

# A Guide to...

## ASSISTIVE AIDS & TECHNOLOGY



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## INTRODUCTION ►

### *Welcome to the Newport City Council information on assistive technology...*

This guide could help you find solutions to problems that you or your loved one may be experiencing due to health issues you may currently have or a disability. It may enable you to perform a task that you couldn't ordinarily do or would need additional support to carry out. This technology aims to promote independence, choice and control.

If you do not wish to contact Newport City Council but would still like some advice then **Ask SARA** is an online self-help guide providing expert advice and information on products and equipment for older and disabled adults and children. **Ask SARA** will produce a personalised report, providing clear, tailored advice written by experts on ways to help with daily activities.

[www.newport.gov.uk/en/Care-Support/Ask-SARA.aspx](http://www.newport.gov.uk/en/Care-Support/Ask-SARA.aspx)

## TELECARE ►

Telecare can enable you to call for help if you fall, are taken ill or experience an emergency at home. Calls are routed to a monitoring centre, staffed 24 hours a day, 7 days a week. The operators will contact someone on your behalf. You simply need an electric power point for an alarm unit to be fitted.

## PENDANT ALARMS ►

You do not have to arrange a pendant alarm via this service. There are a range of providers you can choose from. **Merthyr Tydfil County Borough Council**, email [Lifeline@merthyr.gov.uk](mailto:Lifeline@merthyr.gov.uk)

**Monmouthshire County Council**, email MCC - Careline [Careline@monmouthshire.gov.uk](mailto:Careline@monmouthshire.gov.uk)

As our partner, Monmouthshire County Council can offer this service to Newport residents as a private arrangement for a £50 installation charge and then £4.50 per week.

There are Telecare options via Newport City council that can be considered if you are eligible following assessment. Please be advised that this is a chargeable service, currently £4 per week.

## APPLY ►

### HOW TO REQUEST A TELECARE ASSESSMENT

Please email [info@newport.gov.uk](mailto:info@newport.gov.uk) or telephone **(01633) 656656** and ask for the community occupational therapy team.

We will then contact you to discuss your requests and offer information and advice. An assessment will be offered if we feel you need further help.

If eligible, you may be offered some of these pieces of equipment:

- falls detector
- chair and bed sensors
- epilepsy sensor
- home safety - bogus caller
- GPS watch

Eligible residents will be referred to **Monmouthshire Careline** for a technical visit and installation at a mutually convenient time.

These are some of the items that can be provided following assessment and eligibility being agreed:

### **The Doro Sara Lifeline and Enzo Pendant** *(easy press adapter included)*



*The Doro Sara Lifeline is:-*

- Mains powered and connected via your landline.
- Available in black and white
- Supplied with Enzo pendant with a 50 metre range
- Enzo Pendant is waterproof for use in shower/bath
- Pendant can be neck or wrist worn and has an optional easy press adapter available for all pendants

### **Care IP mobile unit**



*The CareIP Mobile unit:-*

- Uses mobile a sim card
- Mains powered and can be placed anywhere in your home
- This unit does not rely on landline connectivity
- Available in graphite grey
- Enzo Pendant is waterproof for use in shower/bath
- Pendant can be neck or wrist worn and has an optional easy press adapter available for all pendants

## Vibby Oak Falls Detector \*



*Vibby Oak Falls Detector can:-*

- Automatically raises an alert.
- The Vibby can be neck worn or wrist worn
- Will detect a complete fall (from standing to the floor).
- It will not detect a slump or soft fall.
- The detector will show lights and vibrate to alert the wearer that a call is being made to the control centre
- Has a button to allow you to summon help
- The Vibby is waterproof and comfortable to wear

## Bed and Chair Sensors \*



The Bed and Chair sensors are self-activating devices that can be programmed to certain times of day/night, with an absence timer to detect a non-return to bed/chair. For example, if you don't return to the bed/chair in 15 minutes it will raise an alert to the Careline Control Centre.

*Types of sensors available are:-*

- Over mattress bed sensor mat
- Under mattress bed stick
- Under cushion chair sensor mat
- Under cushion chair stick

*All the above sensors are waterproof*

## Heat and Smoke Detection \*

(self-activating devices)



**The Heat Detector** is battery operated and activates when the temperature rises to 58C or above. It will provide an alarm and make an immediate call to the control centre showing it as a heat detection alert. Heat sensors are placed in the kitchen.

**The Smoke Detector** is battery operated and will raise an acoustic signal to alert you of the smoke. It will instantly connect to the control centre advising the operator smoke is detected. These are placed outside bedrooms and in stairwells.

The operator will prioritise these alerts to the emergency services.

## Carbon Monoxide \*

(self-activating devices)



Carbon Monoxide is produced when fossil fuels do not burn completely or are exposed to heat. It is an extremely poisonous gas which is odourless, colourless and tasteless.

The Doro CO Detector will detect when the concentration levels reaches certain thresholds and will provide a local alert and will raise an automatic alert to the control centre.

## **GPS Monitoring Watch \***

*(with emergency trigger)*



The Doro GPS wrist watch looks like a standard watch but it has the following features to improve the safety for you or your loved one.

- Acts as a tracking device, which can be set to alert family members if the person leaves the set geographical area of the home.
- Acts as a trigger alert if the wearer becomes distressed in or out of the home.
- Facility to have a two way conversation over the built-in speakerphone
- Web based service for monitoring alarm status

NB \*requires a technical assessment prior to install

## **OTHER RESOURCES**

You do not need to contact Newport City Council to use or purchase the resources listed below.

### **DEMENTIA**

Memory loss can make day-to-day life more difficult. Simple situations like mislaying keys or forgetting the date, or more risky scenarios like forgetting to take medication, can prove frustrating and dangerous. Through the use of prompts and reminders, Assistive Technology can promote independence help to manage potential risks in and around the home.

#### **Medications prompt**

Helps people to remember when to take their medication.

[www.epill.com](http://www.epill.com)

#### **Automatic Pill Dispenser**

Timed pill doses are automatically dispensed.

[www.pivotell.co.uk](http://www.pivotell.co.uk)

### **CUDDLY COMPANION PETS**

While animal therapy has been shown to be beneficial, not everyone can care for a pet. That is where these furry robotic kittens and puppies can help. They keep that feeling of companionship going thanks to their realistic look and feel. In fact, robotic pet therapy is growing in popularity thanks to its ability to reduce agitation and provide focus and tranquillity.

These pets have a battery-operated mechanism so their stomach will gently rise and fall to imitate a little puppy having a snooze. It is extremely soothing to rest a hand on the pet or stroke it and feel this.

The use of life-like dolls or soft toy animals can bring great benefits to some people with a diagnosis of dementia, particularly those in later stages. Giving life-like dolls or animals to people with dementia is considered by some as a type of therapy; it has therapeutic benefits such as relaxation and pleasure and is not merely 'playing' with a toy.



[www.unforgettable.org](http://www.unforgettable.org)

## LIFE STORY

People with dementia can experience problems with communication and memory loss, which means they sometimes need help to communicate important aspects of who they are, such as their background, interests, and who and what is important to them. A Life Story acts as a record of this information and can be shared with others to help them better understand and relate to the person with dementia.

[www.dementiauk.org/get-support/maintaining-health-in-dementia/creating-a-life-story/](http://www.dementiauk.org/get-support/maintaining-health-in-dementia/creating-a-life-story/)

## BUDDI LTD

Buddi is a mobile personal alarm system that provides assistance. It helps active and independent people stay that way. Buddi's use of GPS technology means that it's more than a personal alarm service, and also acts as a 24/7 location finding device. The wearer is free to be as independent as possible, and their carers will never be out of touch with their movements. All Buddi memberships include an automatic fall alert, emergency alarm and unlimited online locating. Members benefit from the support of a dedicated, in-house technical and customer care team that can assist with all aspects of owning a Buddi.

[www.buddi.co.uk](http://www.buddi.co.uk)

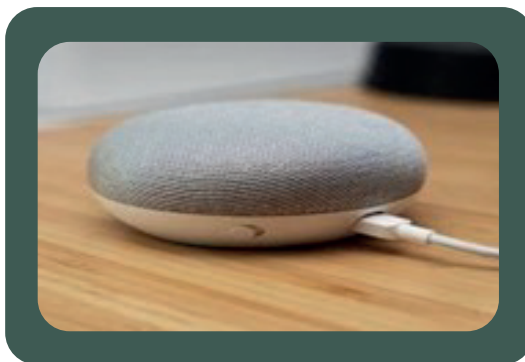
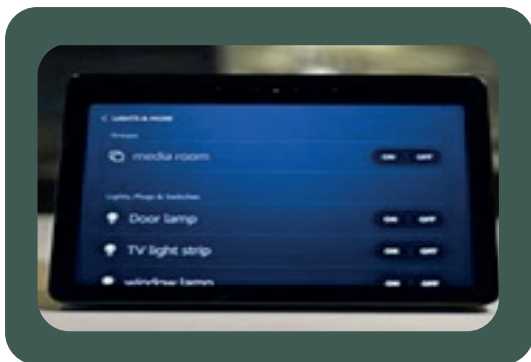
## ISOLATION AND LONELINESS

### Smart devices and speakers

Voice or video call friends and family with Echo devices or the Alexa app.

- Manage calendar, make to-do lists, get weather and traffic updates and cook with step-by-step recipes.
- Watch films, news and TV programmes. Listen to songs, radio stations and audiobooks.
- Voice control compatible devices or manage them using the display.
- Personalise by choosing a favourite clock face or photo. Create routines and alarms to start your day.
- Control your privacy with the Mic/Camera Off button or the built-in camera cover.





## KOMP

The KOMP is a one-button computer, made for isolated individuals who have little to no experience using smartphones, computers and tablets. With KOMP, the entire family can easily connect to the device through an app to send photos, messages and make two way video calls to their loved one.



<https://www.noisolation.com/uk/komp/what-is-komp/>

## FAMILY AND SOCIAL NETWORK

Social networking sites can offer socially isolated and disabled people and their carers some opportunities to enhance their lives. Popular sites such as Facebook, Twitter and Skype are free to download and can be accessed via computer, internet-enabled mobile phone or tablet (such as an iPad).

### FACEBOOK

A social network programme. You can set up your own personal profile and keep in touch with your friends and family on Facebook by sending messages and pictures. Facebook is also available as an app.

[www.Facebook.com](http://www.Facebook.com)

### WHATSAPP

A free app messenger that allows you to instantly send and receive messages from friends, colleagues or family. Switch from SMS to exchange messages, pictures, audio notes and video messages with WhatsApp users. Use WhatsApp to communicate with friends or family around the world at no cost for the first year, then 99p.

[www.whatsapp.com](http://www.whatsapp.com)

### SKYPE

Make calls for free! Either via voice calls or video calls with a webcam, Skype enables users from wherever they are in the world to connect with an internet connection. Available on iTunes, Android, Windows, Phone and PC.

[www.skype.com](http://www.skype.com)

## **SENSORY LOSS**

Some situations can be very difficult for those with hearing loss, with environmental noise, poor acoustics or standing at a distance from a speaker causing problems. There are solutions, such as listening devices designed to reduce background noise and enhance a speaker's voice. These solutions can make sound accessible by using other senses to convey meaning by using lights or vibrations. There are numerous alerting devices that can warn you of situations such as the doorbell, phone ringing or the smoke detector.

## **LOUDER TV**

The aim of this programme is to provide simple hearing assistance. Everyone can now watch TV together, without causing discomfort to another.

Louder TV uses the microphone on the iPhone to amplify sound. You simply place the iPhone near a TV, activate the app and sit back with a long pair of headphones connected to the iPhone.

## **UNDER-PILLOW VIBRATION ALARM CLOCK**

A digital travel alarm clock with a choice of vibration, audible alert or both, which can be placed under a pillow.

<https://rnid.org.uk/information-and-support/technology-and-products/>

Technology has advanced for blind or partially-sighted individuals. It is much easier for you to operate and have access to various devices that can enable you in everyday life. General household items like the telephone and radio can now be modified to have talking keyboards or large buttons to make daily living easier, including spoken programme guides for the television.

## **SEEING AI APP**

Designed for the blind and partially sighted, the app harnesses artificial intelligence (AI) to open up the visual world and describe nearby people, text and objects. Reading documents and barcodes, face recognition.

[www.rnib.org.uk/rnibconnect/microsoftseeing-ai-app-available-uk](http://www.rnib.org.uk/rnibconnect/microsoftseeing-ai-app-available-uk)

## **TV – FREEVIEW**

Smart Talk is a Freeview box developed to allow blind and partially-sighted people to gain enjoyment from digital television.

## **SHOPPING**

Feeling comfortable and confident enough to be able to do your own shopping is important to many people. However, the experience of shopping in a large supermarket can be daunting and can cause anxiety.

One way to combat this is to use a shopping app to shop online so that you may still choose what products you are purchasing.

## **SUPERMARKET SHOPPING APPS**

Supermarkets each have their own shopping app that allows users to shop for food and other items via their mobile phone or computer. You can even search for recipes for the food you just bought, or check your loyalty points.

On iTunes you can download the apps of the supermarkets of your choice, including Sainsbury's, Asda, Tesco, Morrison's, Waitrose, etc.