



# My product guide

argenti   
*for an independent life*





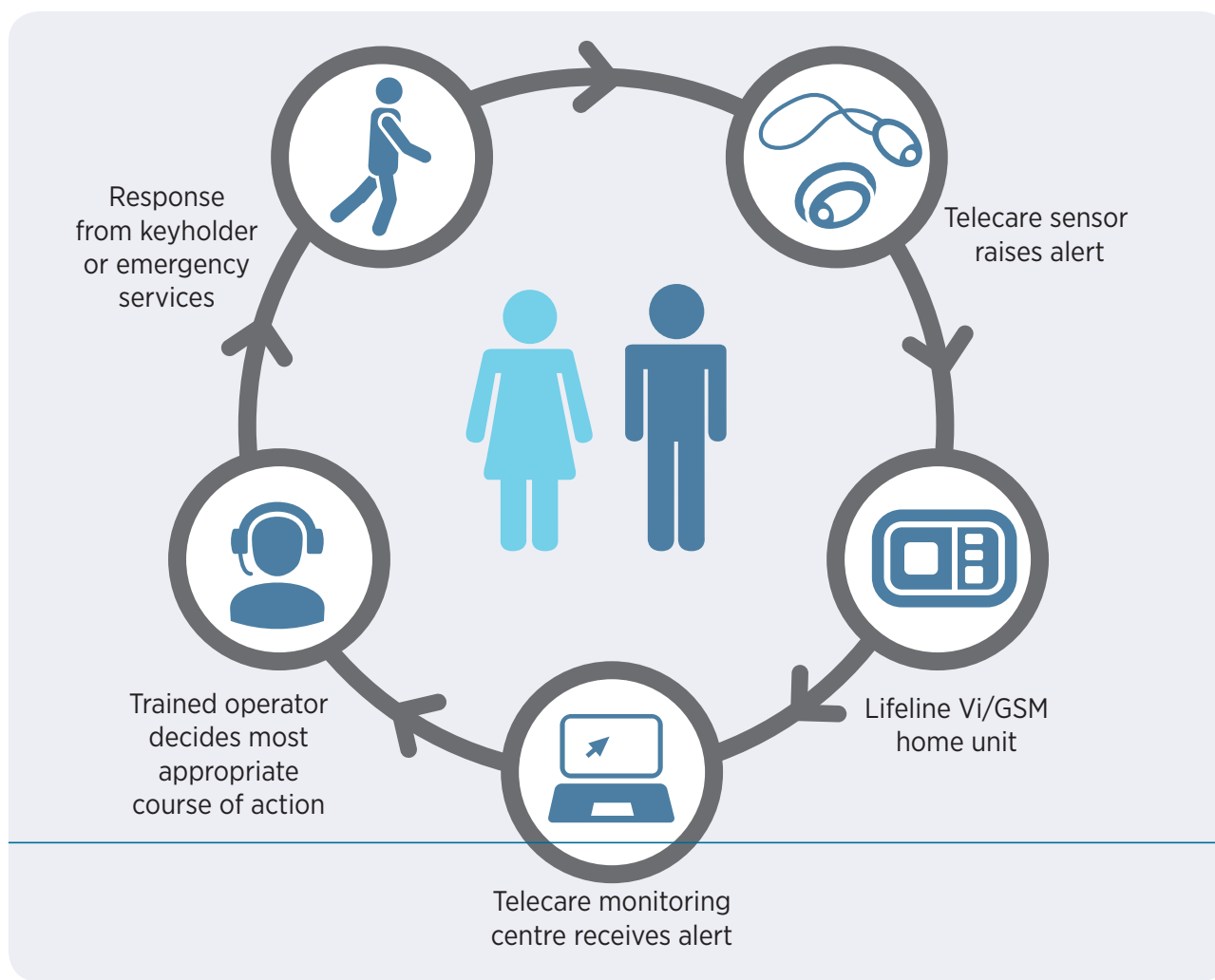
## Welcome to the Argenti Telecare Service

You have been assessed to work out what equipment is most suitable for you and your home. The equipment installed has been chosen to meet your needs. The service is connected to your home through a Lifeline (alarm unit) linked to your telephone line.

This leaflet describes the equipment that has been provided to you by the Argenti Telecare service. Additional specialist equipment not listed in this document can also be sourced and integrated into the service where it has been identified during the assessment process.

This guide includes a description of the equipment you have had fitted in your home.

## How does it work?



When activated, your equipment will connect you to our Telecare monitoring centre, where fully trained operators will speak to you through your Lifeline unit. They will find out what kind of help you need and take appropriate action, such as contacting a family member or friend, carer, neighbour or the emergency services if needed. Where possible, our operators will stay on the line until help arrives. The monitoring centre is open 24 hours a day, all year round.

You can call for help with simple touch of a button – this can be either on your Lifeline unit or pendant, which can be worn on the wrist around the neck or clipped to your clothing.

If you are testing your pendant or equipment, or if you activate it accidentally, do not worry; simply let the operator know you are fine and do not need help.

Our monitoring centre may contact you from time to time to check that your equipment is working and suitable for you.

## The Products



### Lifeline VI/GSM

- Automatically contacts the monitoring centre when it receives an alert signal from any of the relevant telecare sensors around your home.
- Has a built-in loud speaker and a microphone to allow hands free conversation.



- Works even when there is no electricity e.g. power cut or accidentally unplugged (up to 40 hours)
- The Lifeline GSM has the ability to operate over any available mobile network; this provides a simple solution when a landline is not available.



### iVi – Intelligent Pendant

- The iVi allows you to press the help button to generate an alarm call when you need help from anywhere in and around your home.
- This also automatically raises an alert to the monitoring centre if it detects you have fallen.
- This can be worn around the neck, on the waist or like a brooch.



Neck cord version

### My Amie

- Allows you to raise a call for help from anywhere in and around your home.
- The pendant is completely waterproof, meaning it can be used in the shower or even in the bath.
- This can be supplied with an easy-press adapter if you have problems associated with dexterity.





### Bed/Chair Occupancy Sensor

- These sensors raise an alert as soon as you leave your bed or chair and do not return within a certain length of time (up to one hour). This can be individually programmed to suit your needs.
- Optionally detects if you have not got into your bed at night or not got out of your bed in the morning.
- This can also be connected to a lamp module to turn on lights as you get out of bed.



### Motion Sensor

(inactive client sensor)

- These are wireless sensors which detect movement or a lack of movement, or optionally if there is an intruder in your home.



### Enuresis sensor

- This sensor detects moisture and is used for instances of incontinence, it can also be used to detect excessive perspiration.
- The sensor is discrete, as it is placed on top of the mattress but underneath the bed sheet.
- Optional cotton sensor is available and can be washed up to 50 times.



### Epilepsy sensor

- This monitors epileptic seizures/ activity (tonic clonic) while you are in your bed. The sensor is discreet as it is placed underneath the bed mattress.
- Other types of epilepsy sensors are available to meet individual needs.



### Carbon Monoxide detector

- The carbon monoxide detector provides an audible alarm when it detects high levels of carbon monoxide in your home.



### Natural gas detector

- The gas detector provides an audible alarm and alerts the monitoring centre the moment a gas leak is detected or when the cooker is left unlit.



### Smoke detector

- The wireless smoke detector raises an audible alarm in your home when it detects smoke and alerts the monitoring centre at the same time.



### Temperature extreme sensor /Heat detector

- The sensor monitors excessively high or low temperatures in your home.
- Heat detector will raise an alarm if the temperature at the detector reaches 58°C.



### Flood detector

- The flood detector raises an audible alarm if there is a possible flood situation in your home, such as your bath overflowing.



### Bogus caller/Panic Button

- This allows you to call for help at the monitoring centre if you are worried by a stranger at the door or noises at night.
- This is a discreet button which can be fitted near your front door or other parts of your house.
- Pressing the button will raise a silent call; our operator will listen in and can intervene if necessary. All calls are recorded by the monitoring centre.



### Property exit sensor

- This provides an alert if you leave your home and do not return within a certain length of time, leave home at an unexpected time or have left the front/back door open.



### Minuet watch

- The waterproof watch allows you to raise a call for assistance at the monitoring centre from anywhere in and around your home by pressing the built in alarm button.



### Lamp module

- The module works with your bed-absence sensor to turn a lamp on and off when you get in and out of bed.
- We can also provide night lights in some cases.



## CareAssist

- CareAssist is a localised pager designed to support and raise an alert to carers in your home. It is portable and is connected to the sensors placed around your home. The CareAssist enables you to care for the service user without needing to be in the same room.
- The CareAssist avoids the need for a telephone line and connection to the monitoring centre service, which is often not required when full time care is being provided.



## DDA receiver/pager solutions

- The DDA vibrating pager can be useful if you or your carer have a sensory impairment such as a hearing or sight loss. It is lightweight and portable and can also be attached to a belt.
- The pager vibrates and lights up symbols when a telecare sensor is activated.
- A vibrating pillow alert pad, a wrist worn pager and flashing beacon can be provided as part of the pager solutions.





**carecalls**

## Carecalls

- Carecalls is an automated call service that will ring you and remind you to take medication. The service can also contact you and prompt you to do other tasks that are part of your daily routine and make safety and well-being checks.
- The service provides reassurance for relatives as the service will contact them if there is no response from you.
- This is a standalone service which does not require you to have any additional telecare equipment in your home.

**Phone: 0117 3357999**

**Oysta**  
technology  
Creative Safety Solutions



**pearl**

## Oysta

- The Oysta Just In Case and Oysta Pearl+ are mobile phone devices that are designed for personal safety and security.
- They can be used to call help anywhere in the UK by pressing just one button to initiate a conversation. They can be tracked online (on a PC, tablet or smart phone) and GPS/GPRS technology enables the monitoring centre to identify the exact location and organise for help to be sent.
- Oysta can be programmed with an automated falls detector, eliminating the need to press the button.
- Oysta can be set up to automatically activate if the user leaves "the safety zones", for example the end of their street. These safety zones can be set up to suit individual requirements.
- Carers, parents, or support workers can also access a secure website on their PC/tablet/mobile phones to see where the service user is, if needed.
- Oysta can be set up to make simple welfare check messages and reminders.
- 4 speed dial keys, easily assigned to your choice of responder.

## Medication dispenser and tipper

- Automatically alerts and dispenses preloaded medication. Can be issued with a tipper to assist in getting the medication out of the device.



## Tynetec falls detector

- Wrist worn falls detector that senses pressure change to alert call centre
- 5 sensitivity settings and 1-2 years battery life
- Daily battery self-test & low battery reporting



## Vital Base Wrist fall detector

- Automatically raises an alert to the monitoring centre if you fall and are immobile.
- You can press the button on the front to raise a call for help anytime.





## More information about the service

If you have any questions about the  
Telecare Service, please contact us.

Phone: **0345 460 8000**

Email: **[argenti@barnet.gov.uk](mailto:argenti@barnet.gov.uk)**

If you want a copy of this leaflet in another language,  
in large print, in Braille or on audio tape, MP3 or CD,  
please phone us on **0345 460 8000**.

For any technical queries or would like to report a fault,  
please call **0345 460 8000**.

