enables clearer communication between the end user and the monitoring centre.

*This device will help if the citizen has hearing problems or if the unit is located in a different part of the house to where they sleep.

*The device can be paired with either of the Lifeline alarm units.

This device is a wearable GPS location device; it can be attached to a keyring or lanyard. It provides security and peace of mind, and provides:

- real-time location information including safe zones and geo fences

- a panic button – for the user to raise an alarm

- two-way audio – allowing calls

- fall detection.

The device allows incoming calls, which are automatically answered. The caller is able to speak to the user if they have concerns. This device complements the door contacts to raise an alert if the person leaves the home.

It is recommended that door contacts are requested when referring for a GPS Tracker Device.

Alerts to: Family, friends and carers, 24-hour call centre.

Door Contacts

Helps to monitor the safety of people who are at risk of leaving their homes at unusual times. The sensor can:

- Monitor when the door is opened at unusual times

- Monitor when doors are opened

- Be used with Community Alarm for raising alerts

- Be used as part of wellbeing monitoring to show how active a person is, based on opening and closing the door.

- Essential when referring for a GPS Tracker.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

Crime Units

These are community alarms provided for residents who have been victims of crime, or those at risk of crime and/or abuse.

This is a monitoring-only service, at a charge of £4.10 per week.

This service is a police-only response.

Alerts to: 24-hour call centre. Call centre will contact the police if a response is required.

Can be provided without a social care assessment.

Can be provided without a social care assessment.

Falls Detector

Vibby Falls Detector

The device detects serious falls and raises an alert to the monitoring centre or carer.

- The pendant is small and lightweight and allows the wearer to press a button for help in their home 24 hours a day.

- The detector automatically calls for assistance if a fall is detected and the wearer is unable to push the help button.

- It can be worn with a belt clip, neck cord, or clothing clip.

- If not worn, it can be set to alert the monitoring centre if movement has not been detected for a period of time.

The sensor works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.

Falls detectors may not pick up all falls, this can depend on the weight of the person or the velocity of the fall. If a person has a sliding fall (from a sitting position for example) this type of fall may not be detected. We advise that whenever possible the wearer should press the centre of the device to raise help.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

The device is worn on the wrist (pictured above) or around the neck.

- It will raise an alert to a carer or the monitoring centre if it senses the user has fallen.

- It enables the wearer to call for help by pressing the face of the device.

The device works by using an algorithm and pressure sensor and is aimed at anyone who is at risk of falling. It is especially useful for those with limited mobility, older people, and people with long-term conditions such as epilepsy, diabetes and Parkinson's disease.

The sensor is worn on the wrist or around the neck. It works with an innovative algorithm, which measures loss of altitude and speed and can detect if a person falls from an upright position.

Falls detectors may not pick up all falls, this can depend on the weight of the person or the velocity of the fall. If a person has a sliding fall (from a sitting position for example) this type of fall may not be detected. We advise that whenever possible the wearer should press the centre of the device to raise help.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

Medication Prompts

Medication Prompt Watches

Medication Management

There is the requirement to ensure that reasonable adjustments are considered when supporting with medication management.

The first point of contact is always via the community pharmacy to discuss suitable options.

Medication Prompts

Medication prompts are available via the unit as explained in the Community Alarm information; however, they can also come via phone from the control centre. This can be via a land line or mobile phone. This would be charged at the Monitoring and Response service cost.

Requests should include:

- Details of the type of medication(s)

- Times of the prompts

- What to do in situations of non-compliance or if contact cannot be made.

It is not mandatory to have a Community Alarm to access this service.

Alerts to: 24-hour call centre.

These are designed for people who just need a reminder to take their medication.

- They are also a digital display watch.

- The devices can be set for 4 reminders each day.

The slim line watch needs to be charged approximately every 72 hours.

The larger watch works off a regular watch battery which can last up to 2 years. It has additional functionalities; it can speak the time when the alarm sounds to a preset alert and at the touch of a button is will talk the date or the time

The slim watch will vibrate when it is time for the individual to take their medication (preset alerts).

Please note - if the medication the person is taking changes, or the times the medication are to be taken changes, it is the responsibility of the person or a family member to let us know by ringing 0161 234 5001.

Portable Medication Management - YOURmeds

Minuet Watch

This device is a portable blister pack and does not require Wi-Fi or broadband.

Prepared by pharmacies, the YOURmeds device provides a visual and audible prompt when it is time for medication to be taken.Each medicine dose is clearly numbered and colour-coded. The device provides real-time information on usage. If a person forgets to take their medication, an alert is sent and support can be offered.

These devices aren't currently provided by our Community Alarm and Technology enabled care team (CATEC). An external providers supports with provision of these devices.

All information on this for staff is held on the Manchester Local Care organisation (MLCO) staff extranet via:

- https://oneteam.healthiermanchester.org/resources/technology-enabled-care

If you don't have a log in for the extranet you can request one via communications@manchesterlco.org

Alerts to: Family, friends and carers.

- The watch is for users who prefer a more modern design to the traditional pendant.

- It is more discreet than a pendant, meaning it is less noticeable.

- This will suit those not wanting people to know they have a device that can raise an alert, for example, those suffering domestic abuse.

The screen provides visual reassurance that the alarm button has been pressed.

Please note that as the button is small you will need to have good dexterity to be able to press the discreet pendant.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

Bogus Caller/Panic Button

Jelly Bean Press

Fixed near the door, this button enables the user to raise an alarm in the event of an unexpected caller.

- It can be used to call assistance.

- It can give verbal prompts, including reminders.

- When the person uses it, any incidents will be recorded and can be used as evidence at a later date.

Alerts to: 24-hour call centre or on-site carer/support staff via carer-assist device.

- Ideal for residents with limited movement.

- This device is sensitive and can be activated by the slightest touch.

- It has a 6.4cm activation surface.

- This device has to be wired to a community alarm to support users with limited movement to raise an alarm call to the 24-hour monitoring centre.

Alerts to: 24-hour call centre or carer-assist device.

Bed Sensor

Chair Sensor

The sensor consists of a bed-pressure pad, which is placed underneath the mattress of the user.

What the sensor can do:

- Create an alert when the user has left their bed and not returned within a pre-set time, which may mean they have had a fall.

A wider bed pad is available that can be placed on top of the user's mattress to increase sensitivity.

This helps when users are very small, light, or move a lot during their sleep.

Alerts to: 24-hour call centre or on-site carer/support staff via carer-assist device.

- The sensor, placed on the seat of the chair, creates an alert if the user has not got up for a set period of time.

- It monitors activity and inactivity.

- Lights can be programmed to come on once a person gets out of their chair. This can help prevent falls as the person is moving around their home.

Alerts to: 24-hour call centre or on-site carer/support staff via carer-assist device.

Just Checking
Lifestyle monitoring and assessment

A simple, internet-based system that uses sensors around the home to allow professionals to observe people's movements, to help assess their health and wellbeing.

- As a person goes about their daily routine, the system creates a summary of activity that can be securely viewed online.

- This information provides unbiased evidence of an individual's progress.

- The system creates an activity chart that shows the rooms visited, what activities have happened within those rooms, and how long they have taken.

- There are no cameras or microphones, just discreet wireless movement and door and activity sensors.

- The sensors are simple to attach around the property, and the main device just requires an electrical supply.

- The recommended monitoring period is two weeks. At the end of the monitoring period, a report is produced detailing the user's activity.

NB. This device does not provide alerts, as it is a monitoring tool only. If alerts are required, please consider installing alternative equipment alongside this device.

CareAssist

CareAssist is designed to support carers.

- It is a simple, portable device for carers to receive alerts from sensors.

- On-site carers can be quickly made aware of any incidents.

- It can display the type of sensor activated, the location of the sensor, and/or the name of the person the sensor is being used for.

- The device avoids the need for a telephone line or monitoring centre service, which is often not required when full-time (24-hour) care is being provided.

Alerts to: On-site care/support staff only.

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19 Can be provided without a social care assessment.

Pull Cord

- Pull cords can be placed around the home for when a pendant is not worn, such as in the bedroom.

- The cord gives the user an extra way of raising an alarm.

- Owing to the use of wireless technology, there is minimal disruption during the installation process, and it can be easily relocated if necessary.

Alerts to: 24-hour call centre or on-site carer/support staff.

20 Can only be provided after a social care assessment

Alert It
PIR sensor

This is a discreet battery-operated motion sensor. It can be placed in various locations next to beds or over doorways. The sensor will:

- Detect a person leaving their bed before they become weight-bearing.

- Notify if a user is entering an unsafe area.

- Create an alert if the threshold is breached.

Alerts to: On-site care/support staff.

Epilepsy Sensor

Enuresis Sensor
(for urine incontinence)

This sensor monitors vital signs, including breathing pattern and heart rate to detect a range of epileptic seizures.

- The sensor eliminates the need for carers to make physical checks, promoting independence and dignity.

- It can be used to monitor people with epilepsy while they sleep.

- It is able to tell the difference between normal movements and epileptic seizures.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

Placed between the mattress and sheet on the bed, this sensor detects moisture, such as urine.

- The sensor prevents the need for carers to make physical checks, promoting dignity and independence. Without this device, a carer will undertake regular checks throughout the night, which is hard work and means broken sleep for carers and users.

- The device will help prevent skin damage, which can result from being in contact with urine for a long time.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

Pressure Monitoring Mat

Can monitor movement in the home - for example, when placed next to the bed or by the bathroom.

- When the mat detects pressure, for example someone standing on it, an alarm is created.

- It can also create an alarm when there has been no activity for a specified amount of time.

- It is discreet, as it is not visible if placed under a carpet or mats.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

Home Temperature Sensor

Known as an ambient temperature sensor, this device can:

- Monitor and maintain a healthy temperature in the home.

- Be customised with a high or low temperature threshold.

- Alert the community alarm or care assist, giving an early warning to changes in temperature.

- Monitor unexpected changes in temperature.

- Display the current temperature.

Alerts to: 24-hour call centre or on-site care/support staff via a carer-assist device.

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Carbon Monoxide Alarm

Creates alert when dangerous carbon monoxide levels are detected.

- Battery-operated.

- Wireless.

- Alarm can be sounded in the home.

- Alert sent to 24-hour monitoring centre.

Alerts to: 24-hour call centre or onsite support staff via a carer assist device.

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Flood Detector

Gives early warning of potential flooding in the home caused by a blocked sink or toilet, or taps being left on. The unit can be placed on the floor, under a sink, next to the toilet, or near the bath.

- It has three sensors. When two of the sensors make contact with water, it sounds an alarm to alert people, and then sends a signal to a Community Alarm or other system.

Alerts to: 24-hour call centre or onsite support staff via a carer assist device.

Smoke Detector

If smoke is detected, an alarm is raised to alert people.

- The detector is wireless, so fixtures and fittings in the home are not affected.

- It is easy to place and move, if needed.

- An alarm is then sent automatically to a Community Alarm or other system.

Alerts to: 24-hour call centre or onsite support staff via a carer assist device.

Heat Detector

If heat above a certain temperature is detected, an alarm call is made to a Community Alarm or other system.

- This detector is wireless and powered by batteries.

- It is perfect for use in rooms such as kitchens, where smoke detectors often cause false alarms due to smoke from cooking.

Alerts to: 24-hour call centre or onsite support staff via a carer assist device.

Sensory equipment

A range of equipment is available to support people with visual and hearing impairments.

Hearing Loss Technology

Bed-shakers – placed under the mattress or pillow, these have a powerful vibration to wake the user.

This can be linked to a smoke detector

This can also be linked to a Flash receiver which creates a flashing light when activated

Referral via Technology Enabled Care form in Liquid Logic and select Sensory Referral

Flashing Beacon

Other sensory equipment

Alerts a user of danger and that people are contacting them

The receiver offers a choice of 16-tone sequences or melodies for acoustic alerting. These can be individually assigned to the respective events. Loud sirens and coloured alarms alert people with hearing or visual impairments to danger and people trying to contact them.

They can be used for:

- Smoke detection.

- Notification of telephone calls.

- Alerting that someone is at the door.

- The beacon can also provide feedback.

Referral via Technology Enabled Care form in Liquid Logic and select Sensory Referral.

A range of equipment is available to support people with visual and hearing impairments. Equipment can be either stand-alone or used with other sensors to support and reassure the user.

The types of equipment include:

- Alerts when the phone rings.

- Flashing doorbell.

- Voice Announcer.

- Talking and large-print watches.

- Telephone amplifiers.

- Mobile Phone – powerful Bluetooth neck loop for mobile phones.

- TV loop system – hearing-aid users set up this device and use a setting that allows them to hear the TV at an enhanced level.

Referral via Contact Centre on 0161 234 5001 (cannot be referred by Liquid Logic).

TEC prototypes

We are testing out new TEC within Adult Social Care to support citizens to be as independent as is possible within their own homes.

We are also carrying out evaluations including feedback from citizens, their carers and our workforce to understand if the technology has been effective.

This will then enable a decision to be made on whether to make these technologies available to others as part of Manchester's offer to citizens.

Just Roaming
TEC prototype

Uses a range of discrete sensors placed around a property, consisting of activity, movement, door, bed sensors that send personalised live alerts to a handset held by staff on duty who need to respond.

Alerts can also be set up to give reminders to staff e.g. when to give medication.

These alerts are RAG rated so an appropriate response time is clearly defined. This provides support staff with up-to-the-minute information about a person's supports needs during the day or night.

This information helps care professionals on site coordinate responsive, personalised support whilst enabling independence.

Alerts to: Just Roaming is set up to send alerts to on site staff and is currently only used in our purpose built in-house supported accommodation schemes (DSAS).

Case studies and feedback with recommendations of
Technology Enabled Care

Case Study from a Social Worker - **Tracker/Door Sensors**

Robert was referred to the Integrated Neighbourhood Team due to concerns re cognitive impairment and potential wandering.

An urgent referral was made to CATEC and I collected a tracker from the offices to ensure that his safety was met. It was a very challenging time as we struggled to get services in place due to COVID and this gentleman would have required 24-hour dementia residential care.

Robert lacked capacity and a tracker was put in place to reduce the risk of wandering. He was mobile and active the tracker enabled Roberts movements to be monitored and if he became confused and disorientated then the response officers would return Robert to either his home address.

Robert had door sensors in place over a 24-hour period that was monitored if there were any concerns. The service ensured that Robert was able to remain in the community for a while until he was moved to ExtraCare.

I'm forever grateful for the support that technology and community alarm provided and improved the quality of life whilst ensuring that Robert was able to remain in his own home. Thank you so much to all involved, Robert was not even aware that technology was being used.

Family feedback on **Community Alarm and Falls Detector**

Over the last three years you have, in our opinion, surpassed all reasonable expectations in the support you have provided to Susan, allowing her to stay in her own home for as long as she has.

On a number of difficult occasions and under unusual circumstances you as a team have risen to the occasion and provided a truly excellent first-class service.

I am not sure if Susan as always said thank you, but we are sure that she appreciated the caring support always shown to her. We as her family truly appreciate your services as without this technology, we know we couldn't have coped with supporting Susan staying at home.

It seems to us that everybody in the team is totally committed to providing a service that is second to none. You have not only helped keep Susan happy at home, but this technology and your service have allowed us to get some of our life back.Please accept our sincere thanks and best wishes for your continued future as the "Pendant People".

Supporting independent lives with an **Epilepsy Sensor**

MG was an 18-year-old student who was moving to Manchester to do her degree at the University, MG suffered from epilepsy seizures - usually through the night - and her family were concerned about her leaving home in case she had a seizure whilst she was on her own.

MG's mother contacted CATEC to find out if there was any technology available to support. We offered a community Alarm and an epilepsy sensor which would alert the 24-hour control room if a seizure was taking place or MG could press the unit if she felt unwell. MG was able to complete her degree less vulnerable, feeling reassured and safe.

Carer feedback on the **Community Alarm**

I just want to inform you the Installer was fantastic fitting my Dad's Community Alarm, he dealt with my Dad with the most ultimate respect and patience. He explained the alarm and gave him literature showing how it all worked at the time my dad was being most difficult as he has up to now resisted assistance, with his hoarding and any services. The installer was exceptionally patient, respectful, and chatty with my Dad this calmed him completely which enabled the connection to go ahead. This relieved my stress levels, as I thought he may have refused again to have the safety measures in place.

I just wanted him to be recognised with this email for his fantastic response in a difficult situation, my Dad now has a different opinion regarding services. This is a perfect example of Our Manchester at its best.

Supporting independence with a **GPS Tracker**

CM lives in North Manchester. She has dementia but likes to go out in the community and visit friends. Her and her family want her to remain independent for as long as she can. CM has a GPS Tracker which she takes out with her every day, programmed with safe zones.

CM went for a walk on a cold winter's day, she stumbled down a steep remote embankment, she was lay on the ground, injured and unable to summon help. The falls detector element of the tracker alerted the CATEC control room. By speaking to her through the device, we were able to reassure that help was on the way, relieving further stress and anxiety. The emergency services were called, arrived at the scene and CM was fine.

Keeping people together with supportive **TEC**

Mr and Mrs W, have said how supported they feel since Mr W has been discharged from hospital.

Mrs W explained that at first, she was hesitant to have the technology and was unsure about the team responding to AW's alarm. However, she now says she doesn't know what she would do without this and that she would be very upset if we ever had to take this away.

Without this TEC Mr W may not have been able to return home safely, so it has made a huge difference and prevented a potential care home placement which would have caused serious deterioration to Mr and Mrs W's relationship and wellbeing.
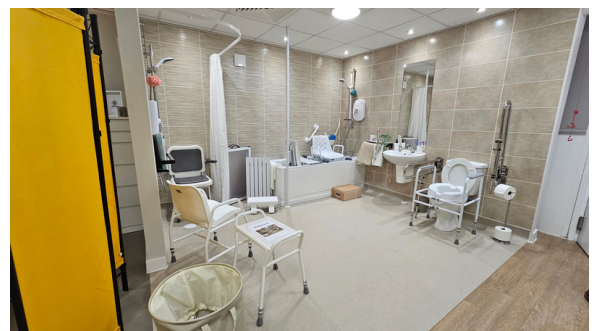
Smart Suite

What is Smart Suite?

Smart Suite is the Manchester Local Care Organisation Equipment and Adaptations Partnership (MEAP) and Technology Enabled Care (TEC) demo suite.

Located just near the Etihad Stadium, we are open now for visits from members of the public and health and care professionals.

All of the TEC devices that we provide in Manchester are available to try in the Smart Suite along with other equipment and adaptations. It's a great way to try the equipment described in this brochure.

Smart Suite is located in a large single room which has been fantastically kitted out to feature a kitchen, living room, bathroom, bedroom and staircase areas – all modelled like a real home. Other adaptations that people can see include:

- **Kitchen** – height adjustable kitchen appliances, easy access cupboards and fittings, electronically lowering storage facilities and small appliance options.

- **Living Room** – sensor and alarm equipment in situ, chair risers, furniture, walking aids and more.

- **Bathroom** – Bath, shower and toilet adaptations ranging from; shower chairs and electronic equipment to lower people into the bath safely to easy-use taps and toilet rails. A separate demo area has toilets with automatic washing and drying features installed as well as hoists.

- **Bedroom** – Electronically adjustable beds, sensor mats for motion, falls and epilepsy detection, bed rails, furniture risers and more.

- **Staircase** – Stairlifts and even a working through-floor vertical lift are installed in the suite.

Booking a Smart Suite visit

Smart Suite is open almost every working day for the public, or professionals working in health and care, to book a visit. We can accommodate individual visits or larger groups. There may be some days when training is pre-booked to take place but we will be as flexible as we can to accommodate your visit.

People need to book a visit to us but it's really easy. Just:

- Telephone us on **0161 277 1704**
- Or email us at **mft.msil-assessment-team@nhs.net**

Visit **www.manchesterlco.org/tec** or use the QR Code for all the latest information on our TEC offers and to access the latest online version of this brochure.

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