



monmouthshire
sir fynwy

Assistive Tech Monmouthshire

Product Guide 2025

a service
that supports
you to live
comfortably
and securely
in your own
home

www.monmouthshire.gov.uk/social-care/assistivetech/
assistivetech@monmouthshire.gov.uk

Telephone: 01633 644644

[Assistive Tech Application Form >](#)



index

Assistive Tech	p4
24/7 Alarm Receiving Centre	p5
Lifeline Unit	p6
Pendant	p7
Wrist Worn Falls Detector	p8
Bed Sensors	p9
Chair Sensors	p10
Property Exit Sensors	p11
Smoke Detector	p12
Carbon Monoxide Detector	p13
Epilepsy Sensor	p14
Flood Detector	p15
 SMART Tech	p16
Smart Speaker	p17
Smart Screen	p18
Electronic Tablet	p19
Smart Plug	p20
Smart Light Bulb	p21
Video Doorbell	p22
Motion Sensors	p23
Curtain Closers & Openers	p24
Window Sensor	p25
Interactive Dog / Cat	p26
Komp	p27
GPS Tracking Device Wrist Worn	p28
GPS Tracking Device Neck Worn	p29
Canary Home Monitoring	p30
 Reablement	p31
Falls	p32
Falls Prevention	p33
Dementia & Memory	p34
Social Isolation	p35



**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Assistive Tech

We provide Assistive Technology to help people live safely and independently at home.

How is it monitored?

Assistive Technology equipment requires a Lifeline Unit, which is linked to our 24/7 Alarm Receiving Centre within Caerphilly County Borough Council. The control centre operates 24 hours a day 365 days a year. Any calls received will be answered in a professional and caring manner.

Assistive Technology can help with:

- Alerting designated responders
- Alerting emergency services
- Safety & Reassurance to family
- Enhancing Independence
- Reablement after a stay at hospital

Is it easy to use?

Our products are easy to use. Our local installers will set everything up and provide full training and support.

How to apply:

All Monmouthshire residents can apply.. A self-referral can be made via an online form available on our website. An Installation Officer will contact you to discuss and arrange the installation.

Cost:

There is a charge for this service, please ask for rates when contacting our team.



**24/7 ALARM
RECEIVING
CENTRE**

24/7 Alarm Receiving Centre

Monmouthshire County Council's Lifeline Service is monitored by the Alarm Receiving Centre based within Caerphilly County Borough Council.

This service operates **24 hrs per day, 365 days per year.**

When the call connects to the operator, they will check on the person's wellbeing and, if necessary, call for a nominated responder to attend.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Lifeline Unit

Lifeline Unit is monitored by the Alarm Receiving Centre based within Caerphilly County Borough Council. This service operates 24 hrs per day, 365 days per year. When the call connects to the operator, they will check on the person's wellbeing and, if necessary, call for a nominated responder to attend.

The lifeline will support linked devices within the home such as:

- Neck or wrist worn pendants
- Wrist worn falls detectors
- Bed and chair sensors
- Epilepsy bed sensors
- Environmental sensors (Smoke, Heat, and Carbon Monoxide)
- Property exits sensors
- Flood detectors

The monitored service relies on local responders. If no local responders are available, a key safe will need to be installed at the property before our service can commence.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Pendant

Can be worn either around the wrist like a wristwatch or around the neck like a necklace. It will be linked to a Lifeline Unit that, at the touch of a single button, will dial through to the 24/7 Alarm Receiving Centre where an operator will check on the person's well-being and call for responders to attend as necessary.

- Simple Operation: Just one button to press—no menus or screens.
- Direct link to 24/7 Alarm Receiving Centre
- Water-Resistant: All models are safe to wear in the shower or bath.





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Wrist Worn Falls Detector

The dual purpose sensor has an accelerometer which if sensing a *direct fall with the speed and impact to the ground but does not sense the wearer getting back up in a short period of time, will automatically send an alert to the lifeline monitoring centre. If the fall is not detected and the person is able to, the emergency button can also be pressed on the unit. The device also gives the wearer the option of pressing the emergency button to raise the alert.

All activations from the falls detector to the Lifeline Alarm will send an alert to the 24/7 Alarm Receiving Centre where an operator will check on the person's well-being and call for responders to attend as necessary.

Please note *direct fall means from standing to the floor, it will not detect a slump or broken fall





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Bed Sensors

The Bed Sensor is placed in the bed and programmed to activate during an agreed set period, in line with the persons typical bedtime routine. Over mattress and under mattress options are available depending on the type of bed.

The sensor can either be set to alert as soon as it detects the person getting out of bed or, after a set absence period of between 2 and 90 minutes. This will therefore allow time to visit the bathroom, for example. If the person does not return within the prescribed absence period it will automatically raise the alert to the 24/7 Alarm Receiving Centre who will check on the person's well-being and call for responders to attend as necessary.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Chair Sensors

The Chair Sensor is placed on the pad of the seat (a cover may be needed if pad is not removable) and set to activate during an agreed period in line with the person typical daytime activity.

The sensor can be set to alert as soon as it detects the person getting out of the chair or after a set absence period of between 2 and 90 minutes. If the person does not return within the prescribed absence period it will automatically raise the alert to the 24/7 Alarm Receiving Centre who will check on the person's well-being and call for responders to attend as necessary.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Property Exit Sensors

Property Exit sensors link to the Lifeline Alarm using a control box and door magnets which are placed on the main exit doors of the property. There is also an option of a Sensor Mat, if this does not create a trip hazard. Sensors can be set to 24/7 or times when the risk of wandering is higher.

The Lifeline Alarm is typically placed by the front door to enable the 24/7 Alarm Receiving Centre operator to talk to the person, as they may be able to negotiate with them to return inside the house. If no response is received, the responders will be called to attend.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Smoke Detector

When smoke is detected, the alarm will provide a loud and clear signal to alert the homeowner and will connect via the Lifeline Unit to the 24/7 Alarm Receiving Centre operator. Smoke detection calls are prioritised.

The occupant has 90 seconds to provide an adequate response. If this does not happen, the operator will alert the emergency fire service to attend the property.

Once dispatched the fire service cannot be canceled. Smoke detectors are typically placed outside bedrooms and in stairwells/hallways.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Carbon Monoxide Detector

Carbon Monoxide is produced when fossil fuels do not burn completely or are exposed to heat. It is an extremely poisonous gas which is odourless, colourless and tasteless.

The Carbon Monoxide unit will detect when the concentration levels reach certain thresholds and will provide a local audible alert and will raise an automatic alert via the Lifeline Alarm to the 24/7 Alarm Receiving Centre. They will advise the most appropriate and immediate action to be taken by the homeowner and/or responders.

The detector is placed in rooms where fuel burning devices e.g. heating boilers are located.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Epilepsy Sensor

If a sensor detects a tonic-clonic seizure, it will send an alert via the Lifeline Unit to the 24/7 Alarm Receiving Centre operator who will check on the person's well-being and either call for responders to attend or call emergency services.

The Alert-it is suitable for most types of bed, including profiling and airflow. The epilepsy sensor is suitable for children as well as adults.

**ASSISTIVE
TECHNOLOGY**





**CONNECTS TO
24/7 ALARM
RECEIVING
CENTRE**

Flood Detector

Once the sensor detects water it will raise an alert via the Lifeline Unit to the Alarm Receiving Centre operator who will check on the person's well-being and call for responders to attend if necessary.

It is used in bathrooms/kitchens, where taps maybe left turned on for example. It can reduce damage to homes and helps prevents residents slipping or falling.





LINKED TO
PERSONAL
**SMART
DEVICE**

SMART Tech

In addition to Assistive Technology, we offer Smart Technology; interactive and preventative equipment designed to support independent living.

How is it monitored?

Smart Technology is not monitored by the 24/7 Alarm Receiving Centre. Equipment is managed and monitored by users, carers or family members. Products are typically controlled and monitored via a Smart Device. (such as Smart Speaker / Smart display / Electronic Tablet)

Smart Technology can help with:

- Dementia or Memory related issues
- Falls Prevention
- Reduce risk of social isolation
- Monitoring within the home
- Medication reminders

Is it easy to use?

Smart Technology can sound complicated, but users quickly learn how to use them. Our local installers will set everything up and provide full training and support.

How to apply:

You'll need an assessment by a Professional such as an Occupational Therapist, Social Worker, or a partner agency like Care and Repair Monmouthshire.

Cost:

There is a charge for this service, please ask for current rates when contacting our team.



LINKED TO
PERSONAL
**SMART
DEVICE**

Smart Speaker

A Smart Speaker is a type of Smart Device. It is designed for audio-only interaction. It is a compact, voice-activated product that uses a built-in voice assistant to perform a wide range of tasks, from controlling Smart products to providing information and entertainment.

Key Features:

- Playing favourite songs.
- Answering questions using web-based information.
- Controlling Smart technology devices such as lights, and plugs.
- Setting alarms, timers, and reminders for medication.
- Providing news, weather, and traffic updates.
- Making hands-free calls and sending messages to friends and family.

Please note an Amazon account is required by service user prior to installation.





**LINKED TO
PERSONAL
SMART
DEVICE**

Smart Screen

A Smart Screen is a type of smart device. It combines the features of a Smart Speaker with a touchscreen display, allowing for both voice and visual interactions with a virtual assistant.

Key Features:

- Touchscreen Display, it can show videos, weather conditions, calendars, and much more.
- Voice commands to control Smart Technology Devices, such as turning lights on and off.
- Supports video calls to friends and family.
- Stream music or play your favourite song.

Please note an Amazon account is required by service user prior to installation.

**SMART
TECH**





**LINKED TO
PERSONAL
SMART
DEVICE**

Electronic Tablet

An Electronic Tablet is a type of Smart Device that can be used to control Smart products and apps around the home, such as controlling Lights, Smart Plugs, etc.

If the service user has speech and/or language difficulties, apps can be downloaded on the device to help with their communication.

**SMART
TECH**





LINKED TO
PERSONAL
**SMART
DEVICE**

Smart Plug

A Smart Plug, when used with items such as a lamp, allows it to function through voice activation via the smart speaker. This product can help reduce the risks of falls.

Key Features:

- Turn devices on or off from anywhere using an app.
- Voice Control, works with virtual assistants to control smart products, such as lights, TV.
- Set timers or schedules to automate when devices turn on or off.

Please note an Amazon account is required by service user prior to installation.

**SMART
TECH**





LINKED TO
PERSONAL
SMART
DEVICE

Smart Light Bulb

A Smart Light Bulb is a type of LED light bulb that connects to your Smart Devices. It can be controlled either by a set time or when activated by voice commands. They can help reduce the risk of falls during nighttime, by providing light on the way to the bathroom, for example.

Key Features:

- Remote Control: Turn lights on/off using an app.
- Voice Control: Use voice commands to control lighting.
- Scheduling: Set timers or schedules to turn lights on/off.
- Energy Efficiency: Most are LED-based, using less energy than traditional bulbs.

Please note an Amazon account is required by service user prior to installation.

SMART
TECH





LINKED TO
PERSONAL
**SMART
DEVICE**

Video Doorbell

See, hear and speak to visitors from anywhere with the Video Doorbell. It is linked to your Smart Device. Users can communicate with whoever is at the front door from the comfort of their armchair.

Key Features:

- Video Camera: Streams live video and records motion-triggered clips.
- Two-Way Audio: Lets you talk to visitors remotely.
- Motion Detection: Sends alerts when motion is detected near your door.
- Checking who's at the door without opening it.
- Enhancing home security by recording suspicious activity.

Please note an Amazon account is required by service user prior to installation.

**SMART
TECH**





**LINKED TO
PERSONAL
SMART
DEVICE**

Motion Sensors

Motion sensors are devices used to detect movement within a specific area of the home.. They play a crucial role in enhancing the safety, security, and well-being of residents, especially those who may be elderly, have dementia, or are at risk of falls.

Can be used with Smart Light Bulbs to turn lights on when resident are walking at night.

**SMART
TECH**





**LINKED TO
PERSONAL
SMART
DEVICE**

Curtain Closers & Openers

When linked to a Smart Device, the resident can ask the smart device to open or close the curtains, creating independence and security.

An electronic device allows the curtains to be opened and closed by voice command via the smart speaker. This equipment could be installed to reduce the risk of falls and helps maintain independence and security within the home.

**SMART
TECH**





LINKED TO
PERSONAL
**SMART
DEVICE**

Window Sensor

This can help with home security as it raises a notification to the responder's smart phone that the window has opened and has not, as yet, been closed. This allows the responder to contact the resident to remind them to close the window.

**SMART
TECH**



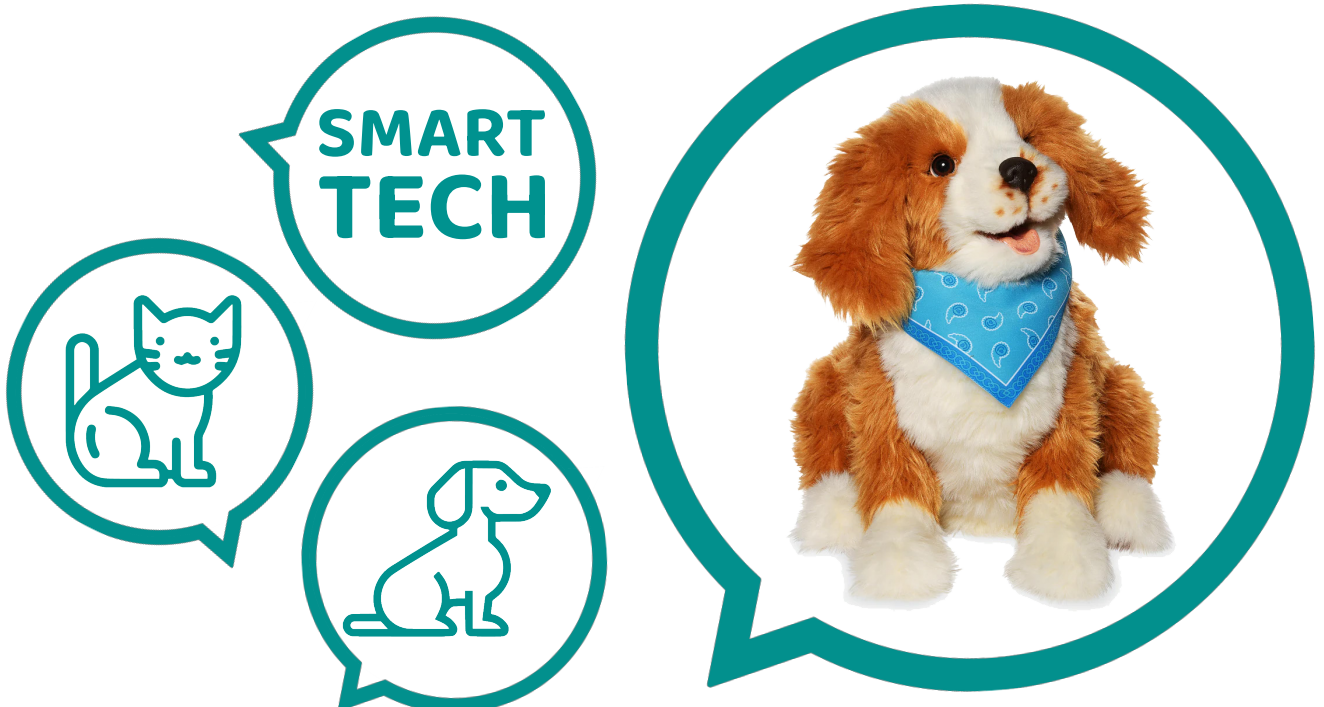
Interactive Dog / Cat

Interactive Dog or Cat, used mostly for the care of the elderly, especially for those with dementia or Alzheimer's.

Feels and sounds just like the real thing! With soft fur, gentle sounds, the realistic pet brings comfort, joy and companionship with its soothing, interactive presence.

Key Features:

- Respond to touch and sound (e.g., purring, barking, head movements).
- Soft fur and realistic behaviour mimic real pets.
- Reduce anxiety, agitation, and feelings of isolation.
- Encourage communication and social interaction.





LINKED TO
PERSONAL
**SMART
DEVICE**

Komp

One Button Computer

The Komp looks like a large TV screen, and allows Video Calls, photo sharing and messaging. To answer a video call, the service user does not have to press any buttons, it announces the call and automatically answers 10 seconds later.

Key Features:

- Very simple to use, requires no input from user
- Only Friends and family can access it via an app
- Video calls are viewed on a large screen, so easy to see
- Keeps families and friends connected
- When not being used photos are shown on slideshow
- Creates peace of mind for family and friends and helps the service user to stay in touch.

**SMART
TECH**



GPS Tracking Device Wrist Worn



LINKED TO
PERSONAL
**SMART
DEVICE**

GPS mobile social device is to be worn on the wrist – can be set to call registered contact numbers for family when either the wearer exits the property (linked to the base via Bluetooth, when Bluetooth is disconnected it raises the alert) or a safe zone can be set.

Safe zones would be set via geofence area on a map, which allows the wearer to go out within a specified zone. If they go beyond this area, the alert is triggered. It can also be set to alert when the person comes back into the safe area.

The device will only call out to registered phone numbers and will only accept calls from registered numbers. It allows two-way conversations. The family responders will have access to a portal for viewing locations of the device and history of calls incoming and outgoing.

**SMART
TECH**



GPS Tracking Device Neck Worn

Monitored by a 24/7 Alarm Receiving Centre which will be set to activate when the service user either exits the property /safety zone or if pressed in the event of an emergency when outside the confines of the property. Safe zones would be set via a geo-fence area on the app.

The Alarm Receiving Centre staff will have access to a map portal for viewing locations of the device and history of calls incoming and outgoing. The device allows for two-way conversations when activated for reassurance and will call the service users emergency contacts if needed to provide the help they require.

The device can also detect falls where an alert will be raised with the Alarm Receiving Centre.



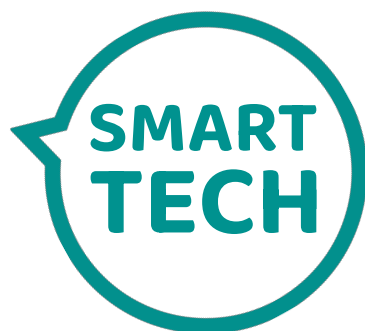


**LINKED TO
PERSONAL
SMART
DEVICE**

Canary Home Monitoring

The discreet, wireless sensors monitor movement, temperature and door activity, which you can view from anywhere via a very clever portal. You do not need an internet connection or a phone line. It allows text and email alerts.

The Canary system detects movement and activity around the home. Sensors can be placed around the home in key areas such the bathroom, kitchen, bedroom and property exits. These can then provide valuable information which can be used for assessment purposes, thereby determining the level of care that may, or may not, be needed.



Reablement

Recommended ASSISTIVE Technology Products:

- Lifeline & Pendant
- Lifeline & Falls Detector
- Lifeline, Falls Detector & Epilepsy sensor
- Canary Home Monitoring System

Recommended SMART Technology Products:

- Echo Show
- Echo Dot
- Ring Doorbell
- Motion Sensors
- Curtain Controllers
- Smart Plugs
- Smart Bulbs
- Digital Tablet with speech and language apps

Falls

Recommended ASSISTIVE Technology Products:

- Lifeline and Pendant
- Lifeline and Falls Detector
- Bed Stick or Bed Sensor
- Chair Stick or Chair Sensor

Recommended SMART Technology Products:

- Smart Screens
- Smart Plugs
- Curtain Openers/Closers
- Video Doorbells
- GPS Tracker

Falls Prevention

Recommended ASSISTIVE Technology Products:

- GPS Tracking Device Wrist worn
- GPS Tracking Device Neck Worn

Recommended SMART Technology Products:

- Echo Show
- Video Door Bell
- Motion Sensors
- Curtain Controllers
- Smart Plugs
- Smart Bulbs
- Canary Home Monitoring System

Dementia & Memory

Recommended ASSISTIVE Technology Products:

- Lifeline and Falls Detector
- Lifeline and Pendant
- Environmental sensors
- Bed Stick or Bed Sensor
- Chair Stick or Chair Sensor
- Property Exit Sensors
- GPS Tracking Device Neck Worn
- GPS Tracking Device Wrist worn

Recommended SMART Technology Products:

- Echo Show
- Echo Dot
- Smart Plugs
- Smart Bulbs
- Video Door Bell
- Motion Sensors
- Curtain Controllers
- Canary Care Monitoring
- Interactive Cat / Dog
- Komp

Social Isolation

Recommended SMART Technology Products:

- Echo Show
- Echo Dot
- Video Door Bell
- Motion Sensors
- Curtain Controllers
- Digital Tablet with speech and language apps
- Interactive Cat / Dog

Please get in touch with our team who are happy to advise you.

Telephone: 01633 644644

Email: assistivetech@monmouthshire.gov.uk

This document has been produced for guidance only. For further information and advice please contact the AssistiveTech Monmouthshire team.

Products may vary in appearance to the ones included in this guide, this will be due to variation in brands and suppliers.

Do you want to see our products?

We have equipment on display at various sites throughout the County. For more information about this please contact the AssistiveTech Monmouthshire team who will advise you on your nearest location.