



HELPCARE



HelpCare

A SYSTEM FOR CARING FOR SENIORS



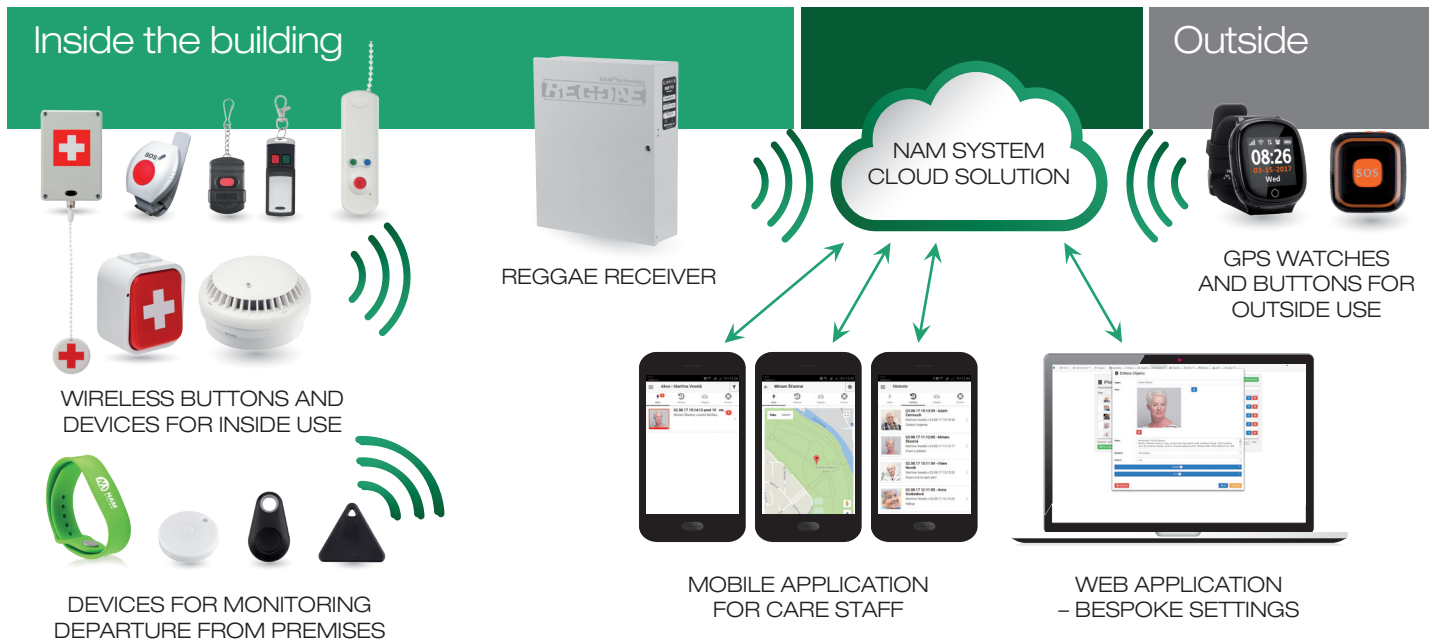
NAM
SYSTEM®
MONITORING TECHNOLOGY

HELPCARE – FAST CALLING OF HELP












HelpCare is a system for improving the quality of care for residents in retirement homes and individuals using care services. If the client finds themselves in a life-threatening situation or needs help, they can call a care giver with just the press of a button. It does not matter if the monitored person is inside or outside of a building.

Notification that a button has been pressed is immediately displayed on the mobile telephone of predetermined persons and on the monitoring screen in the supervisors office or a control room.

HOW HELPCARE WORKS



11 REASONS FOR USING HELPCARE

	Buttons that are simple to operate		Wireless and simple to install, system changes can be made within a couple of minutes
	The client can call for help both inside and outside the building		Simple administration of devices, monitored persons and assets within the web platform
	Each button and device can be named according to the name of the client or the place where it is positioned		An unlimited number of devices can be connected to the system
	Personnel can move anywhere. The mobile application receives messages from anywhere that is covered by WiFi or mobile data		24-hour remote technical support in case of problems
	All personnel see every activation of the alarm, who resolved it and the outcome		Higher quality at lower cost. Easy to use with minimal training
	The system can be “made to measure” and expanded according to developing needs		



HELPCARE - TECHNOLOGY SUITABLE FOR VARIOUS TYPES OF CLIENT

As people age and become seniors, their dependence on the people around them grows. Older people may no longer be self-sufficient and might prefer to rely on the help of others even for basic activities such as taking baths, getting dressed, cooking meals and shopping. They may stop going for walks because they are scared of falling or walking on slippery or uneven surfaces. Their self-confidence might start to diminish.

HelpCare helps clients to regain a feeling of safety and preserves their quality of life to a later age. Even if a fall or other life-threatening event occurs, the client can immediately call for help.

CARE OF RETIREMENT HOME CLIENTS WHO CAN STILL MOVE AROUND FREELY AND UNASSISTED



CARE OF RETIREMENT HOME CLIENTS WHO ARE IN A WHEELCHAIR



CARE OF CLIENTS LOOKED AFTER BY CARE SERVICES BUT LIVING IN THEIR OWN HOME



CARE OF CLIENTS WITH ALZHEIMER'S DISEASE



People with Alzheimer's disease may knowingly or unknowingly leave a building. They could lose all sense of time and location and their life could be in danger. Care staff may not know where the client is and often call the police for help.

OUR SOLUTION:

1



A client can be given a RFID chip on a bracelet or in their clothing.

2



A RFID receiver can be placed at main doors or emergency exits to register when someone with a chip nears the entrance/exit.

3



The care staff receive a message that a client is moving near to an exit and can intervene to resolve this in time.



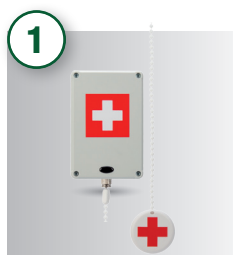
PROVIDING CARE TO CLIENTS INSIDE BUILDINGS

If a monitored person is capable of moving freely around a building then a portable panic button would be suitable for them. If a monitored person only moves around within their room, fixed panic buttons or panic strips can be used. Property can also be protected by smoke and water leak sensors. In the HelpCare web platform all devices state their locations or the name of the monitored person, supplemented by important personal data (state of health, medication, photograph, etc.). If the monitored person falls, feels unwell or in danger, they just need to press a panic button or on a panic strip. If a button is pressed, an alarm is immediately displayed on all the mobile applications of those people who currently have responsibility for the client. Nurses and caregivers can display further information and by confirming acceptance of the alarm (through the mobile application), they also confirm to other staff that they will take responsibility for resolving the situation. After an alarm has been resolved, details of the incident are completed. Staff have a continuous overview of what is happening in their area whilst still being able to move freely around the building.

RECOMMENDED USAGES:

- Calling for help when feeling unwell, after falling, health problems
- Calling for service when assistance is needed
- Calling for help if a fire has started
- Information about leaks, flooded areas

HOW IT WORKS:



Choose the type of wireless button required and place it where it is needed.



Name the device according to the place installed and the name of the client that will use it.



If the client needs help, they just press the button. On the mobile application, staff can see who this is linked to.



All authorized health staff or caregivers see that an alarm has been raised and if/when someone has begun to resolve this.



Alarms are received on mobile phones of nominated staff. Staff may move around anywhere, even outside the building if they have mobile data.



Managers or supervisors have an overview of what happened during a given period, how situations were resolved and by whom.

A WIRELESS SOLUTION THAT CAN BE MOVED ELSEWHERE WITHIN A COUPLE OF MINUTES

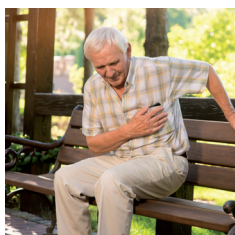


CALLS FOR HELP BY PEOPLE MOVING AROUND OUTSIDE ALONE

HelpCare is also suitable for vulnerable people, the elderly or people with physical disabilities who either live alone or go outside the care home alone where possible dangers exist - the person could have sudden health problems or fears about being attacked. SOS watches or pendant buttons are suitable for ensuring rapid first aid assistance outdoors. If the client finds themselves in danger, they can call help by pressing the SOS button on the watch. Information that an alarm has been raised, the device owner and their last GPS position are displayed on the mobile application of nominated carers within seconds. After taking over the alarm, it is possible to call directly to the device of the person in danger. According to the details received, it is possible to assess whether it will be necessary to call the emergency services, the police or whether it will be sufficient for staff to search for the person according to their GPS coordinates.

RECOMMENDED USAGES:

- Calling for help outside when feeling unwell, after falls, health problems
- Calling for help outside because of fear of being attacked or theft
- It is possible for nursing staff to locate a client, if necessary



Calling for help when health problems occur



Calling for help after falls

REQUEST HELP BY PRESSING A SOS BUTTON ON THE WATCH OR PENDANT

HOW IT WORKS:

Operation of the buttons and the mobile application work in the same way as SOS buttons used inside a building (see page 4). The advantage is that if the senior presses the SOS button, personnel can call to the device and verify what has happened whilst at the same time be informed of the last known position that the device sent.



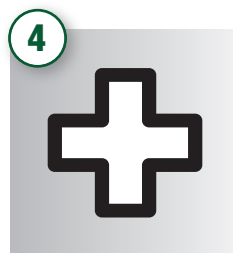
Pressing a SOS button is quick and easy for a senior.



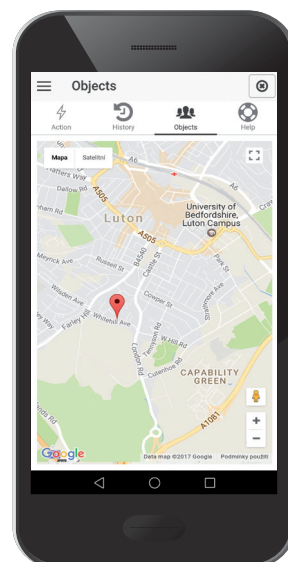
SOS devices send data of the last known position of the client. You know where they are.



SOS devices allow two-way voice communication. You can check how serious the situation is.



You can send emergency services or the police to the client or go to assist yourself.



Map display of the last GPS position of monitored person

WIRELESS TECHNOLOGY THAT ASSISTS

1



Portable personal panic buttons

Call for help by pressing when moving around the building.

2



Portable panic button/watch

Call for help by pressing when moving around the building. The client wears this constantly on a wrist.

3



Portable SOS button or SOS watch

Call for help by pressing button. GPS position is shown on map to know where the client is.

Receptionist

Care staff

Residents and their visitors

8



REGGAE receivers

Cover the whole area of the retirement home. Thanks to this, immediate alert of a button being pressed is received.

9



Device to warn of exit from premises

Warns when someone with Alzheimer's disease leaves the building.

10

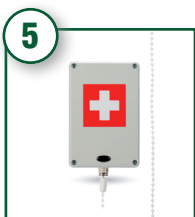


Web platform and HelpCare application

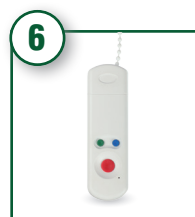
Displays information of alarms, where and when panic buttons were pressed and by whom. Designed for clearance of alarms and setting of the whole system.



4 Fixed panic button
Call for help by pressing e.g. when feeling unwell in the toilet. It is also possible to use this button outside (depending on signal from REGGAE receiver) e.g. in the gazebo.



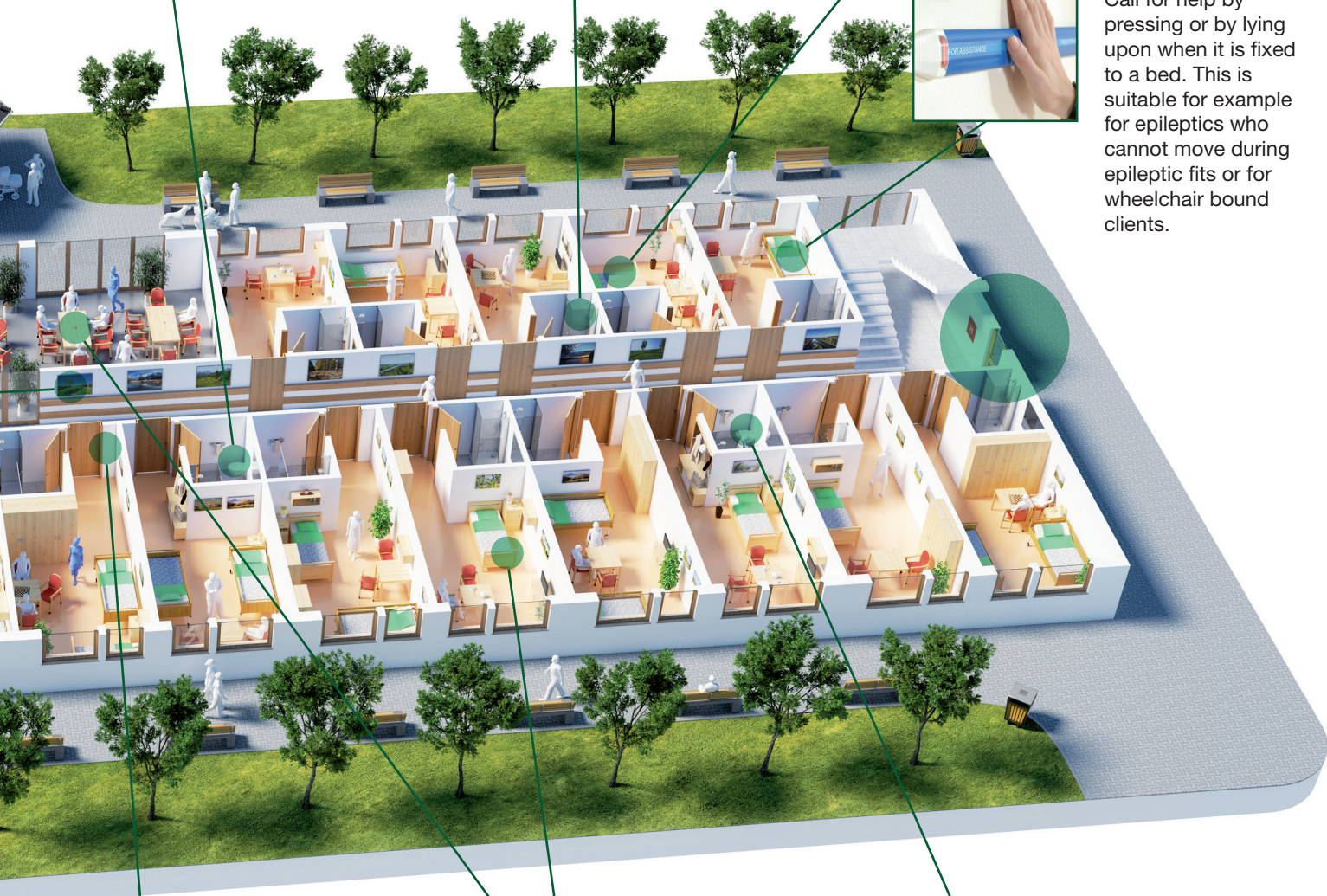
5 Fixed panic button with cord
Client can call for help e.g. after a fall in the shower.



6 Fixed panic button with holder
Calling for help from bed. Each button can be given a different definition e.g. assist urgently, assist to toilet, etc.



7 Panic strip
Call for help by pressing or by lying upon when it is fixed to a bed. This is suitable for example for epileptics who cannot move during epileptic fits or for wheelchair bound clients.



11 NFC chips
NFC chips can be named according to the specific activity covered. They are fixed where the client lives. They record the activities of staff.



12 Smoke/fire detector
When smoke is detected, immediate information is sent to the mobile applications of staff and everyone else is warned by a loud siren.



13 Device for detecting water leaks
When water leaks occur, information is immediately sent to the mobile applications of staff, preventing unnecessary damage.

A RELIABLE SOLUTION -INDOORS AND OUTDOORS

DEVICES FOR USE INSIDE BUILDINGS

The main components are REGGAE receivers and various types of panic devices.

Alarm messages are sent to the mobile phones and computers of predetermined persons. It is possible to set which persons should receive these messages at specific times, depending on who is working a particular shift.

Fixed panic button



- Splash resistant (suitable for bathrooms and toilets)
- Audio signal when pressed
- For fixed installation

Portable panic buttons / bracelets



- Splash resistant (hand or dish washing)
- Designed for long-term wearing (on wrist)

Fixed panic button with cord



- Splash resistant
- Audio signal when pressed
- For fixed installation
- The cord length is 2 m and can be shortened where necessary
- The cord is pulled to send an alarm

Portable personal panic button



- 2 types - with 1 or 2 buttons. Where there are 2 buttons, each can be set with a different event
- Safety cover, suitable for carrying in pockets
- Simple handling
- It can be closed so that the panic button is not pressed by mistake

Fixed panic button with holder



- 3 buttons that can each be set for different events (e.g. need to go to the toilet, life-threatening situation, refreshment request)
- For fixed installation. The chain can stretch up to 1.2 m from the holder

Panic strip



- Panic strip – an alarm is set off when the strip is pressed / hit anywhere along its surface
- Optional lengths and various designs

DEVICES FOR OUTSIDE USE

These are designed for people who move freely around outside and who want the reassurance that they can call for help if something happens. The devices are capable of sending GPS positions, calling for help and telephony. The map background on the mobile application shows where the client is and so it is possible to either call the emergency services or for staff to go to assist the client themselves.

Portable button (pendant) or SOS watch



- Long battery life
- GPS position location
- Splash resistant
- Possible to use as mobile phone

DEVICES FOR USING INDOORS AND OUTDOORS

These are mainly designed for recording the activities of care home personnel. Each NFC chip can be named according to an activity that it regularly records. When personnel carry out a specific activity, they place their mobile phone next to a named chip and the application registers when and where this was done.

NFC chips



- Simple positioning of the chips by adhesion.
- Reading of chip by mobile application
- Water resistant

Smoke detector



- Wireless smoke detector
- Audio signal when alarm is set off

Devices to warn of exit from premises



- Water resistant
- Detection chips can be sewn into clothing or footwear, can wash in washing machine
- It is possible to set specific distances from a door so that a warning will be sent if a monitored person moves within this set distance to the door

Devices to detect water leaks



- Reacts to water and other liquids in order to protect against damage e.g. a flooded bathroom
- An alarm is set off whenever the contact point is in contact with water

REGGAE receiver

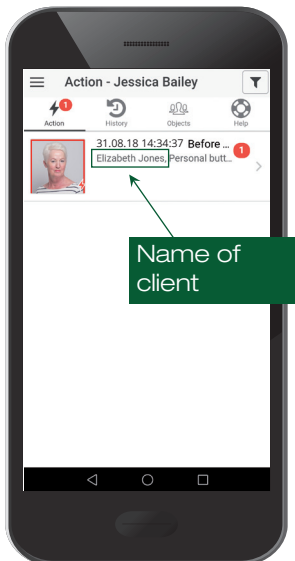


- Reception and transmission of data from wireless devices to the HelpCare application
- Reception range of 200 m (in open spaces)

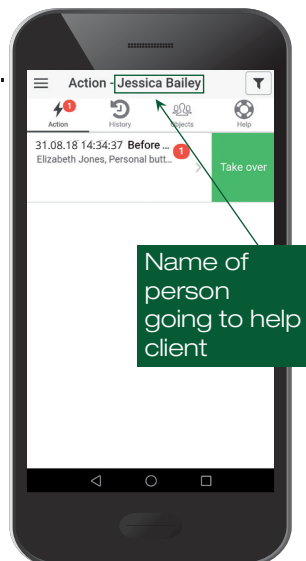
ALARMS RESOLVED EASILY BY USING THE MOBILE APPLICATION

The mobile application is designed for nursing staff and caregivers, who are currently at work or on-call and who take care of clients. It provides quick resolution of alarms and the facility to add commentary about what happened. It provides an overview of who has called for help (and when), whether the situation is being resolved by anyone and if so, by whom. Audio and vibration signals are set off when an alarm is raised.

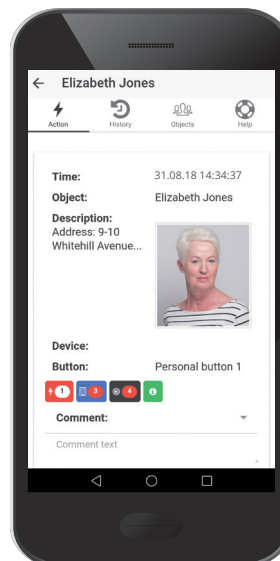
Display of current alarm



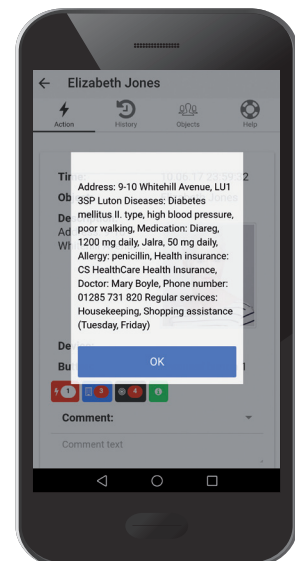
Confirmation of alarm takeover



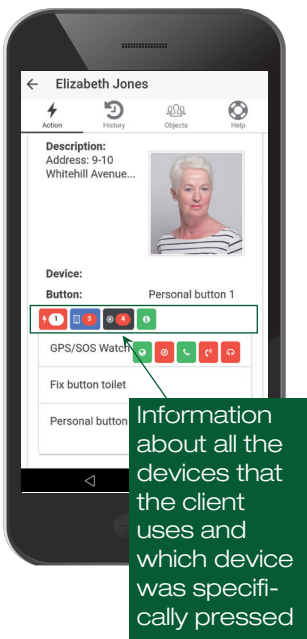
General details of the senior who owns the device



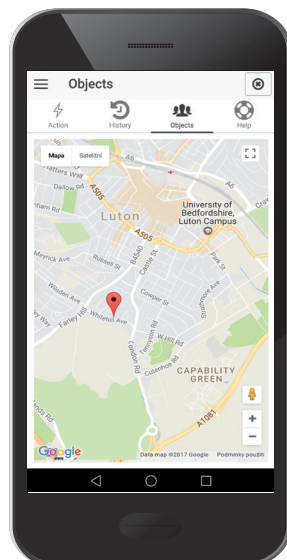
Detailed information of the senior



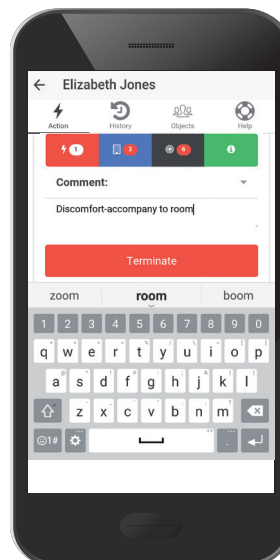
Display of other available functions of the device used (locating, tel. call, etc.)



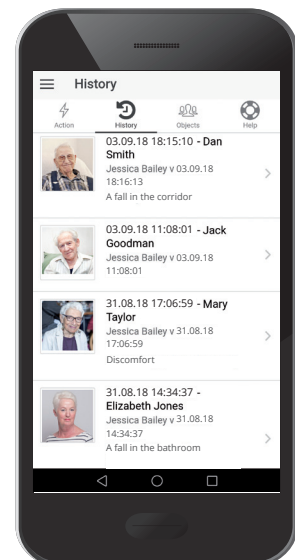
Display of GPS position on map (only SOS watches and buttons on pendants)



Commentary of resolved alarm



List of alarms resolved during a selected period



WEB PLATFORM - EASY SET UP OF SYSTEM, DEVICES AND USERS

The web platform is designed for setting up the HelpCare system according to the specific needs of the place where it will be used. This defines the owners of specific buttons/devices, supplemented by information of the client, for example further details of health problems and medication taken. The system is designed for the administration of users (access for care staff or manager access), the setting of which working days (and from when or until) messages should be transmitted and on the mobile applications of which people messages should be displayed.

Editing of information about clients – assignment of devices used

Object editing

Name: Elizabeth Jones

Description: Address: 9-10 Whitehill Avenue, LU1 3SP Luton
Diseases: Diabetes mellitus II. type, high blood pressure, poor walking, Medication: Diareg, 1200 mg daily, Jalta, 50 mg daily, Allergy: penicillin, Health insurance: CS HealthCare Health Insurance, Doctor: Mary Bo

Group: Group 001

Active: Yes

Buttons

Non-selected	Selected
Displayed 21	Displayed 31
Filter1	Filter1
Fix Button4	GPS/SOS Watch
Pressure tape bathroom	Fix button toilet
	Personal button 1

List of all events that occurred during the period chosen.

It is possible to filter according to specific clients or according to the care staff who resolved the alarm(s).

Action

Showing 10 entries

#	Time of occurrence	Object	Took over	Terminated	Taken over	Terminated	Comment	Buttons
03.09.18 10:50:10	Anne Smith							1 fixed button, toilet, Block B
31.08.18 14:59:38	Mary Taylor	Jessica Bailey			31.08.18 14:59:51			1 portable personal button, Block A
31.08.18 14:34:37	Elizabeth Jones	Jessica Bailey	Jessica Bailey		31.08.18 14:34:45	31.08.18 14:44:59	A fall in the corridor	1 portable personal button, Block A
31.08.18 10:46:57	Elizabeth Jones	Hannah Baker	Hannah Baker		31.08.18 10:46:57	31.08.18 10:57:08	A fall in the shower	2 fixed button, bathroom, Block A
31.08.18 08:46:50	Anne Smith	Jessica Bailey	Jessica Bailey		31.08.18 08:46:59	31.08.18 08:57:20	Assistance	1 fixed button, toilet, Block B
30.08.18 14:46:51	Mary Taylor	Jessica Bailey	Jessica Bailey		30.08.18 14:47:02	30.08.18 14:57:27	Discomfort in the corridor ...	1 portable personal button, Block A
29.08.18 14:45:41	Mary Taylor	Hannah Baker	Hannah Baker		29.08.18 14:45:48	29.08.18 14:56:32	Discomfort – accompany...	1 portable personal button, Block A
29.08.18 14:45:37	Elizabeth Jones	Jessica Bailey	Jessica Bailey		29.08.18 14:45:46	29.08.18 14:56:25	A fall in the bathroom	3 fixed button, bathroom, Block A
29.08.18 09:45:35	Anne Smith	Jessica Bailey	Jessica Bailey		29.08.18 09:45:41	29.08.18 09:56:18	Inability to leave the toilet	1 fixed button, toilet, Block B
28.08.18 14:44:17	Anne Smith	Jessica Bailey	Jessica Bailey		28.08.18 14:45:08	28.08.18 14:55:16	Assistance	2 fixed button, toilet, Block B

Showing 1 to 10 of 20 entries

Previous 1 2 Next

NAM system – a Czech producer of monitoring technology

We began to develop hardware and software in 1990 and today we are ranked among the most stable companies on the market. We have become one of the largest suppliers of GPS monitoring solutions, communicators and solutions for alarm receiving centres in the Czech Republic and Slovakia. The products and services of NAM system are of a very high quality and are in harmony with worldwide standards. Not only do we develop systems but we also produce them ourselves – for this reason we can react to the specific needs of our customers and to the needs of the market.

Further solutions that we can offer:



TECHNOLOGY FOR GUARDING GOODS AND ASSETS

Hardware and software for guarding assets against theft. Place the GPS tracker onto the asset that you need to guard and if it registers any movement it will send notification that something is happening. If a thief steals the asset, it is possible, by looking at the mobile application, to see on the map where it is currently located



TECHNOLOGY FOR MONITORING VEHICLES

Summaries of vehicle trips, who, when, from where and to where they went, display of data and history. Identification of vehicle drivers by means of ID chips. Automatic creation of logbooks. Analysis of driver style to improve the behaviour of drivers at the wheel. Defined zones for vehicle movement and sending of notifications if a set zone is departed. Immediate information of vehicle theft, car park accidents and crashes (and the chain of events). Immobilization of vehicles.



TECHNOLOGY FOR MONITORING CENTRES

Hardware, software and services for surveillance and alarm receiving centres. Processing and visualization of alarm messages from all commonly available security and fire systems, vehicles and technology. Integrated system for recording telephone calls. Technology in compliance with standard EN 50518-2.



COMMUNICATORS FOR SECURITY APPLICATIONS

Technology for the connection of security control panels. Communicators ensure fast and secure transmission of information from the security panels of monitored assets to the alarm receiving centre. This is a solution for all types of communication channel and all types of asset. The devices comply to safety standards and are approved by the fire brigade.

REGGAE
COMMUNICATORS

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