



CASE STUDY

Adapting Technology to Meet Individual Needs

Background

Ellie* wanted to upgrade her telephone line to fibre but was unable to do so because her existing analogue alarm provided an important daily check-in function. At a set time each day, the alarm would play a voice message asking Ellie to confirm that she was okay. If she did not acknowledge the message, the alarm would automatically send a call through to the Alarm Receiving Centre (ARC). The digital alarm available to replace Ellie's existing equipment did not currently provide this same functionality. As a result, Ellie had been unable to move away from her legacy analogue equipment and upgrade her phone line. The team wanted to find a way to provide the same daily "I'm OK" check-in using digital equipment, while creating a solution around Ellie's individual needs.

Solution

A digital alarm was installed alongside a Cair Notifier+ and a Universal Sensor, which was configured to act as a bed sensor. The Universal Sensor was set up with the "Not In Bed" function enabled and programmed to activate at a specific time each day. When activated, the Universal Sensor detected that Ellie was not in bed and sent a message to the Notifier+. The Notifier+ then alerted Ellie, prompting her to acknowledge the message and confirm that she was okay. If Ellie did not acknowledge the notification within 90 seconds, the Notifier+ used its divert function to trigger the alarm and send a call through to the ARC. This created a simple daily "I'm OK" check-in, replicating the reassurance provided by Ellie's previous analogue alarm while allowing her to move to a digital system.

Outcome

The solution has given Ellie the functionality she needed while allowing her to upgrade her telephone line to fibre. She is extremely happy with the new setup and can now benefit from a digital alarm without losing the daily check-in and reassurance that was so important to her. The solution is also a fantastic example of the creative thinking and problem-solving of the team. Rather than accepting the limitations of the digital alarm, they thought outside the box and found a way to combine the functionality of the Notifier+ and Universal Sensor to recreate the daily "I'm OK" check-in Ellie relied on. By looking at the equipment in a different way and finding a creative way to use its existing functionality, the team were able to develop a solution tailored specifically around Ellie and her needs. It demonstrates how a little creative thinking can make a big difference, finding new ways to use Cair technology to overcome challenges and provide a solution that works for the individual.

