

SWANSEA UNIVERSITY

Telecare Service



Prifysgol Abertawe
Swansea University

What is Swansea University Telecare Service?

This service has been set up in order to assist students who have a medical condition which may affect their ability to live independently in university residences. This is achieved through the combination of a 24 hours telephone link to the monitoring centre and state of the art technology.

Benefits of the Telecare Service

- **Instant response** – highly skilled operators respond to your call and take the appropriate action to get the help you need when you need it
- **Personal Service** – friendly and accessible service
- **Complete reassurance** – 24 hours link to the monitoring centre
- **Easy installation** – wireless system so no unsightly wiring

How does the service work?

The service involves the provision of a telephone link 24 hours a day between your room and the monitoring centre where trained operators take the most appropriate action e.g. contacting a family member or the emergency services.

What can be provided?

Telecare consists of various sensors linked to a Lifeline unit, monitored 24 hours a day, during the academic year allowing swift action to be taken should an incident occur.

A flexible range of telecare sensors is available including:

Lifeline Unit



Standardbase unit, supplied with a personal pendant, provides reassurance linking the user to a 24 hours monitoring centre where appropriate action is taken.

Personal Trigger / Fall Detector

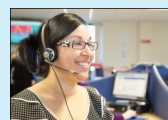


Worn around the neck, on the wrist or attached to an item of clothing, personal triggers enable a call for help to be raised from your room in residence. The fall detector can provide valuable peace of mind by automatically detecting a serious fall and raising an alert to the monitoring centre.

Epilepsy Sensor



The alarm functions of the Emfit sensor are based on monitoring the person's movements. It is able to separate normal movements from epileptic seizure symptoms such as tonic-clonic shakings or similar continued movement. The alarm triggers if the person has abnormal movements longer than the pre-set delay. The delay can be pre-set between 10-20 seconds.



The alarm is activated



Lifeline unit is activated and via the telephone line alerts the monitoring centre



The monitoring centre answers your call and speaks to you through the Lifeline



Response sent out to you as appropriate