

Personal Alarms linked to family Guidance



Health & Social Care Moray

Introduction

The NHS website provides some general information about personal alarms which can be found at: <https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/personal-alarms-security-systems-and-keysafes/>

Similarly, Which? has also produced a guide for purchasing personal alarms: <https://www.which.co.uk/reviews/assistive-technology/article/how-to-buy-the-best-personal-alarm-aiDEp0UITdr2>

The following provides some guidance specifically for purchasing personal alarms/monitoring that are linked directly to friends and family, rather than a 24/7 monitoring centre, as this is something that Health and Social Care Moray can no longer offer at present. This may be something that we may be able to offer in the future as we move into digital alarms and monitoring.

<https://www.agespace.org/personal-alarms-for-the-elderly> provides a fairly comprehensive review of best personal alarms based on reviews by a panel of aged over 70 testers/reviewers. Key features for each product are detailed and ratings for customer service and value for money/price are included.

They also consider options for alarms that do not send an alert to a 24/7 alarm monitoring centre, but instead alerts an agreed list of priority contacts direct when an alarm is activated. This avoids paying for a monitoring service but does put the onus on the priority contacts to be able to answer the call.

Their findings highlighted two devices that can be monitored by priority contacts

SuresafeGO



Features:

- Available as a watch or pendant
- Automatic fall detection
- Speak directly through the alarm device
- Mobile – wear anywhere – home or out and about
- GPS location tracker
- Alarm linked to mobile 'phone through the Friends and Family app – provides notifications, view geo-fences, chat feature, activity notifications



Companion Personal Alarm Watch



Features:

- Works and looks just like a normal watch
- Automatic fall detection
- Talk directly through the watch
- GPS tracking, heart rate monitor and activity monitoring
- Family monitored – alarm linked to mobile 'phone app and website

Yokeru Family App

https://app.yokeru.io/family_app/yokeru is an artificial intelligence (AI) platform to deliver timely support and proactive reminders for all individuals, especially the vulnerable. The app requires all users to have mobile phones – no additional equipment is necessary. It can be programmed to provide a number of reminders, including medication reminders and letting family know that all is okay. If reminders go unanswered, family are automatically notified and can check in with the person directly.

The focus is on enhancing communication for caregivers and improving everyday reliability for users –

The devices/systems identified above require monthly subscriptions. However, many devices can be bought outright and a Google search for 'personal alarms for the elderly' (or similar), returns a range of products available for self-purchase.

“ Family App has transformed how I care for my aunt. I set up reminders for her evening routine, and it's helped her maintain her independence. It's truly invaluable. ”
James P

“ I used to forget my medications often, but not anymore. Family App sends me timely alerts, and if I miss one, my daughter gets notified immediately. It's comforting to have such reliable support every day.”
David W



Alexa Emergency Contact



If you already have an Alexa device in your home, then subscription to Alexa Emergency contact might be an easy and cost-effective alternative to having an additional community alarm device.

How it works

Alexa attempts to call and text your emergency contact when you or someone in your house says, "Alexa, call for help."

After you set up Alexa Communications, you can assign a contact as an emergency contact in the Alexa app. After you select a contact, a message is sent to that number informing the recipient they've been selected as your emergency contact.

Alexa attempts to call and text your emergency contact when you use any of the following phrases:

"Call for help."

"Call my emergency contact."

"Call my contact for help."

"Call my help contact."

"Help."

"I need help."

If your emergency contact misses your call, your contact can use the Alexa app to call your Echo device.

Note:

- This service is not a substitute for emergency response services or 999.
- If anyone from your household asks Alexa to call for help (including from devices in Amazon Kids mode), Alexa attempts to call and message your emergency contact.

- If your Echo device isn't connected to Wi-Fi or the phone number is incorrect, Alexa is unable to call or text your emergency contact.
- If your emergency contact opts out from receiving messages, or they have a landline number that doesn't support SMS, Alexa is unable to text them.
- Alexa calling doesn't support calls to the following types of numbers:
 - Emergency service numbers (for example "999")
 - Premium-rate numbers
 - Three-digit numbers / abbreviated dial codes
 - Dial-by-letter numbers
 - Special characters or extension numbers (for example "4255551234;,,," or "4255551234,567")

Further information can be found at: <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=G6WYZPF5XKHNZKA>



Iris-IoT – Genus frame

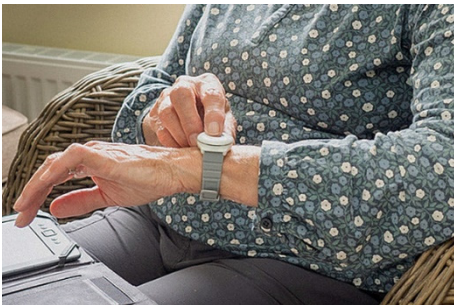
- 1) SOS alerting direct to your mobile. If the SOS button is pressed everyone connected will get a notification that an alert has been raised. You will also be able to make a video call back to the frame.
 - 2) You can send pictures with notes to the frame to stay in contact.
 - 3) You can set alerts to know if the user has not got up today
 - 4) You can set alerts to know if the users home is too cold.
- These devices are now being offered on short-term lease arrangements. For further information about how to sign up for this offer, contact info@iris-iot.com

Age UK



Age UK is a leading charity dedicated to helping people to make the most of later life and offer a range of personal alarm packages, at various costs (prices locked until 2026)

Digital Personal Alarm



Get help from the home or garden at the press of a button.

Easy to use and reliable personal alarm. A perfect choice if you would like a personal alarm for peace of mind in the home and garden.

Wearable option:	Neck pendant/wrist strap
Detect falls:	No
Speak with Emergency Team:	Through base unit
Alarm range:	300m/948 feet from base unit*
Water resistant:	Yes**
Charging requirements:	None – 5 year pendant battery life
'Phone landline required:	No
UK-based 24 hour monitoring:	Yes
Warranty:	Lifetime warranty
GPS Tracking:	No
Spare pendant:	No, but can be added at extra cost

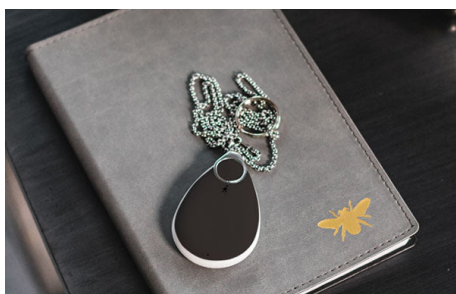
Digital Fall Alarm



All the benefits of an in-home personal alarm with in-built fall sensor included. If you are worried about how you would get help if you fall, this alarm provides peace of mind and security in the home and garden.

Wearable option:	Neck pendant/wrist strap
Detect falls:	Yes***
Speak with Emergency Team:	Through the base unit
Alarm range:	300m/948 feet from base unit*
Water resistant:	Yes**
Charging requirements:	None – 2-year pendant battery life
'Phone landline required:	No
UK-based 24 hour monitoring:	Yes
Warranty:	Lifetime warranty
GPS Tracking:	No
Spare pendant:	Bo, but can be added at extra cost

Taking Care Anywhere



A GPS-tracked personal alarm with fall detection that works whether you're at home or out and about.

If you enjoy being out of the house but want some reassurance you can call for help in an emergency, this will suit your active lifestyle.

Wearable option:	Neck pendant/keyring or on belt
Detect falls:	Yes***
Speak with Emergency Team:	Speak through the pendant or base unit
Alarm range:	Anywhere in the UK ****
Water resistant:	Yes**
Charging requirements:	Yes, 1-2 months pendant battery life
'Phone landline required:	No
UK-based 24 hour monitoring:	Yes
Warranty:	Lifetime warranty
GPS Tracking:	Yes
Spare pendant:	Yes

Taking Care GO



A GPS-tracked personal alarm with fall detection for when you are out and about.

A good fall alarm to choose if you enjoy being active outdoors and want some reassurance you can call for help in an emergency.

Wearable option:	Neck pendant/keyring or on belt
Detect falls:	Yes***
Speak with Emergency Team:	Through the pendant
Alarm range:	Anywhere in the UK****
Water resistant:	Yes**
Charging requirements:	Yes, 1-2 months pendant battery life
'Phone landline required:	No
UK-based 24 hour monitoring:	Yes
Warranty:	Lifetime warranty
GPS Tracking:	Yes
Spare pendant:	No

Personal Alarm Watch



A stylish GPS watch with in-built personal alarm that works whether you're home or out and about.

A good choice if you want a personal alarm that works out-and-about and doesn't look like an alarm pendant or wrist-worn alarm button.

Wearable option:	Wrist strap
Detect falls:	No
Speak with Emergency Team:	Through the watch
Alarm range:	Anywhere in the UK****
Water resistant:	No
Charging requirements:	Yes, 48 hours battery life
'Phone landline required:	No
UK-based 24 hour monitoring:	Yes
Warranty:	12 months warranty
GPS Tracking:	Yes
Spare pendant:	No

Epilepsy sensors – wearables

Epilepsy alarms UK (www.epilepsyalarms.co.uk) provides useful information about wearable epilepsy alarms that detect the onset of tonic-clonic seizures. When the onset is detected, an alert is sent direct to a caregiver's mobile 'phone via an app and includes the location of the person wearing the sensor.

The website also provides information about easy-payment options and organisations that can provide assistance through funding, subject to eligibility criteria.

Epi-Care mobile (Danish Care Technology)

Is another wearable that is provides with a mobile 'phone with all software pre-installed. The user is responsible for providing and maintaining a SIM card. Further information can be found at: <https://danishcare.co.uk/epicare-mobile>

Notes

* The range can be reduced depending on the size of the property and garden and by things like thickness of property walls

** Digital Fall Alarm pendant, Taking Care GO pendant and Taking Care Anywhere location-aware GPS pendant water-resistant up to 1 metre for 30 minutes. Digital Personal Alarm pendant waterproof up to 1.5 metres for 30 minutes.

*** The fall alarm sensor uses an algorithm to recognise the difference between 'hard' falls and other movements. Like many similar devices on the market, it cannot guarantee to detect all falls because it is dependent on where it is worn and the amount of shock or impact from the fall. If you fall and can press the emergency button then you should do so.

^^ The Taking Care Anywhere, Taking Care GO and Personal Alarm Watch GPS devices will work anywhere in the UK where there is a 2G (Personal Alarm Watch) or 3G/4G (Taking Care Anywhere, Taking Care GO) cellular network to communicate, excluding the Channel Islands and Isle of Man (Personal Alarm Watch), subject to atmospheric conditions, radio interference, buildings, or other forms of interference that can block the pendant's connection to GPS satellites. A GPS satellite network must be available for the GPS pendant to determine its location.

Disclaimer

The information contained in this document is not exhaustive and is meant as a guide only. Health & Social Care Moray is not affiliated with any of the device providers mentioned here, nor have they tested or used any of the products. It is therefore important that you undertake your own research, based on your individual circumstances, before committing to purchase.