

# BEEP ASSIST

# Product Brochure





# Lifeline & GSM alarms

Lifeline and GSM alarms are traditional units which are linked to a 24/7, 365 monitoring response centre. Each alarm comes with a push-button pendant, which can be worn around the wrist or neck, and will work within a 50m radius of the unit. When the button is pressed, the response centre is alerted.

The Lifeline unit needs a landline phone connection to operate as well as a power socket on the same wall within 2m of each other.

The GSM lifeline unit has a SIM card and therefore does not need a landline connection, it works in the similar way as a mobile phone.



## Help is always at hand

Both the lifeline alarm and the GSM lifeline unit are linked to a 24/7, 365 days a year monitoring response service. When an alert is raised, the call handler will respond and immediately offer help and assistance. If the customer does not respond they will call a nominated contact or the emergency services.

## Linking to other products

Most of our products require a lifeline alarm or GSM alarm to be fitted within the home to enable sensors to be linked to the monitoring response centre. If customers live with family or friends, or live in a care home, a Care Assist unit will be needed to connect with sensors.

## Care Assist

For customers who live with family or friends, are in a residential setting, or have live-in carers, we offer a Care Assist. The unit is similar to the Lifeline and GSM unit, however, it is not connected to a monitoring response centre. A Care Assist can be linked to sensors and when an alarm is raised family members, friends or carers can respond to the alert.

# Products



## Smoke alarm

When activated by smoke detection, the smoke alarm will automatically raise a call to the response centre. The response centre will contact the customer immediately and call the fire service if there is no response.



## CO detector

If carbon monoxide or natural gas is detected, the device will automatically alert the monitoring response centre. They will advise the customer to vacate their property and will call the National Grid to investigate.



## Flood detectors

This sensor can be placed by a sink, bath or toilet and will raise an alert when water comes into contact with the bottom of the unit.



## Alert it epilepsy sensor

Epilepsy sensors are placed underneath a mattress and can detect motion and sound. A built-in microphone can detect changes in breathing, possibly indicating a seizure. The sensitivity can be adjusted for the customer's needs.



## Bogus caller button

This device can either be worn around the neck, on a clip, or positioned by a doorway. When a suspicious caller visits the property, the customer can press the button to alert the monitoring response centre.



## Ambient temperature sensor

Sensor monitors room temperature according to a pre-agreed setting, and if the temperature becomes too warm or too cold, an alert is raised. The sensor also displays the current room temperature.



## DDA Pager

A pager style device which flashes and vibrates when a sensor is triggered. The DDA pager comes with vibrating pillow pad and a belt clip.



## Pull cord

This sensor can be placed anywhere in the home and is ideal for customers with restricted movement or the dexterity to push a pendant button.



## Flashing beacon

Flashing beacons can be placed around the home and when activated by a sensor, the beacon will flash to raise an alert.



## Enuresis sensor

Washable sensor that can be placed on a mattress and will detect mild incontinence.



## Heat detectors

Ideal for rooms where a smoke alarm is unsuitable for example, a kitchen. Heat detectors will be alerted when a room's temperature reaches between 54 and 62 degrees centigrade. Unlike a smoke alarm, the heat detector is only activated by a rise in temperature and not smoke and therefore can be used by customer's who smoke. Should the detector be alerted the response centre will contact you and call for the fire service, if required.



## Bed & chair sensors

Sensor pads can be fitted under chair cushions and bed mattresses and will monitor activity. A pre-agreed time of absence can be set, and if the sensor does not detect any movement after the agreed time frame, an alert is raised. Devices are ideally paired with a Time2Sophia indoor security camera so family, friends and carers can virtually check-in when a sensor is triggered. They are also a good alternative for people who are not able, or do not wish to, wear pendants or falls pendants, and those with poor mobility.

# Push-button pendants & watches



## Vibby falls detector

Pendant falls detector which can be worn on the wrist, or around the neck. The device recognises falls by a rapid change in height difference and impact, raising an automatic alert when a fall is detected. The pendant also has a push-button which can be used to manually call for help.



## Wrist worn pager watch

Wrist worn pagers are linked to sensors around the home and will vibrate and alert the customer when sensors are activated.



## IVI intelligent pendant

This is a small, lightweight fall detector pendant which can be worn around the non a belt loop or attached to a broach clip. The pendant also has a push-button which can be used to manually call for help.



## The Minuet watch

This analogue wristwatch is a discreet way to call for help with an emergency button on the face of the watch.

# Outside the home devices



## Footprint

The Footprint is a GPS device with an emergency push button which automatically raises an alert. The device pinpoints the location of the customer and send a SOS message to up to three pre-programmed mobile phone numbers. 'Safe' zones can be programmed and the customer can talk directly to the person answering the call if an alert is raised. The device also has an in-built falls detector which when activated will call a contact.



## OwnFone

The OwnFone is an easy-to-use mobile phone for customers who do not wish to have a smartphone, but still want a mobile phone for calling when outside the home. 12 phone numbers can be programmed into the phone which can also be personalised by adding pictures of contacts, cartoon characters, or by changing the colour of the phone case. The phone can be used in or outside the home, and can be worn on a lanyard, or attached to a keyring.



## Oysta Pearl

An emergency-only mobile phone which customers can use to call a pre-agreed contact by pushing the emergency button. 'Safe zones' can be set, and the device will also detect falls. Can connect through to the Monitoring Response Centre.

Features available	Footprint	OwnFone	Oysta Pearl
Portable	X	X	X
Lifeline unit or landline required			
GPS	X	X	X
Can set safe-zones	X		X
Falls detection	X		X
Two way speech communication	X	X	X
Can be connected to the monitoring centre			X

# Other assistive living technologies

We want to encourage independent living with the support of technology. The Canary Care is ideal for customers who have either recently been discharged from hospital or are looking to assess which technology solutions are best for them.



## Canary care

Wireless non-intrusive sensors which monitor movement, temperature, door activity, and can be viewed by family members, friends and carers via an online portal. We use this as an assessment tool over an agreed time period so that we build the right package for the customer.

Requires WiFi

There are many consumer products that help to aid independence, we can offer advice on which may be suited to each customer. Here are a few examples:



## Amazon Alexa

Smart speaker which can help with tasks around the home, for instance turning on and off lights, controlling room temperature, setting reminders, and calling people, all through voice command.

Requires WIFI and a smart device (phone or tablet).



## Time2Sophia Camera

An indoor security camera which can be used by family and friends to check a customer is safe and well 24-hours a day, and particularly after a sensor has been triggered. Time2Sophia has an in-built microphone and speaker so customers can talk directly to family, friends and carers, and live video streaming capabilities, as well as playback. Customers can also use the device to see who is at the door before opening it.

Require WiFi and a smartphone



## The Digital Calendar Clock

This is a digital clock that spells out the time, day, month and year in a large font. It also shows whether it is morning or afternoon and has the ability to have alarm reminders for medication taking throughout the day.

These clocks are designed for customers living with Dementia or other conditions affecting memory.

No Wi-Fi needed, just a power socket.

# Features available

Features available	Care Assist	DDA pager	Flashing beacon	Wrist worn pager watch	Vibby falls detector	IVI intelligent pendant	The Minuet watch
Portable	X	X		X	X	X	X
Requires a socket	X	X	X	X	X	X	X
Flashes when alerted		X	X				
Vibrates when alerted	X	X	X	X	X		
Can be linked to sensors	X	X	X	X	X	X	X
Can be worn as a wristwatch				X	X	X	X
Can work as a pendant					X*	X	
Can be worn on a belt clip	X	X				X	
Detects falls					X	X	

\*can be worn as pendant but reduces accuracy

# Our customers

## Suitable for deaf and hard of hearing customers

- DDA pager
- Flashing beacon
- Wrist worn pager watch
- Vibby falls pendant
- IVI intelligent pendant
- The Minuet watch

## Suitable for customers with ADHD or Autism

- Own phone
- Footprint
- Oysta
- Door exit sensor
- Bogus caller alarm
- Enuresis sensor

## Suitable for customers in residential care or with live-in carers

- Care Assist
- DDA pager
- Wrist worn pager watch
- Vibby falls pendant
- IVI intelligent pendant
- Enuresis sensor
- Bed or chair sensor
- Door exit sensor

## Suitable for customers with dementia

- Care Assist
- Vibby falls pendant
- IVI intelligent pendant
- The Minuet watch
- Bed or chair sensor
- Door exit sensor
- Outside the home devices

## Always on hand

Brian's family asked for our help when Brian, who has dementia, had fallen over a few times in his home. We installed a lifeline unit with a linked falls pendant, a bed sensor, a chair sensor, and a smoke alarm which alerts a 24-7 monitoring response centre, and Brian's family, should anything happen.

A few months later, Brian was cooking a meal and went to catch-up on the TV while he was waiting. Unfortunately, he forgot about the meal and only realised when smoke started pouring into the living room. Thankfully, the smoke alarm was linked directly to the response centre and the fire service was called immediately. We later installed a heat detector which is activated when at a certain room temperature is reached, further reassuring Brian and his family.

## Popping to the shops

Following a hip operation Sylvia needed some extra support to keep her independence outside of the home. She felt comfortable in the house, but wanted something to make her feel more secure when visiting the shops. After a full needs assessment, we suggested the Oysta GPS – a portable device which can be used inside and outside the home, with falls detection, pre-programmed 'safe zones', and a push button to raise an alert.

Sylvia now has peace of mind and knows that she can call for help at the touch of a button. Leaving her free to enjoy the shops!

# Packages & costs

(please contact for up to date monthly costs)

Description	Level 1 Basic Support Package	Level 2 Advanced Support Package
Assessment of your support needs to understand what Telecare assistive living technology will be best to meet your needs	X	X
Connection and Monitoring from the Response Centre providing 24 hour support assistance	X**	X**
Installation and maintenance of equipment including replacement where necessary due to fair wear and tear	X	X
Advice on consumer products that can be purchased yourself for you to set up at home to enhance independence	X	X
Review of your information, re-evaluation of your support needs and equipment test where applicable. We will also advise of any equipment that we require you to test on a more frequent basis.	Annually	8 weekly
The supply of 1 alarm unit that connects to a working landline with a pendant and 1 smoke detector	X	
The supply of 1 alarm unit that connects to a working landline or via a SIM card just like a mobile phone (SIM charges included). Pendant and up to 5 sensors.		X
Epilepsy alert and care assist only (The care assist does not link to the monitoring response centre)		X
The supply of 1 alarm unit that connects to a working landline or via a SIM card just like a mobile phone (SIM charges included). Pendant and an epilepsy alert sensor		X
The supply of 1 unit that enables SOS calling anywhere (SIM charges included). We have several options available		X
Cameras that can be monitored by nominated family or friends		Currently advice only
Voice activated equipment		Currently advice only
Bespoke standalone products sourced specifically for you		Currently advice only
Canary Care		X
Apps and associated subscription costs		Currently advice only
Any other independence enhancing assistive technology.		Currently advice only
Keysafe*	X	X

\* Keysafes can be installed and will incur a separate invoice cost

\*\* This is dependent on the type of equipment you use in your package

## Contact information

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