Alert-it
Care Alarm Technology

Sense it

FALLS MANAGEMENT
Professional Care Assistance

WHAT'S SO UNIQUE
About ALERT-IT
PRODUCTS

Our products communicate up to **4 miles away**, with a **failsafe radio connection!**

Our products are **robust** and built for life.

They often exceed a **10 year lifespan!**

Our pager warns you if a critical monitor or the radio link fails –

Giving you peace of mind

Our alarm system complies with medical device **standard EN 60601-1-8**

Why

You Should Choose

Alert-iT

WHEN USING ASSISTIVE TECHNOLOGY TO SUPPORT FALLS MANAGEMENT

Sense it

EXPERIENCE

With 25 years' experience in innovation and manufacture of monitors and alarms, Alert-it have now evolved into the UK's foremost provider of PlesioCare technology.

25 YEARS EXPERIENCE

INNOVATION

Alert-iT is one of the UK's leading innovators and forward - thinking manufactures specialising in the design, production, distribution and support of care alarm systems across the country.

ISO ACCREDITED

Alert-it Care Alarms have obtained the highly regarded ISO certified displaying the teams continued ability to work to a high standard.

ISO ACCREDITATION

AFTER-SALES

With a continued after-sales support, we don't just offer industry leading devices, we also offer industry leading customer service.

"

We are delighted with the product and have just received a certificate from the Falls Collaborative as we've had a full 31-day period without any falls on the ward – something we've never achieved before. This is a great achievement for our ward given the stroke rehab patients we care for.

From you introducing us to the alarms, to ordering and you coming to us to install the equipment, the service we received from your team was second to none. We recommended the alarms to another ward within the LTHT and would not hesitate to recommend them to any other hospitals or nursing homes.

We've had other falls alarms before, but we certainly feel that this is a superior product.

Corrine Hey, Ward Clerk, Leeds General Infirmary

WHY ARE FALLS SO SERIOUS?

1 in 12
A consequence of suffering a hip fracture after a month is that one in twelve people die, and only half would be well enough to go home.

3996
In 2014 it had been reported that 3996 people aged 65 and over died from falling (males: 1866 and females: 2130)

£2bn
The annual cost of falls in the UK is a staggering £2 billion costing the NHS an estimated £4.6 million a day

We believe that a falls prevention plan can make a difference

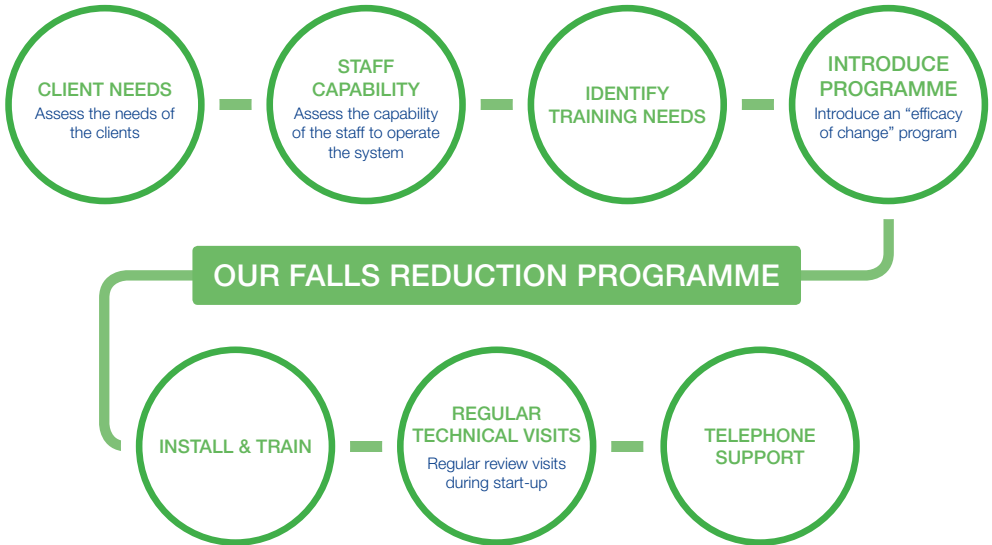**A falls prevention strategy could reduce the number of falls by 15 to 30%**

TWO OPTIONS FOR FALLS PREVENTION

Standalone product | Full plan & support

CLIENT NEEDS
Assess the needs of the clients

STAFF CAPABILITY
Assess the capability of the staff to operate the system

IDENTIFY TRAINING NEEDS

INTRODUCE PROGRAMME
Introduce an "efficacy of change" program

OUR FALLS REDUCTION PROGRAMME

INSTALL & TRAIN

REGULAR TECHNICAL VISITS
Regular review visits during start-up

TELEPHONE SUPPORT

Want to know more?
To find out more about Assistive Technology and how it could help you contact us at Alert-iT® for a free no obligations chat.

01530 239 900
sales@alert-it.co.uk
www.alert-it.co.uk

BHTA
British Healthcare Trades Association

tsi
APPROVED CODE
TRADINGSTANDARDS.UK

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PRODUCT OVERVIEW

P163BAA
£102.90 RRP

The P163 Bed Chair monitor

The Alert-iT bed and chairs sensor comply with EN60601-1-8 for medical alarms.

The bed and chair occupancy sensors detects the person leaving the bed or chair and raises an alarm, identifying the individual sensor on its paired pager. A unique feature, if the user returns to the bed or chair themselves the alarm will reset automatically highlighting the person is safe.

Powered by 2x user replaceable AA batteries with 12 to 18-month life. Auto low battery identified on the pager.

The alarm is always active and will automatically arm when the patient gets in to bed or chair.

The controller gives an audible tone when the patient first gets in the bed or chair highlighting its detected the user and its functioning correctly. The audible tone can be removed if required.

The alarm is cancelled at the bed side and will not clear from the pager until the alarm has been attended to. This also means that multiple pagers can be used with each group of bed alarms if required.

A microbial finish is used for reduced infection risk, optional feature.

Designed to help with skin depredation and patient comfort the P163 will automatically alarm if the patient hasn't moved off the pad for up to 2 hrs. This also promotes regular personal care, reducing the risk of the patient getting up unsupported.

BHTA British Healthcare Trades Association

tsi APPROVED CODE TRADINGSTANDARDS.UK

Alert-iT Care Alarm Technology

Less Stress Caring

DESIGNED & MANUFACTURED IN THE UK

ISO CERTIFIED

P180 Audible bed chair monitor

P180A £73.50 RRP

No P137 pager required.

The audible bed and chair occupancy sensors detects the person leaving the bed or chair and raises an audible alarm on the monitor. A unique feature, if the user returns to the bed or chair themselves the alarm will reset automatically highlighting the person is safe.

Powered by 2x user replaceable AA batteries with 9 to 12-month life. Auto low battery identified on the monitor.

The alarm is always active and will automatically arm when the patient gets in to bed or chair.

The monitor display a steady flashing light when the patient get in the bed or chair highlighting its detected the user and its functioning correctly.

The alarm is cancelled at the point of source.

A microbial finish is used for reduced infection risk.

Accessories of the P163 and P180

P149A Chair £47.25 RRP

P143C Bed £64.05 RRP

BED/CHAIR MATS

Alert-iT own design bed and chair mat.

Designed to assistive technology standard EN 12182, and REACH compliant.

Connectors are moulded for strength.

Large mat to increase body contact to minimise false alarms.

Thin and flexible to maximize comfort.

PAGER

P137 pager from £149.10 RRP

Designed to EN60601-1-8 for medical alarms, in particular to identify multiple alarms and priorities by audio alarms and high clarity visual display.

Microbial finish to reduce infection risk.

80 Hour standby battery life with rechargeable battery's.

Long range radio (over 450meters line of site) can be extended with repeaters.

Simple reprogramming of location name of monitors if required.

The pager safety critical setting are password protected to prevent accidental edits.

The Alert-iT radio protocol was designed as for PlesioCare (local care support in hospital) and not telecare which complies to medical devise standard EN601-8.

Excludes VAT

Want to know more?

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SPOT THE DIFFERENCE

Alert-iT Care Alarm Technology

PLESIO vs TELE

Discover how **Safelink** PlesioCare is far superior to standard telecare protocols for high dependency care

WHY HAS ALERT-IT DEVELOPED A SPECIAL PROTOCOL?

The Alert-iT **Safelink** Protocol is designed for use in a PlesioCare environment, where health and even life protection is involved. It is designed to meet the requirements of a Medical Alarm system, to standard EN60601-8-1 with additional fail-safe features introduced by Alert-it. This provides improved integrity and reliability over Telecare systems using the Social Alarm standard EN50134.

Social Alarms are designed to allow individuals with potentially disabling medical conditions to live or be left alone in their home for short periods. It is termed Telecare because Tele means Remote in Greek and reflects on the use of remote call-centres to receive emergency alarm calls when needed. To ensure an acceptable level of integrity the radio links involved are designed to minimise (but not eliminate) possible interference and blocking. The monitoring equipment has to be autonomous as the protected person has often low understanding of technology.

Hence it must not only detect and transmit the alarm but also detect when to re-arm in order to detect any subsequent new alarm condition rather than block the phone system with a continuing call. This has not always been successful. Hence such alarms should only be used where the probability of a severe medical condition occurring is low. Detecting a fall is a typical use, but only when a fall would not normally be catastrophic provided assistance is provided in a timely manner.

PlesioCare is derived from the Greek word Plesio, meaning local and is the opposite of Tele. In this case the protected individual will probably have a severe medical condition that could lead to a health or life threatening situation and a local carer is required to ensure prompt action to preserve their health. A typical condition would be severe Epilepsy when often medication has to be supplied within 2 minutes of a seizure starting. No carer is able to supply such vigilance, but with the support of a monitor such a response is most likely. In this case the alarm system is under the control of a capable carer and can be intelligently reset. However the radio connection cannot just be highly reliable, it must be fail-safe.

Because of these basic differences, Telecare and PlesioCare systems have evolved quite different capabilities and characteristics, which are summarised in the following table. Alert-it will happily supply further details if required.

Requirement	Telecare	PlesioCare
Frequency	869.2Mhz. This is a heavily utilised frequency for Social Alarms and vulnerable to overload in care facilities. It is also under threat as it is in the middle of the cellphone allocation band desired for 5G and beyond	434.075MHz. This is an open wideband low power channel for scientific and medical use and not heavily utilised.
Robustness	Used Class 1 radio, which reduces vulnerability to interference but not blocking "on frequency". This is rogue transmitters continuously transmitting at the operating frequency of the system. The EMC performance meets EN50130.	The transmitters & receivers meet the requirement of EN300-220 as a Class 2 enhanced by a failsafe protocol to prove against interference and "on frequency" blocking. The EMC performance exceeds the requirements for EN60601-1-2 for Medical Devices in both domestic and healthcare environments; which in itself exceeds the requirements for Social Alarms.
Data Packet	Typically 6180 bits at 2.5kbaud (2.5 sec per packet of 3 messages plus 4 sec dead time between messages). Typical duty cycle 0.1%	40bits at 5k baud (10 sec per packet). First alarm message of 5 data packets, then one packet every 10 seconds. Max duty cycle 0.1%.
Available air time	9-34 alarms per minute. This is ample for the intended use in an individual home.	1100-5500 alarms per minute. This is more than capable of supporting failsafe operation with repeaters in an extended care home or hospital
Range	200m outdoors (with limited extendibility)	450m outdoors (infinitely extendable)
Repeater	Limited due to protocol and lack of air-time	Unlimited. Maximum range to date is 4 miles using repeaters to cover an extensive care village site.
Failsafe capability	None. The Class 1 radio has good rejection to interference, but not blocking. The response model is also prone to failure	Uses regular heartbeat to prove monitor and radio channel is functional. This regular transmission limits the number of failsafe monitors to 900 in an area (note not all monitors would normally require failsafe operation). If a repeater is used then the maximum number will reduce to 450.
Response	The protocol relies on activation of a telephone or pager by a single burst of alarm packets, which is vulnerable to failed communication. The alarm is cleared by remote reset of the telephone or pager which can lead to false alarm reset with no further alarms being raised.	Alarm signals are sent repeatedly (10 sec) until the monitor is cleared. The alarm can normally only be cleared at the monitor, forcing staff to attend and proving care compliance for the home
Logging	Call centres have a log of successful alarm transmissions. Some pagers will record times (provided the pager clock is kept updated)	A secure logging module in the home provides logged data locally, by email or at a web server.
Topology	Often a central resource is needed (computer or telephone activator) to consolidate the alarms, add location information and call the carer. In a multi-user environment this can lead to whole system failure. Nurse Call systems are particularly vulnerable to this.	All transmissions are direct from monitor to pager with no vulnerable central resource.
Response Filter	The telephone system allows the alarm type to be categorised and the call centre follow a suitable protocol.	As required for EN60601-8-1 individual monitors can have the priority level of the alarm set to ensure the most vulnerable get the fastest response.
Post alarm action	When used with a pager the carer has to use a menu to clear the alarm at the pager. Then they attend the user, with no confirmation of this required.	No action at the pager required (temporary mute is available). Attend the user and press reset button on the monitor.
Battery Life	Requires a substantial amount of power per transmission (time is energy). The long life quoted reflects on only occasional use (eg less than once a day).	The fast data requires little battery energy. Hence 2 AAA batteries will support the failsafe protocol with a transmission every 10 seconds for over 1 year.

The above table serves to show the difference in pedigree between a classical Telecare Social Alarm and the failsafe PlesioCare alarm from Alert-it, designed for medical applications. The former is perfectly suited for monitoring a small number of parameters in a single user's home (eg fall, smoke and panic alarms) where the immediate consequence of the condition is not serious, which allows the response to come from an off-site agency. PlesioCare was designed specifically for highly vulnerable users in a supported environment, often with multiple residents in the home. Extensive features in the radio protocol and the pager capabilities allow for the creating of a secure, high integrity, flexible alarm system. At the same time the only action required of the carer is to attend the user as indicated and press one reset button in the room, which clears the pager, proves attendance and can log the time and response time.

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CUSTOMER SUPPORT & REPAIRS

As the manufacturers, Alert-iT is able to provide an unrivalled after-sales care for its products. Our dedicated team is right here to help you set up your equipment, offer guidance and give you full support for the life of the monitor. Our customer support helpline number is 01530 239 900 And we're available every Monday to Friday 09:00 to 17:00. Excluding bank holidays.

- We encourage every customer to telephone our helpline staff who'll register their new product on our database. This allows us to offer you an even more personal and efficient service.

- When you call, you'll be given a unique Service Registration Number, which you can use when calling for timely future support.

Our team do all they can to resolve most issues over the phone, and when they can't, we offer a full return to base repair service giving you complete peace of mind.

- On request, Alert-iT may be able to hire out replacement equipment to safeguard clients while your repair is underway.

- You'll be given a four digit case number which we request you write clearly on the outside of the package.

- We'll call you as soon as we receive your product and confirm the suspected issue. We will then advise if the repair will be carried out under the terms of the warranty.

- If the repair is covered by the warranty, the item will be returned to the customer without charge.

- Should the repair be non-warranty, we'll supply a quote for the cost of the repair.

- If hire equipment has been used to replace equipment covered by a warranty repair, simply return the hire equipment within 14 days. We'll inspect the items and then issue a full credit excluding the cost of administration and delivery.

CONCLUDING 2015/16 OUR WARRANTY FAILURE RATE IS 1.2%

Less Stress Caring

Maintenance contracts

1.   Definitions

In this Agreement, the following words and phrases shall have the following meanings:

1. **'Bronze Level Service' means that in respect of each item of Equipment for which the Bronze Level of Service has been chosen:**

   1. The Customer will be able to contact Alert-iT to request assistance; they may be guided through a self-help guide consisting of frequently asked questions before connected to customer support. In some occasions the customer may have to be called back after the customers details have been recorded and given a ticket. All customer contact, reported fault, diagnosis and conclusion will be logged on a ticketing system for reference and quality purposes. Customer support will be available - between the hours of 9.00am and 17.00pm during each weekday (excluding Public Holidays). The self-help, frequently asked questions will be available on line 24hrs a day.

   2. Any Equipment which Customer support confirms isn't functioning correctly, will need to be returned (in accordance with Alert-iT instructions and at the Customer's expense) to Alert-iT for further investigation or repair.

   3. Any necessary repairs which are covered by warranty will be carried out free of charge. All other repairs/replacements will be subject to the Customer's approval in accordance with Clause 2 below.

   4. The repaired Equipment (and any unrepaired Equipment for which authorisation to repair has not been received) will be returned to the Customer at the earliest reasonable opportunity. Warranty repaired equipment will be returned to the customer free of charge.

2. **'Silver Level Service' means that:**

   1. Alert-iT will provide the Customer with the Bronze Level Service and, in addition, will maintain a stock of functional (but not necessarily new) replacement equipment as indicated by separate Schedule, which (provided Alert-iT is advised of the Customer's need by 2 pm) can be shipped by overnight carrier to protect the Customer against unexpected failure of the relevant Equipment.

   2. Subject to the Customer's approval in accordance with Clause 2 below, the returned unit will then be repaired or, where Alert-iT considers that this is not commercially viable, replaced, and placed back into stock.

3. **'Gold Level Service' means:**

   1. Alert-iT will provide the Customer with the Silver Level Service and, in addition, will carry out a single visit to (each of) the Customer's premises at a mutually agreeable time. During that visit, Alert-iT will service, test and validate the correct operation of each item of Equipment for which the Gold Level of Service has been chosen and which the Customer makes available to the engineer on that day. Such testing will be carried out in accordance with the maintenance Schedule set out in separate Schedule.

   2. For the avoidance of doubt, Alert-iT shall be under no obligation to make any return visit in the event that any Equipment is not made available for inspection on the day of visit. Any such visit requested will, therefore, be treated as a visit under the provisions of clause 1.2.2 above, and charged accordingly.

4. **"Gold+ Level Service"**

   1. Alert-iT will provide the customer with the Gold level service and, in addition, will carry out a 6 month visit, during this visit Alert-iT check the operation of all equipment, update any training requirements and alterations needed due to changing care needs.

   2. Up to an agreed value deliveries to replace equipment will be covered in the contract.

   3. On the 12 month visit all batteries will be replaced, any batteries found to be low at the 6 month visit will be replaced free of charge.

For full term and condition please see doc UC1128 which is available on request.

Want to know more?

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sales@alert-it.co.uk
www.alert-it.co.uk

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Alert-iT Care Alarms
Atherstone House
Merry Lees Industrial Estate
Desford
Leicestershire LE9 9FE

VAT Reg No: 715 1697 31
Company Reg No: 4628666

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01530 239 900
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