Chubb® Care System
from **Chubb Community Care**

An enhanced assisted living solution

Chubb

www.chubbcommunitycare.co.uk
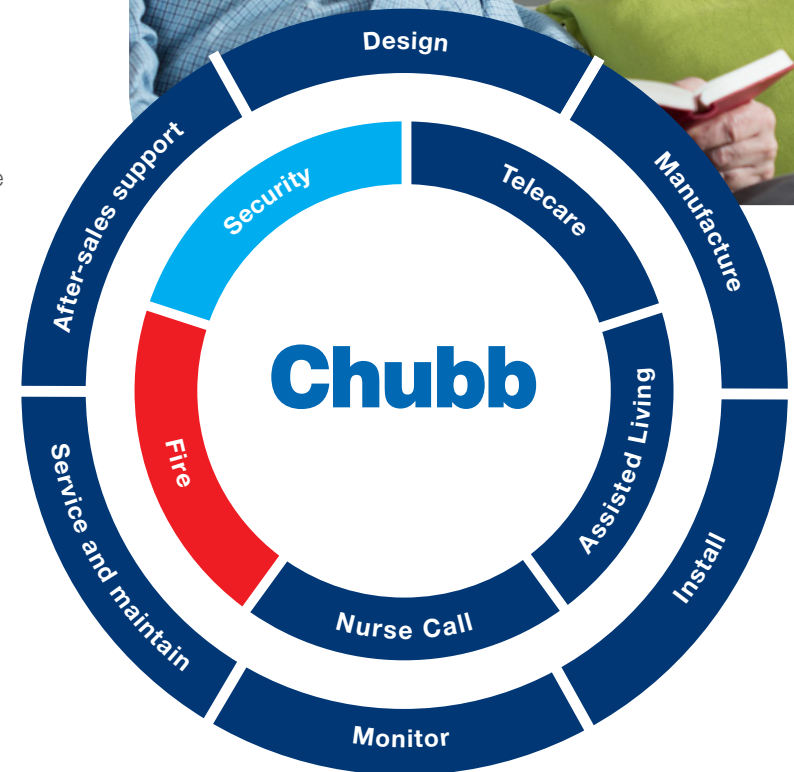
Connecting people
with care

At Chubb we believe in enabling personalised care packages tailored to individual needs. This gives complete peace of mind without compromising independence especially to those living with dementia and learning disabilities.

For nearly 70 years, we have delivered one of the most reliable and cost-effective assisted living solutions to our customers. It provides a wide range of facilities within a flexible, easy to use package, offering the right features and functionality to ensure security and protection for your residents and staff.

With dedicated in-house expertise, we specialise in delivering end-to-end solutions from design, manufacture and installation through to service and maintenance and monitoring.

What Chubb can offer:
- Single service provider for installation, service and monitoring
- Tailored services to meet the needs and requirements of residents
- Leading technology
- National coverage with a local base

Design
Telecare
Manufacture
Security
Assisted Living
After-sales support
Chubb
Install
Fire
Service and maintain
Nurse Call
Monitor

Reassurance is
just a moment away

Chubb® Care System is a cost-effective solution designed specifically for all categories of sheltered and extra care housing, with a range of proven benefits for staff and residents.

This assisted living solution ensures residents are able to communicate securely, quickly and clearly with on-site staff, remote staff or a monitoring service, 24/7. It also ensures privacy and independence are not compromised, providing peace of mind for residents, staff and family members.

The Chubb® Care System provides a wide range of facilities within a flexible, easy to use package, offering the right features and functionality to deliver security and protection for residents and staff.

Secure two-way communication

The Chubb® Care System wall-mounted speech units feature high quality two-way communication providing secure communication between residents and on-site staff, remote staff, or a monitoring service, 24/7.

Proactive alerts

Our range of telecare sensors including portable buttons, fall detectors and smoke detectors gives the resident that extra degree of independence and security.

I'm OK facility

The 'I'm OK' facility gives reassurance to managers and independence to residents. Once pressed the 'I'm OK' feature notifies the manager through the housing management portal that the resident is fine.

Housing management portal

The housing management portal offers the ability to manage the entire scheme either locally within the system or remotely though an internet connection.

It enables managers to add scheme and resident information, add and remove speech units or telecare devices, view call history and activity logs, and print reports. Activity monitoring and lifestyle event monitoring can also be managed through the portal, whilst any alerts can be viewed, archived and reported to on-site staff or a nominated monitoring centre.

Real-time reporting

All system events are automatically logged and stored within the cloud providing full data back-up. Chubb® Care System provides access to real-time and historical call information for accurate reporting of the support delivered. The reports and data are protected using unique user login IDs and, if required, access can also be restricted to a secure encrypted network.

Flexible communication tools

Multiple call handling options are available including digitally enhanced cordless telephone (DECT) handsets, long range cordless handsets, mobiles and pagers.

Cloud administration

The housing management portal can be accessed securely and remotely 24/7 on any smartphone, PC or tablet via an internet connection. All alarms and potential issues are highlighted within the portal, raising an alert to the manager or a monitoring centre. This gives managers the ability to govern their site or several sites from any location at any time. The portal also supports remote maintenance and upgrades.

Integrated solutions

Chubb® Care System can easily be integrated into building management facilities, CCTV, fire, access control and door entry systems, our customers benefit from the efficiencies of using a single operational portal as well as the cost savings from using a single maintainer.
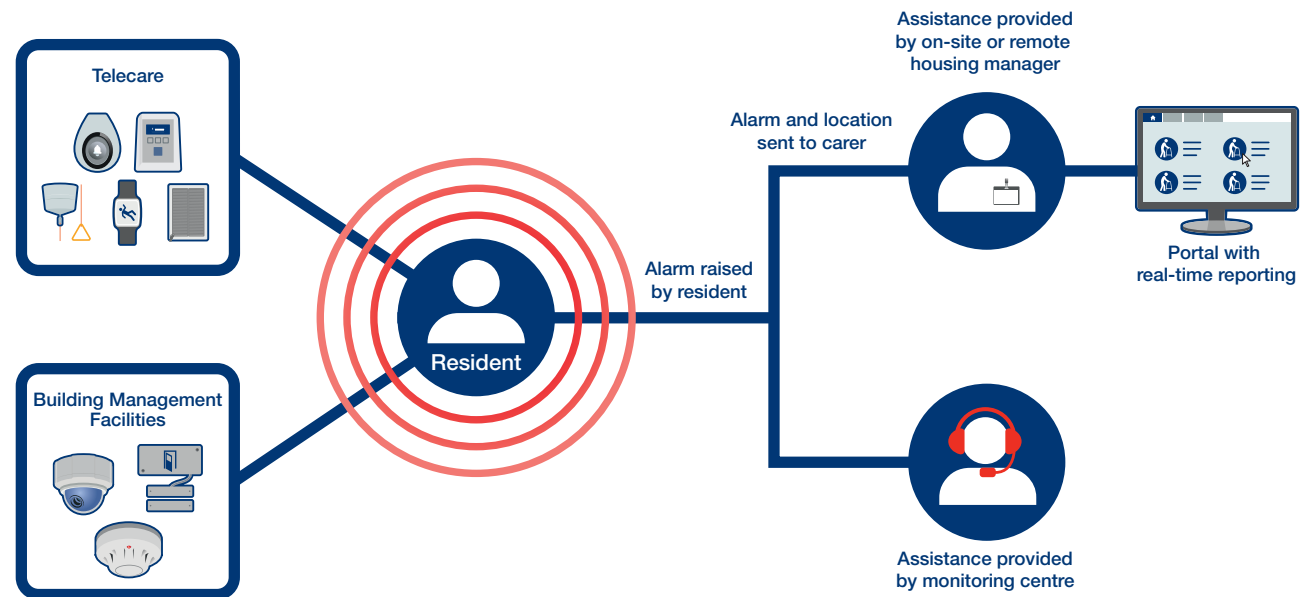
The Chubb® **Care System solution**

At Chubb we listen to our clients and provide an efficient and effective service from day one. We ensure specific requirements are met and followed through by engaging with the nominated consultants and building contractors and advising our clients throughout the process.

We also have the ability to provide and integrate other vital building services whether the project is a new-build or refurbishment. This is all supported by Chubb from design and installation, through to after-sales service and maintenance across all disciplines.

The Chubb® Care System solution includes:

- Telecare
- Secure communication between staff and residents
- Flexible management of alarms for individual residents
- Housing management portal
- Ability to manage the entire system remotely through IP
- Automatic system events logged and stored within the cloud providing full data back up and flexibility
- Video and speech door entry systems available
- Software based platform
- Single box installation
- Hard-wired system
- Compliance with the latest standards including EN300 220–1

How the Chubb® **Care System works**

Telecare

Building Management Facilities

Resident

Alarm raised by resident

Alarm and location sent to carer

Assistance provided by on-site or remote housing manager

Portal with real-time reporting

Assistance provided by monitoring centre

A solution with **features for all**

Estate managers and senior housing officers

- Online portal accessible remotely 24/7 providing visuals on the level of care delivered to residents
- Remote engineering diagnostics to rapidly assess a suspected fault, easily configure the system or provide updates and feature enhancements
- Monitor response times against KPIs
- Print reports remotely
- Modular and self-diagnostic system with faults reported automatically to the Housing Manager
- Compliant to EN50134 product standard
- Easily integrated with door entry systems

Housing managers

- Easy to maintain, modular and self-diagnostic system with automated fault reporting
- Fully auditable room units
- Message waiting function allowing managers to record messages for residents
- System settings and events logged automatically and stored within the cloud providing full data back up and flexibility
- Multiple call handling options
- Call routing to ensure housing managers are only notified of calls intended for them
- Integration of several sites into one control unit to view details and accept calls from multiple sites
- Fully IP, PSTN and GSM providing connectivity to mobile phones
- Managers can speak directly to residents though the portal via an internet connection
- Prioritise residents in relation to activity levels

Residents

- I'm OK facility to give the resident independence
- Privacy mode for when the resident does not want to be disturbed
- Call routing to a nominated person, manager or alarm receiving centre
- Unlimited telecare sensors configurable to each dwelling
- Braille writing on the room unit for the visually impaired
- Voice prompts available in regional accents and languages
- Door entry calls can be answered using the pendant trigger
- Panic trigger for the housing manager to automatically alert the monitoring centre

Family members

- Access to the housing management portal for complete peace of mind:
  - Activity monitoring
  - Indication of falls or accidents within the home
  - Instant access to reports

Telecare devices

Telecare devices	Bogus Caller	Intruder Safety	Dementia	Falls Management	Epilepsy	Domestic Violence	Environmental Safety	Vulnerability	Hearing Impairment	Visual Impairment	Personal Safety	Delayed Discharge	Racial Harassment	Extra Care	Wandering Alert
Verso Pendant	●	●	●		●	●	●	●	●	●	●	●	●	●	●
Onyx Portable Trigger	●	●	●		●	●	●	●	●	●	●	●	●	●	●
Dexterity Adaptor	●	●	●	●	●	●	●		●	●	●	●	●	●	
Fall Detector		●		●							●	●			
Bogus Caller Button	●	●	●								●				
Pull Cord	●	●	●	●		●									
Pill Dispenser			●									●		●	
Medication Reminder			●					●				●			
I'm OK	●	●	●	●	●		●	●			●	●	●		
Bed Exit Sensor			●	●											
Intelligent Bed Exit Sensor			●	●										●	
Bed Occupancy Monitor			●	●											
Flood Detector			●				●				●				
Enuresis Sensor			●												
Door Contacts		●	●												●
Intruder Alert		●						●			●				
Inactivity Alert			●	●				●			●	●	●		
Smoke Detector			●				●		●		●				
Heat Detector			●				●				●				
Natural Gas			●				●								
CO Detector			●				●				●				
Person Down Alert		●				●									
Low Temperature Detector			●				●	●			●				
Epilepsy Support Monitor					●										
Sensory Indicators			●		●	●	●		●	●	●			●	
Chair Occupancy Sensor			●	●											

● Assisted Living

Benefit from a single **service provider**

Protecting people from harm and supporting better living through modern care technologies is core to the Chubb Community Care way of thinking. We can also provide further help and support through our comprehensive range of fire safety and security solutions.

In every case, our solutions help you to meet the latest legislative requirements, and are designed in accordance with the appropriate British Standards, European Norms, and the requirements of The Equality Act (which incorporates The Disability Discrimination Act).

CCTV

Chubb CCTV/IP cameras can be installed in various locations and the real-time video can be viewed in the housing portal. This allows for a camera to be linked to a resident's property, a common area, or a door entry panel allowing video to be viewed if an event occurs from one of these locations. The portal can prohibit video viewing unless an alarm event has occurred.

Fire panels

Chubb offers a complete fire safety solution. With one company looking after all of your fire needs, we can work with you to provide a risk assessment-led process for optimum fire safety.

Chubb can install and maintain a range of fire panels* protecting resident dwellings of all sizes. If a fire is detected, the portal indicates which smoke alarm has been armed and sends a message direct to the housing manager and/or alarm receiving centre.

Door entry

Chubb offers a fully integrated door entry system, providing a safe environment for both staff and residents. A call panel will be situated at the main entrance with dedicated buttons for each dwelling. When a visitor arrives, the resident will be alerted through the room unit allowing them to speak to the visitor and grant entry to the property. Door entry calls can also be answered using the pendant trigger for residents with restricted mobility.

dependent on panel type.

Within the door entry solution there is an option to include video calling, so that staff can not only hear but also see the visitor, before they allow access.

The **Technology**

Technical specification

Chubb equipment meets the latest standards and regulations including EN300- 220-1 Category 1 receiver compliance and reliability achieved by manufacturing procedures following BS EN ISO9001.

All Chubb products include industry standard BS8521 communications protocol ensuring full compatibility with all modern telecare handling.

Chubb uses the European social alarm radio frequency 896MHz which has been tested and is resilient to 4G radio signals.

Room unit dimensions: 202mm x 133mm x 36mm (WxHxD)

Purchase options

Chubb offers capital purchase, lease or rental options enabling you to offer the latest technology and services to your residents without significant capital outlay.

Rental plans typically run over a three-year period in two options:

System only – upfront costs for installation and commissioning

Comprehensive – zero upfront costs.

Chubb

Telecare | Assisted Living | Nurse Call | Electronic Security | Fire | Monitoring

Call 0844 56 113 16

www.chubbcommunitycare.co.uk

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