

BEEP ASSIST

# Product brochure



Beep Assist is a part of Futures Housing Group, a non-profit housing association based in the East Midlands.

At Beep Assist our service is designed to help people remain independent in a home they choose, for longer. We do this by pairing assistive technology with a customer-centred approach. Our service is tailored to each person, taking into account their needs through our assessment process.

We work with customers directly or through organisations such as councils and charities.

Our products range from traditional lifeline alarms and sensors for the home, to GPS devices with falls detection for on the move. We can also offer advice to find digital consumer products to help aid our customers' independence. Whatever the product, or the level of support required, our service enables customers to feel secure in their own home, knowing that help is at hand.

We know how important independent living is to our customers and their loved ones, and that's why we're always searching for new innovative products to add to our range.

### **Get in touch**

Our team are here to help with any questions, and will be glad to talk through our product range with you.

### **Contact information**

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<https://www.beep-assist.co.uk/contact-us>

Facebook: [www.facebook.com/BeepAssistByFutures/](https://www.facebook.com/BeepAssistByFutures/)

Twitter: @Beep\_Assist



# 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 a similar way to 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 but 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

If it detects smoke, 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 it detects carbon monoxide or natural gas, this device will automatically alert the monitoring response centre. They will advise the customer to leave 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 that can indicate 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

This sensor monitors the room temperature according to a pre-agreed setting, and if it becomes too warm or too cold it raises an alert. 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 a 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 who cannot 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

This washable sensor can be placed on a mattress and will detect mild incontinence.



## Heat detectors

Ideal for rooms where a smoke alarm is unsuitable, such as 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 cigarette smoke and so it can be used by customers who smoke. If the detector is triggered 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 an agreed time it raises an alert. 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 cannot or don't want to wear pendants or falls pendants, and those with poor mobility.

# Push-button pendants & watches



## Vibby falls detector

This pendant falls detector can be worn on the wrist, or around the neck. It 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 falls detector pendant which can be worn around a belt loop or attached to a brooch clip. It 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. It pinpoints the customer's location and send an 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 a built-in falls detector which will call a contact when activated.



## OwnFone

The OwnFone is an easy-to-use mobile phone for customers who do not want a smartphone, but still want a mobile phone for calling when outside the home. Twelve phone numbers can be programmed into the phone which can also be personalised by adding pictures of contacts or symbols, or by changing the colour of the 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

This is 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

This system provides wireless non-intrusive sensors which monitor movement, temperature and door activity. Family members, friends and carers can monitor through 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 advise which may be suited to each customer.

Here are a few examples:



## Amazon Alexa

Smart speaker which can help with tasks around the home such as turning lights on and off, 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 can give alarm reminders for taking medication 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 a pendant but reduces accuracy.

# Products that meet your needs

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, if anything happens.

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 noticed 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 a certain room temperature is reached, further reassuring Brian and his family.

## Popping to the shops

After 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 and 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 you can buy yourself and set up at home to improve your 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 need you to test on a more frequent basis.	Annually	8 weekly
Supply of one alarm unit that connects to a working landline with a pendant and one smoke detector.	X	
Supply of one 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 five sensors.		X
Epilepsy alert and Care Assist only (The Care Assist does not link to the monitoring response centre).		X
Supply of one 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
Supply of one 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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