

Mobile Telecare



**24 hour
Personal
Monitoring
Service**

*Working together to provide a care network
for everyone, everywhere*

www.medvivo.com

Welcome to

Mobile Telecare

**24 hour Careline and
Mobile Response Service**



Promoting independent and active living for all

Medvivo and Oysta - two leading names from the health and mobile technology industries have joined together to improve the lives of those most at risk in our society - plus those who care for them.

This unique partnership has forged new ways of sustaining independence through the use of mobile technologies, delivering enhanced quality care while substantially reducing care costs.

Introducing Mobile Telecare

Our Mobile Telecare solution is the latest addition to Medvivo's Telecare Services. It is designed to support safe and independent living by connecting you to instant help and support, **24-7**, via a simple mobile device.

Using the latest GPS technology, a 'fall detector' and the ability to set up 'safe-zones', you will enjoy peace of mind and freedom.



Delivering enhanced quality of care

How it works

Whether you are elderly or simply someone with an ongoing medical condition, our handset is designed to give you the confidence to live how you want without feeling confined to your home.



1 Mobile Telecare

You have a bespoke handset that is discreet and easy to carry, which connects service users to the Telecare Monitoring Centre from anywhere in the UK (with mobile network coverage).

2 Secure website

We maintain a secure online platform for family members to easily control the package's settings and customise your profile; personalising the service based on *your* care needs and detailing how to respond when help is needed.



3 Telecare Monitoring Centre

Our Monitoring Centre is available 7 days a week, 365 days a year. Telecare advisors are trained to communicate effectively with the service user and carers, identifying the most appropriate resources.

Flexibility & choice

As part of the package, both you and your carers have a choice of devices and a whole suite of support services.

Your chosen device will come with an emergency button that connects straight to a telecare advisor where help is immediately on hand.

Built-in GPS technology can help the Telecare Monitoring Centre identify where the user is, even if the user doesn't know themselves.

Plus, our unique 'fall detector' will send automatic alerts to the Telecare Monitoring Centre which can then contact you to ensure all is well, or take action if there is a problem.

Key features



Auto-answer enables monitoring centre to initiate a conversation.

Fall detector and safety-zone alerts provide a safety net of independence.

Receive simple welfare check messages and reminders.

One touch SOS alarm button for help in an emergency.

4 speed dial keys, easily assigned to your choice of responder.

Secure family/carers website

Family members and carers can have access to a secure website where it's really easy to control the package settings and customise the user profile so that the monitoring team is best able to help.

The website allows **safe-zones** to be set up so that carers and family members are aware if the user has left the area. If the user is lost, they will receive automatic alerts with location information.

How it works

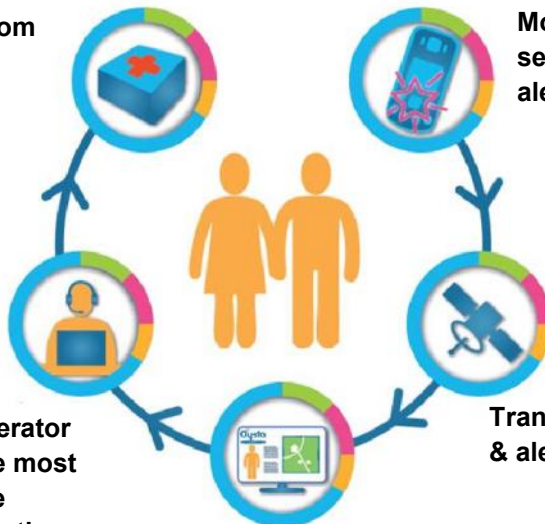
At any time of the day or night, our highly skilled Call Advisors in the Telecare Monitoring Centre will be alerted if any of the following activations occur:

- The **SOS button** is pressed
- A **Safety Zone** is breached
- A **Fall-Sensor Alarm** is triggered

Our Call Advisors will identify what assistance is required and take the appropriate action. This could mean contacting a friend or family member, or, if more serious, the emergency services.

Response from
carer, family
member or
emergency
services

Mobile Telecare
sensor raises
alert



Trained operator
decides the most
appropriate
course of action

Transmits location
& alert information

Telecare Monitoring
Centre receives alert

Testimonials

Jane's story

Jane has complex health needs and a mild learning disability.

The Oysta service is used to enhance Jane's confidence when she's out and about and also reduce support to just one carer.



The Oysta has proved invaluable. Just knowing it's around her neck is a real safeguard for us.

Josh's story

Josh has severe learning disabilities and challenging behaviour. His aggression is affecting the whole family and his parents are on the brink of a breakdown.

Oysta was introduced to raise an alarm as soon as it's needed.



We would like to thank you once again for all your support.

Who is Mobile Telecare designed for?

Mobile Telecare delivers better for less, supporting the delivery of care at home and in the community - enabling early intervention, prevention and self-care.

Put simply, Mobile Telecare is designed for everyone - everywhere. Support is available to all via a care network that builds acceptance, trust and confidence.

About us



Medvivo is a clinically-led organisation with vast experience and expertise in the Telecare sector. We are the first organisation to have been accredited to the TSA's new Quality Standards Framework and are regulated by the Care Quality Commission (CQC).

Our primary aim is to provide services of the highest quality. Our 24 hour personal emergency monitoring service provides peace of mind and helps service users to continue to live independently in their community.

We want our customers to lead safe and secure lives supported by our services.



Oysta is a leader in the mobile safety and security market, with over 10 years' experience.

Oysta cares about improving lives, and works to transform the provision of safe independence for the most vulnerable in our society and the safety at work for those caring for them.

Oysta helps find new ways of sustaining independence through the use of mobile technologies, helping family and professional carers co-ordinate the best possible care and build better relationships, with less load on each individual.

Find out more about
Mobile Telecare

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Promoting independent and active living for all



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