

safety**first**

Touchsafe®

Professional
Nurse Call
Systems



Aidcall

safety**first**



Our Wireless System:

- Meets the strict safety standards of Class 1 compliance
- Is anti-microbially protected as standard
- Uses a secure dedicated alarm frequency (869Mhz) as standard
- Ensures its alarm signal is received
- Lets staff pick up the next call from any patient/resident call point
- Provides permanent record of staff member in attendance



Aid Call is part of Tynetec Ltd, one of the UK's largest provider's of Telecare solutions established since 1979. Tynetec are dedicated to the development of high quality, client centred care solutions, and have increased the investment in both development and customer service to improve on Aid Call's excellent reputation as the leading supplier of Radio Nurse Call solutions in the UK.

Touchsafe® Wireless Nurse Call

Aid Call has been leading the way in wireless nurse call technology for over 30 years. We offer a wide range of products and bespoke solutions designed specifically to meet the needs of NHS Trusts, private hospitals, care homes, care groups and sheltered accommodation.

Our first class knowledge, innovative approach and reputation for delivering reliable, safety critical solutions has clearly positioned us as the leading supplier of wireless nurse call solutions.

The Aid Call **Touchsafe®** range is the only wireless nurse call system to provide advanced safety and security features. All touchable elements of the system are embedded with

anti-microbial additives to help combat the spread of infection to ensure extra patient safety. The system also incorporates the most advanced two-way radio technologies featuring automatic acceptance, 'Listen Before Talk' anti-collision, and it meets the highest Class 1 European safety critical accreditation.

With Aid Call there is always the reassurance that you are dealing with a company that cares. Over the years Aid Call has acquired a track record for 'leading the way' with consistent innovation, and an excellent product range, all of which comes from listening to the people who matter to ensure that our systems meet and exceed your needs. We tailor our offering specifically to individual requirements in either single small care home or a chain or larger homes and sites.

We offer a team of national professional and technical consultants experienced in wireless technology solutions, as well as a team of in-house engineers available throughout the UK. We provide a full year's warranty, on-going

maintenance support and a helpline which allows you to speak to a fully trained advisor, 24 hours a day, 365 days a year.

The Aid Call **Touchsafe®** Nurse Call solution is highly configurable to meet the differing needs of our customers. A full consultation is provided to our clients to ensure that the system is precisely tailored to that need.

Our **Touchsafe®** range is our most advanced wireless nurse call system yet, enabling you to deliver better value-for-money through more efficient care delivery. If you are looking for a wireless nurse call that offers total patient safety, don't take the risk, talk to us first.

Call one of our consultants on **0800 052 3616** or visit www.aidcall.co.uk



Our **Touchsafe®** Wireless Nurse Call is an essential communications system for alerting staff to calls, visually and audibly, from patients or other members of staff. Because it is radio based, it is infinitely expandable.

We offer:

- Safe, reliable, professional Nurse Call solutions at an exceptional price
- Powerful Telecare and remote health management and healthcare solutions
- Individually tailored solutions to meet your needs and budget
- Excellent customer service - from onsite demonstration to complete aftercare
- Over 30 years experience in the industry
- Continuous innovation and investment in research and development
- Leading edge technology to improve system effectiveness
- National coverage
- 24 hours a day, 365 days a year support line for all customers
- Tailored maintenance contracts
- In-house engineers available throughout the UK

SafetyFirst

Secure

Our **Touchsafe®** Wireless Nurse Call offers greater flexibility for users. It is a secure, professional system using the dedicated Pan European 869Mhz alarm frequency in conjunction with Listen Before Talk anti collision technology to ensure patient safety and meets the highest Class 1 European safety critical accreditation. With its unique two-way system, the call point transmits until it receives acceptance of the call from the display panel, ensuring that all calls are received securely.

Infection Controlled

All elements of our **Touchsafe®** range, which need to be touched or handled, are embedded with powerful anti-microbial additives to help combat the spread of infection and to ensure extra patient safety. This provides lifelong protection, that won't wear away, against the spread of infection.

Flexible

Wireless radio systems give all the functionality of a hardwired system but with the added benefit of complete flexibility. The alarm system goes wherever the client is; the client does not have to be tied to the one bed location. The 'wire free' nature of the system allows the call points to be located and then re-located in any required location, without the need of an engineering call out.

Easily Installed

Installation is quick and easy and only takes a day or two to get the system up and running with minimum disruption to the residents and your home. Should you wish to expand your home in the future our wireless call system can be extended easily, quickly and cost effectively.

Backwards Compatible

Thanks to our system's backwards compatibility you can add to, and upgrade, an existing **Touchsafe®** system at your own convenience.

Flexible Finance

With a variety of leasing options, that can include maintenance, and that are tailored to suit your individual needs you can have the level of technology you deserve, at a price you can afford.

Warranty

We offer a full year's warranty, on-going maintenance if required and a helpline allowing you to speak to a fully trained advisor 24 hours a day, 365 days a year.

Government Procurement Service

Aid Call products are available through the Government Procurement Services (Buying Solutions framework), the national procurement partner for all UK public services. For more information visit: www.buyingsolutions.gov.uk
Note - Aid Call is a trading name of Tynetec Ltd.

Supplier to
 Government Procurement Service

If you are looking for a wireless nurse call system don't take the risk, talk to us first. Call one of our consultants on **0800 052 3616** or visit www.aidcall.co.uk

How our Nurse Call System Works

At the heart of the system is our CP5000 869Mhz Radio Nurse Display Panel.

The ATX4000/5000 Radio Nurse Call Points and any other fixed or portable devices are then added to the system to meet individual customer requirements as demonstrated in the diagram below.

Display Panel CP5000 >

Efficiency and speed of response are essential in a care environment so the CP5000 with its 15" TFT screen provides information at a glance in a large clear format including: text addresses for call types, locations, resident/patient names, nurse or carer ID, active call list and alarm location with optional floor plan/map. The status of calls is displayed and additional information can be viewed if required. For example, brief patient medical notes can be called up.

Five distinct alarm tones are used for call, assist, emergency, reminder and maintenance to make the system user-friendly and simple to operate. 'Reminder' calls can be programmed by staff to automatically activate at preset intervals for use in the monitoring of nightly checks or to assist with timed medication.

Multiple zones can be programmed and named for each panel. The unit has an integral call logger. There is a power-fail indicator and an internal battery provides around 4 hours back up power. Interfaces are provided for paging, DECT Phones, additional Base Receivers, Mimic panels and Audio Visual Indicators (over door lights).

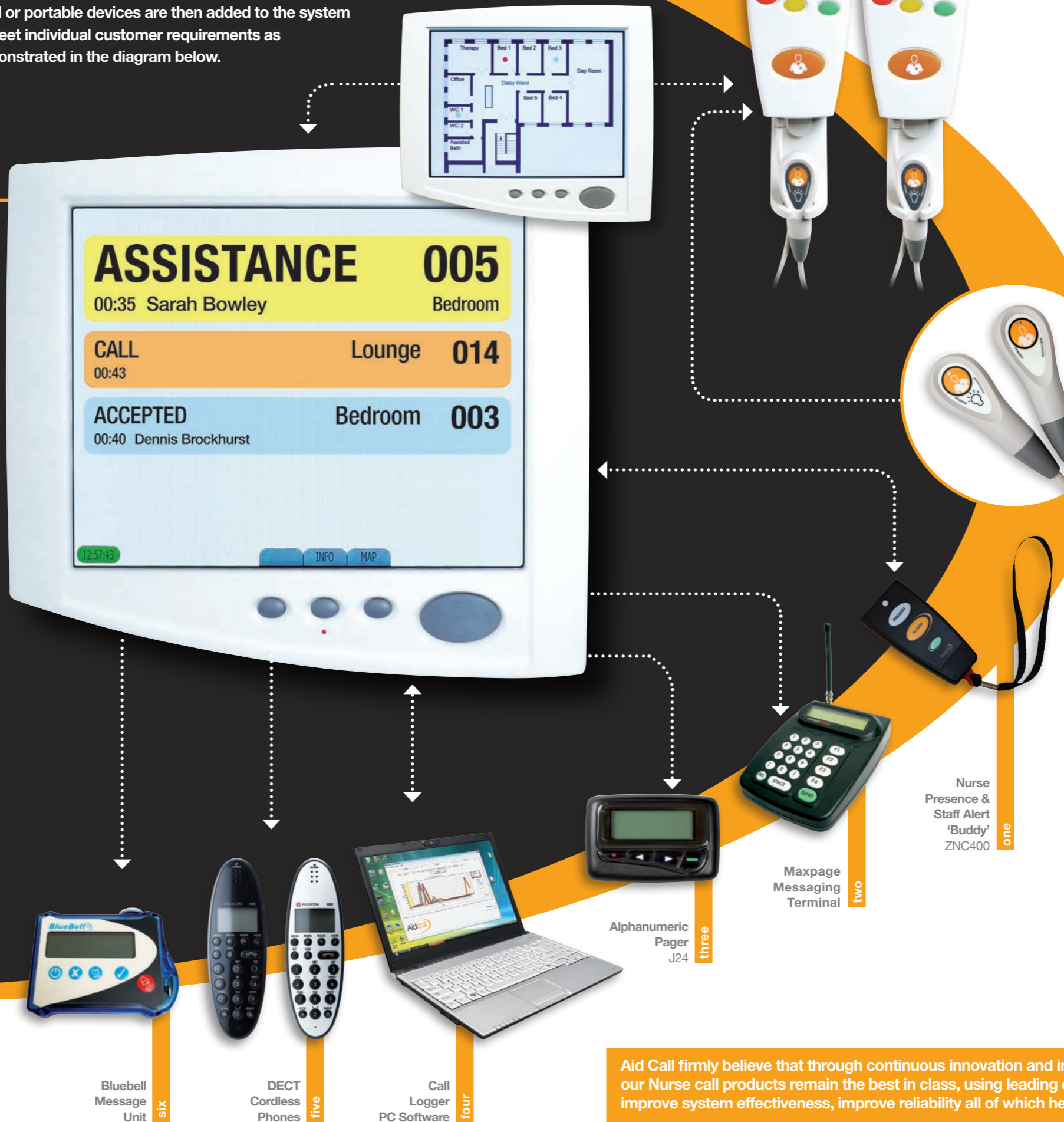
(This panel is compatible with ATX4000/5000 range as well as previous ATX2000 and ATX3000 units).

Display Panel CP3400 v

The CP3400 Display Panel can either complement a CP5000 panel as a mimic display or act as a main display panel and offers all of the Touchsafe® range safety features.

A large LED display with 160 degree viewing angle displays four characters – the red character identifying the call type or zone and the yellow characters the room or bed, priority calls are displayed with two green LED's. Four selectable alarm tones identify call, assist, emergency and maintenance. Up to 10 multiple zones can be programmed for each panel. An optional call logger can be included which automatically records the call history of up to 50,000 call events.

Like the CP5000 there is a power-fail indicator and an internal battery provides around 4 hours back up power. Interfaces are provided for paging, DECT Phones, additional Base Receivers, Mimic panels and Audio Visual Indicators (over door lights).



Nurse Call Point ATX4000/5000 <

With our range of Nurse Call Transmitters we have taken all the great design features, functionality, flexibility and durability and moved them to the next level.

The ATX4000 and ATX5000's use an innovative, secure 'two way radio' solution that provides an acknowledgement that patients' calls have been received. Confirmation is provided by a reassurance LED on the display panel and sounder on the ATX4000, plus a status message on the ATX5000's LCD display screen. ATX5000 also displays a 'Next Call Waiting' message helping to improve staff response time and reducing unnecessary journeys.

It has a built in infra red receiver allowing remote activation from the Buddy staff attack location alarm. Ergonomically designed, its neutral colour is non intrusive in any location with the bright colours of the response buttons making them easy to locate.

There are three locking sockets for Pear Push leads, auxiliary monitoring devices and accessory trigger devices. A Tamper alert is transmitted if any device is unplugged. The ATX is provided with an easy-lock wall bracket which can have an optional 'cradle' for placing the Pear Push lead. The products are future proofed and support firmware upgrade via serial interface.

Surface mounted buttons which are locked in to the case allow for easy cleaning as well as all case components including buttons benefiting from the embedded Antimicrobial additives which help combat cross contamination of many infections such as MRSA. The Antimicrobial additives are guaranteed for the lifetime of the product.

The Aid Call system meets the stringent safety critical requirements of the Class 1 safety standard and provides an exceptionally secure platform with a low total cost of ownership.

Pear Push Lead PP4000/PP5000 <

Our pear push leads are fully waterproof to the IP67 standard and also glow in the dark to allow ease of use during the night. They are designed so that the lead safely pulls out at any angle which is HTM compliant.

The PP4000 includes one button and LED, there is also an output for switching accessories such as a bed side lamp, when used with the PP5000 two button pear push lead.

Aid Call firmly believe that through continuous innovation and investment in research and development, our Nurse call products remain the best in class, using leading edge technologies which are employed to improve system effectiveness, improve reliability all of which help to reduce the overall cost of ownership.

System Components

one

ZNC400 Nurse Presence & Staff Alert 'Buddy'

The 'buddy' is a portable, remote, infra-red transmitter trigger. Combining the functionality of the staff attack alarm and nurse presence identification, this 'buddy' allows you to track staff locations as well ensuring their safety which is paramount in the healthcare industry.

The staff attack function has two methods of operation:

- A push button alarm
- Lanyard pull pin

The staff attack function is compatible with the ATX3000/3000+/4000 and ATX5000 call points.

The nurse presence identification feature provides a permanent record of the nurse in attendance. This facility allows you to track and monitor individual staff activity i.e. which member of staff is answering which call and when. This helps to provide greater clarity and accountability in care home management. When combined with the Aid Call's Call Logging system, care managers are able to analyse response and attendance times at client and nurse level and help improve overall resource efficiency.

The nurse presence function is compatible with the ATX4000 and ATX5000.

two

Maxpage Messaging Terminal

The Maxpage Terminal can send independent messages direct to individual pagers.

It can be linked to up to 999 pagers and, combined with the Alphanumeric Pager - J24, can form the basis of a stand alone paging system as well as being part of your Radio Nurse Call system.

three

J24 The Alphanumeric Pager

The Alphanumeric Pager - J24 boasts a large screen with a 2 line, 36 character alphanumeric display. Its battery life is up to 700 hours, dependent on operation, and it weighs just 50g, making it easy to use and carry. For silent operation you are able to adapt the pager to a vibrate only function.

four

Call Logger PC Software

Our Call Logger software can be installed on your PC enabling you to download to a local hard drive unlimited events (25 years of call history) from the built in call logger on the CP5000 units.

five

DECT Phones

Digitally enhanced cordless telephones (DECT) provides text alerts similar to alphanumeric pages, two way voice communication both internally amongst staff and externally, PC text messaging to handsets and staff attack buttons on all handsets. The 2 way speech capability greatly enhances efficiency in all aspects of communications; staff are empowered to coordinate activities and can always be contacted no matter where they are within the site. The staff attack buttons will alert all other staff that with DECT phones who has activated the alarm and the zone they are located in. The PC text messaging allows staff to send custom messages to selected staff when required (eg staff meeting at 16:00 today).



Additional advanced features are possible on per site basis. The DECT solution can directly connect to your existing phone system or to a new system from Aid Call. Compatible with CP5000 only.

Aid Call can help you further by providing a communication system that:

- Provides enhanced service levels
- Reduces costs
- Offers new revenue streams

The need to communicate quickly, reliably and efficiently improves all our lives. Aid Call is now able to integrate its nurse call systems with your phone systems to provide you with a unified communication platform.

The mobile workforce

The nature of your business means that staff are always on the move, so being able to communicate with them quickly, allows you to reduce costs and improve service. By using an Aid Call integrated phone system and professional cordless phones you can speak to staff, send out group messages, as well as provide external communications. The benefits of this are numerous and the business payback is dramatic.

Alerts to Staff

The Aid Call integrated communications solutions directly interact with the nurse call system allowing staff to be alerted to almost any nurse call system event. Staff can then use the internal communication system to co-ordinate, resource and plan, allowing you to provide the highest level of response and service to your customers.

Integrated Communications

Because all Aid Call communications systems connect to your outside lines, inbound and outbound calls can be handled promptly and efficiently through powerful features within the system. The first impression people have of your business is often via a phone call and in today's fast moving world people expect fast responses. An Aid Call communication system can provide this, ensuring each call is answered, tracked and even recorded.

One Provider

Since Aid Call provides all these communication services, you only have one call to make to ensure your systems are working well. We've all heard the stories of customers being passed between two providers; each blaming the other when something goes wrong. By using Aid Call for all your nurse call and communication needs you have one company to call and one service contract to maintain, saving you money and time.

One System All Built in

Aid Call communication systems scale from the small to the large multi-site care environments. All our solutions offer exceptional industry value for money and they all come with features built in. This means that enabling a feature won't cost you anything extra as it is built into the system already. For example, where most other companies charge for voicemail, all our systems come with this built in, and we can even deliver voicemails to email at no extra cost. There are no messy additional boxes to add to the system and it all integrates seamlessly and reliably, providing you with the best communication system in the industry.

six

Bluebell

Aid Call's BlueBell unit combines the functionality of a pager and a nurse present buddy in a robust, waterproof portable unit. Paging messages sent from the Aid Call Nurse Call System are displayed on the clear, backlit display. Each Pager unit can be coded to the staff members unique ID and can be used to trigger an ATX4000 or ATX5000 call point to give a nurse present (carer) indication on a display panel.

In addition the CP5000 shows the Carer ID, giving management real-time information on staff location and activity. System activity and Carer ID are also shown on the call logger, allowing management to run reports on individual staff and overall performance.

The Carer ID can be changed by using the log-on terminal. This allows the pager functionality to remain unchanged but the Carer ID is now unique to the person using the unit. Accidental removal of the Bluebell portable can be prevented by using a door exit monitor. When the BlueBell unit passes the transmitter it starts to bleep and can only be stopped by returning it to the charging rack.

Wrist Worn Fall Detector



Compatible with the Reach telecare alarm unit, the wrist worn fall detector provides both a reactive and preventative solution that detects when the wearer has fallen, tripped or stumbled. The battery life is 3 to 5 years and will also report when the battery is getting low.

The fall detector uses both pressure sensing technology and a solid state dual axis accelerometer to detect when a fall has occurred. It also allows for further configuration by giving you the choice of 5 sensitivity settings so as to tailor the device to the individual.

The fall detector will be fully compatible with the Aid Call Touchsafe® system, providing additional care and monitoring.

Reach Telecare Alarm Unit

The Reach, at home alarm unit brings together the most sophisticated electronic solutions with cutting edge design, functional ergonomics and customer flexibility.

Not only does the Reach offer a huge selection of features and benefits such as compatibility with all the latest monitoring centres and the facility to accept up to 32 telecare devices as standard, but the Reach is also being offered in a choice of Black or White units for ultimate customer satisfaction.

The Reach is also compatible with all of the latest alarm receiving centres and comes complete with a Touch pendant including wearing options.



Bed & Chair Weight Sensor



These are in-bed and in-chair devices that monitor occupancy, and will automatically raise alerts to carers when a potential risk situation is identified; this can be linked to light switching units that automatically switch on room lights when a client/patient leaves their bed during the night providing Dementia care facilities.

PIR Movement Sensor



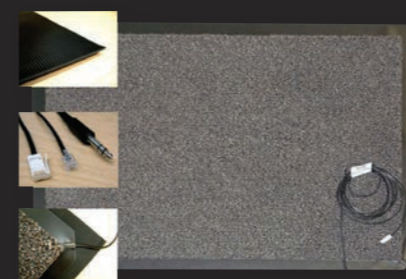
Switchable movement detector to protect restricted areas or detect wandering residents.

Audio Visual Indicator



Its visual indicator used above a door, to highlight the location (room or bed) of the type of call and where a call has been made on the system and/or can be used as 'follow me' lights (commonly used in hospitals).

Floor Pressure Mat



The premium Floor Pressure Mat can be typically placed at the bedside or at the door threshold and plugged in to the call socket of your Aid Call Nurse Call system. With a small amount of pressure the sensor can alert staff even before the resident is up and about, by sounding the alarm and enabling staff to investigate.

Additional Monitoring Devices

Aid Call have created a complete portfolio of additional monitoring devices which can be added to the nurse call system. The Aid Call portfolio can be extended with the wider range of Tynetec Telecare products; these include products that specifically address the needs of vulnerable people with a range of peripherals that help carers to support dementia, learning difficulties and falls management.

The complete list of Telecare devices is very extensive, a sample of the more popular ones is shown below...

- Epilepsy
- Fall detector
- Incontinence
- Environmental controls
- Sip-Puff switches
- Sound activated switches
- BT Ring Detector

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“Aid Call” is a trading name of Tynetec Limited, one of the UK’s leading suppliers of telecare and remote health equipment.
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