

Chubb Community Care Digital Solutions



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General Manager Chubb Community Care

Chubb

- Chubb are the leading, combined provider of Fire - Security & Assisted Living services in the UK
- With Net Sales of £254m
- And a National network of local branches, available 24 hours a day, 7 days a week.



Chubb national branch network

Chubb

- **UK Field service team**

Knowledgeable and vastly experienced Community Care specific engineers cover the whole of the UK 24/7 providing proactive and reactive maintenance services



- **Project Installation team**

All Chubb Community Care projects receive a dedicated Project Manager to guide customers through their installation



- **In-house Technical Support Team**

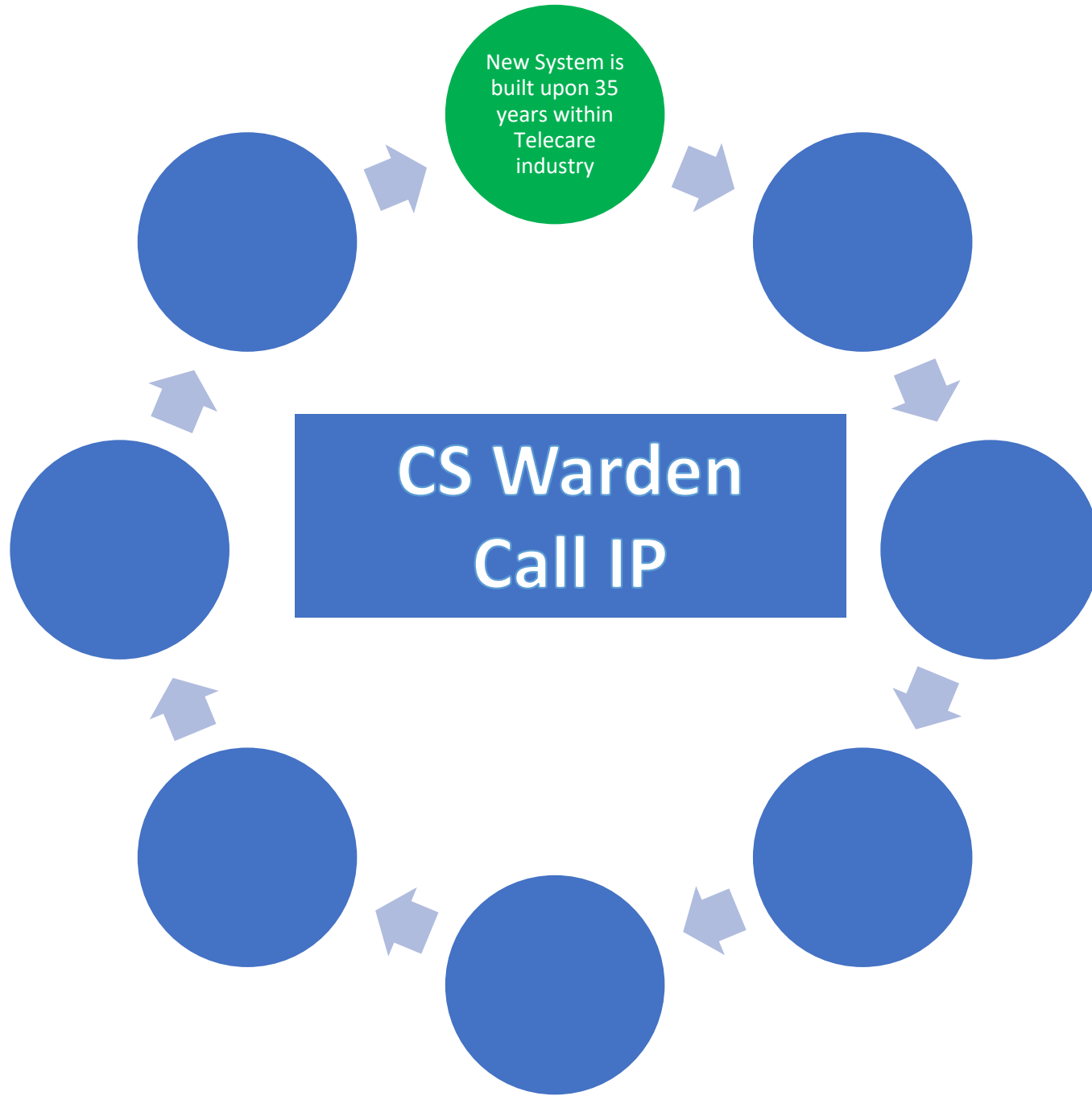
UK based technical support team available of the phone to assist with all Telecare queries

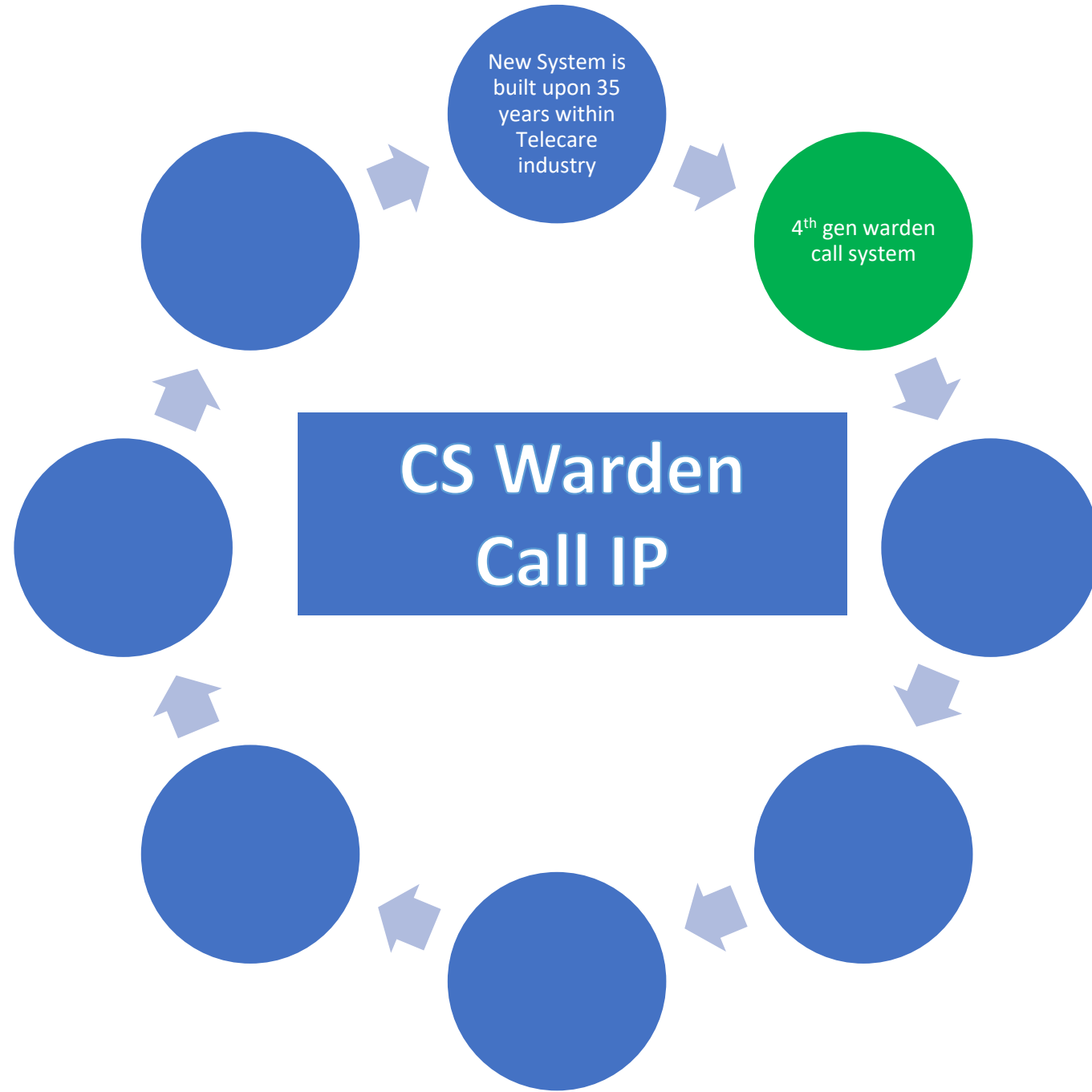
- **Chubb Monitoring Services**

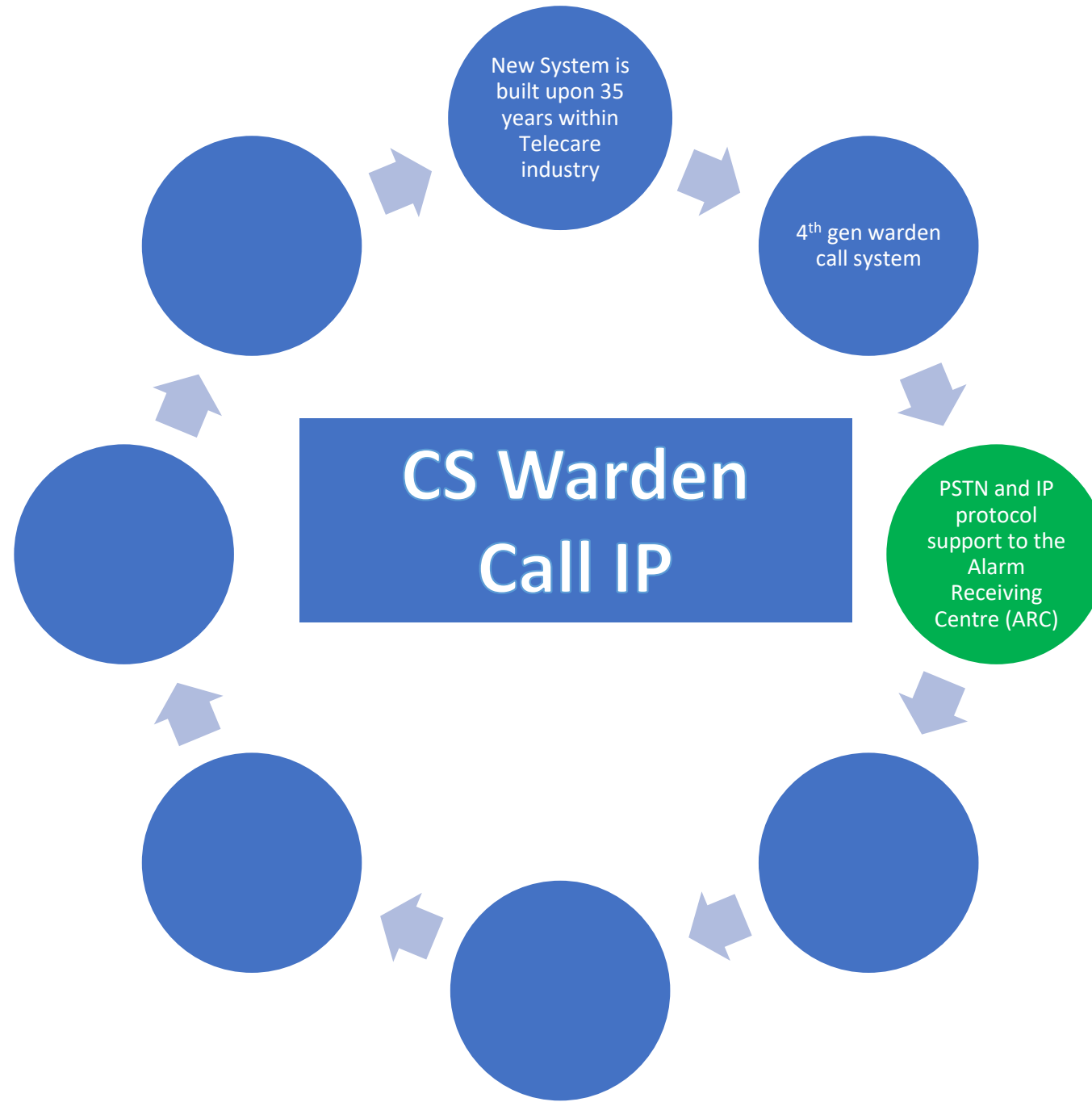
TSA Gold standard 24/7 365 days a year Chubb Monitoring and Response Centre based in Leeds

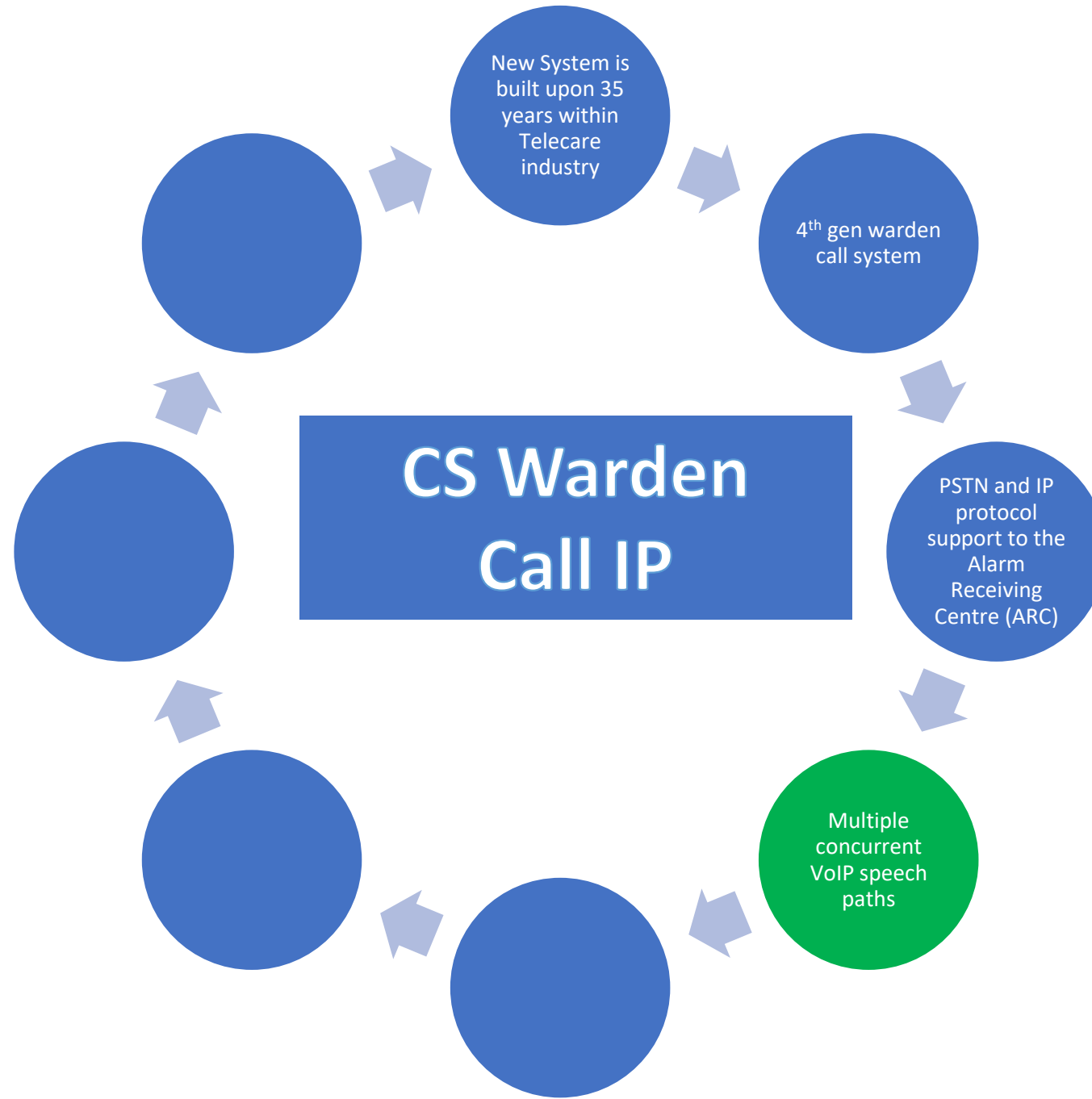


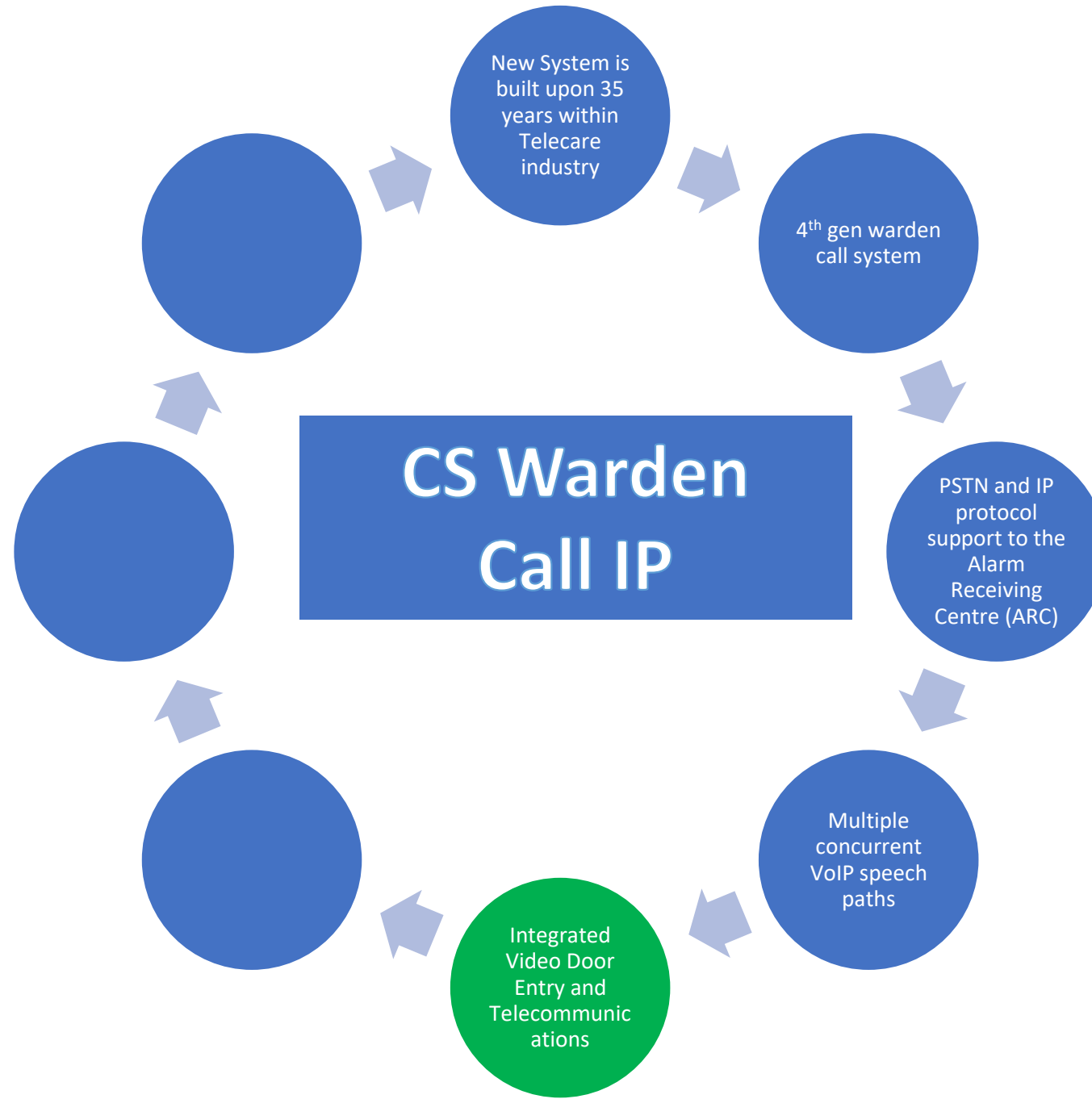
CS Warden Call IP

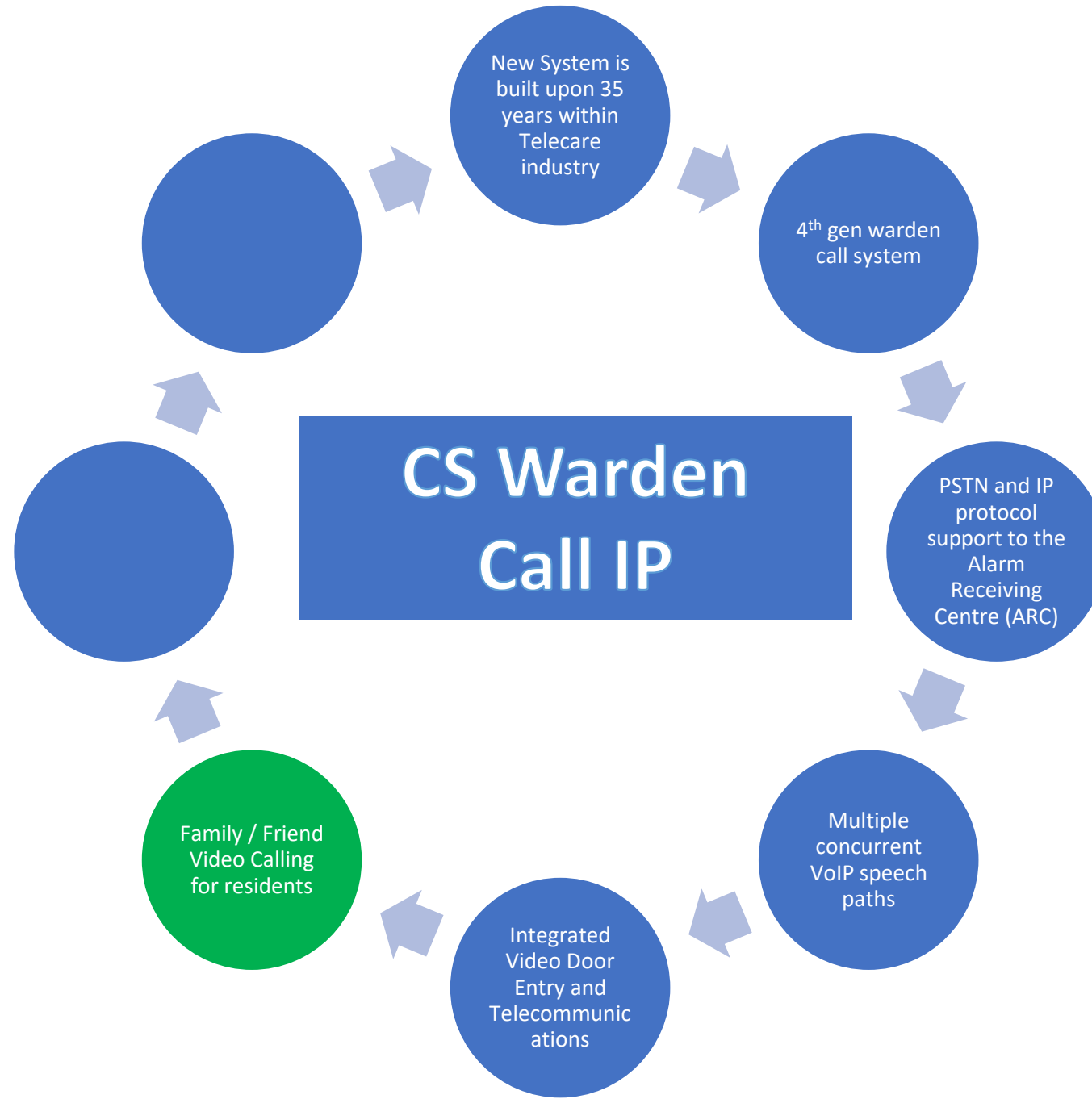


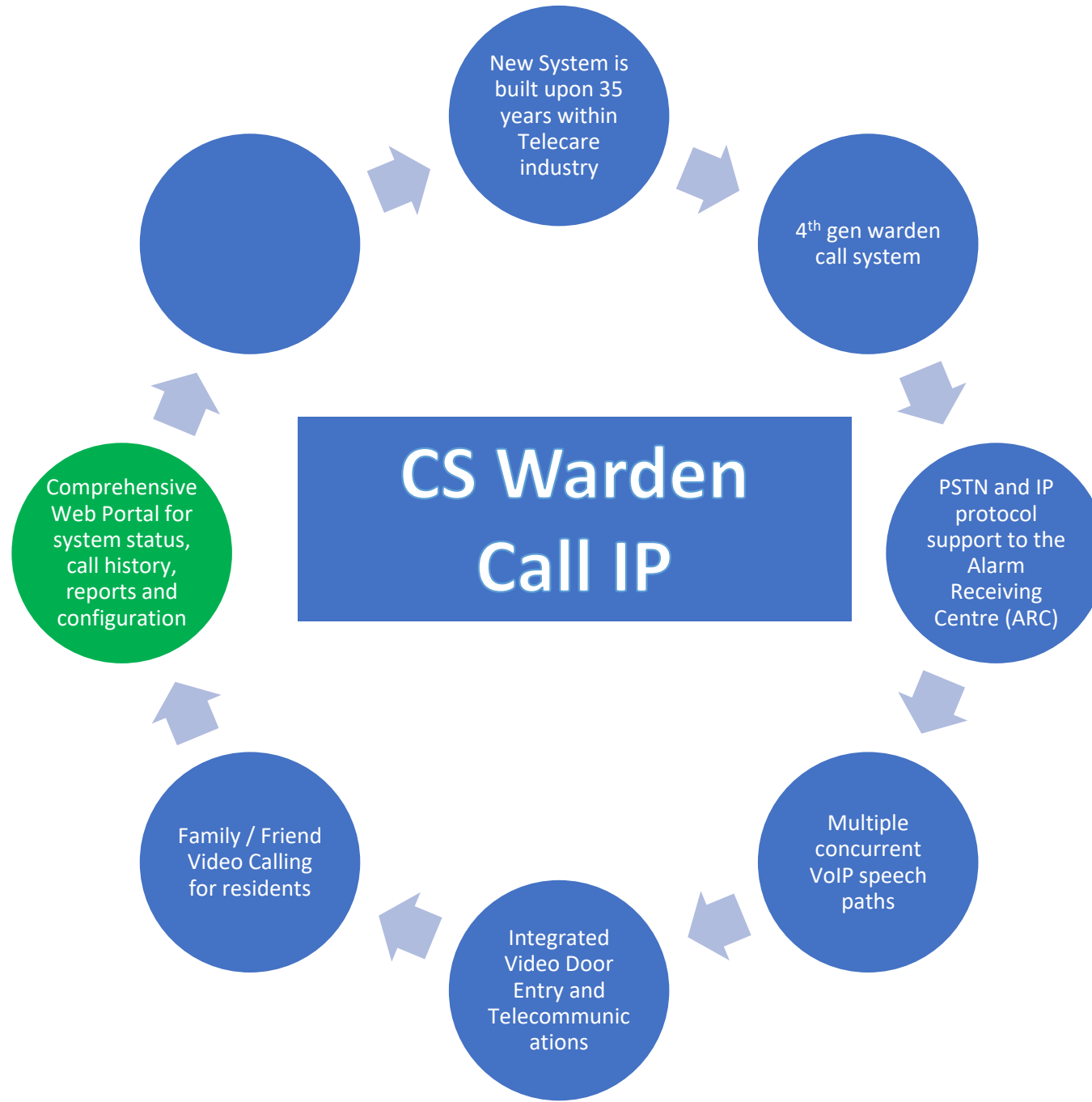


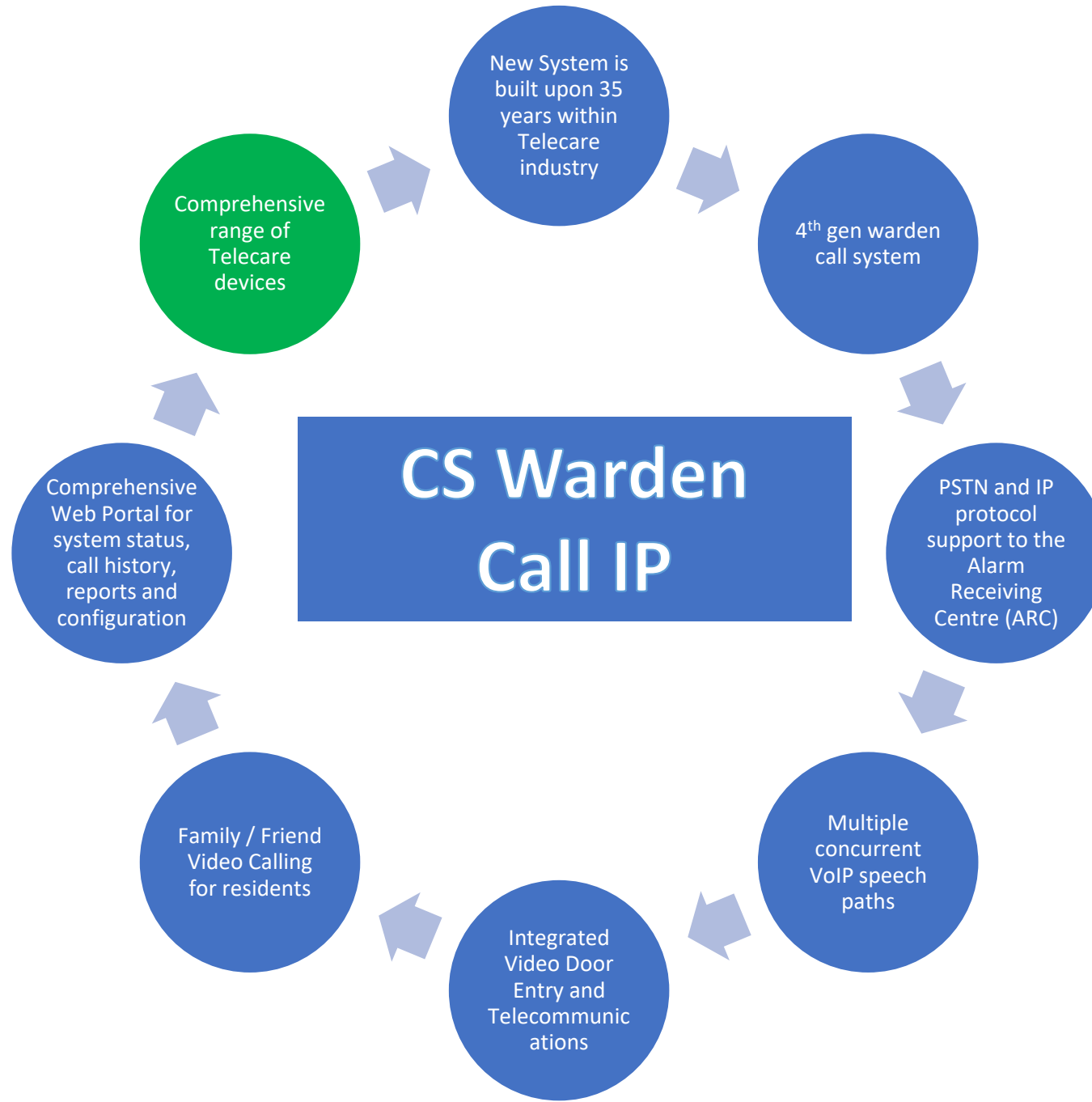












Digital Room Unit

Resident can raise an event to staff /ARC

Two-way voice (VoIP)

Door entry calls and view video

Release door lock for Visitor

Family / friends (optional Video)

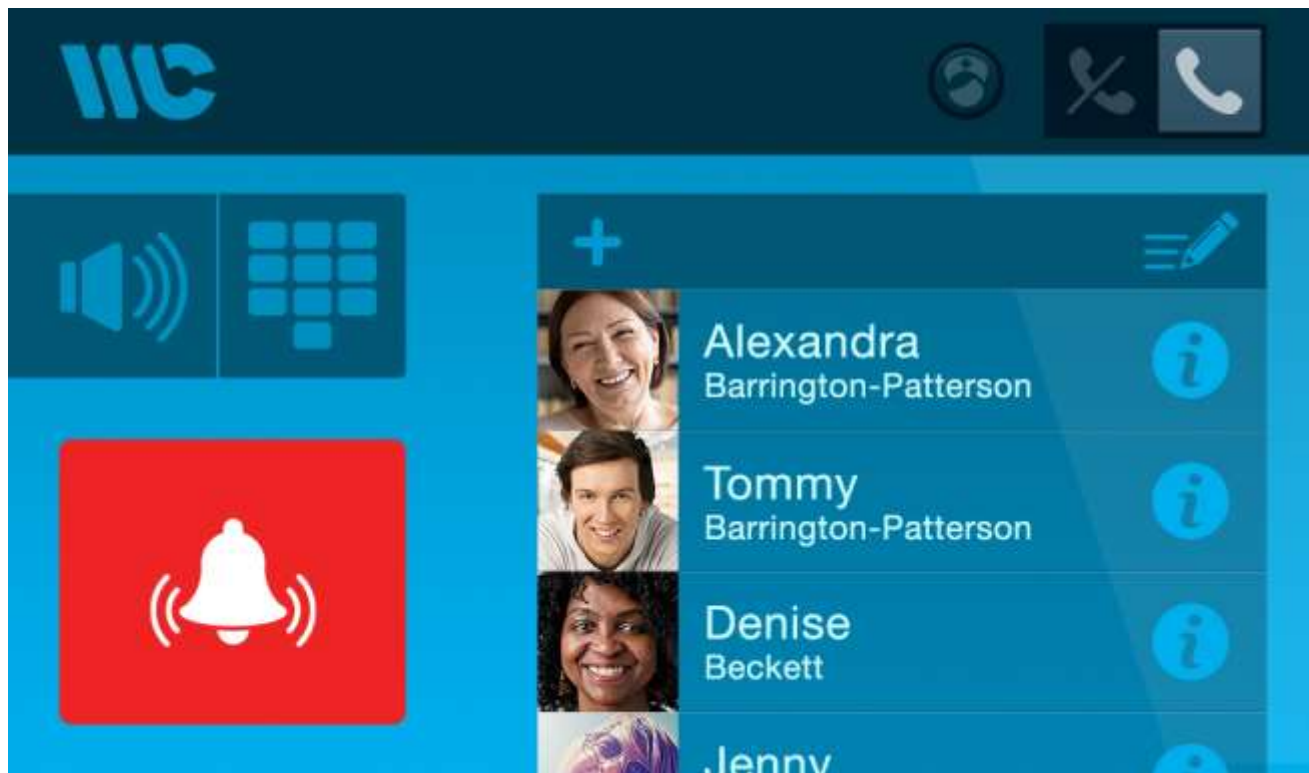
I'm Okay facility to reduce staff daily call rounds

Fast Dial Contacts

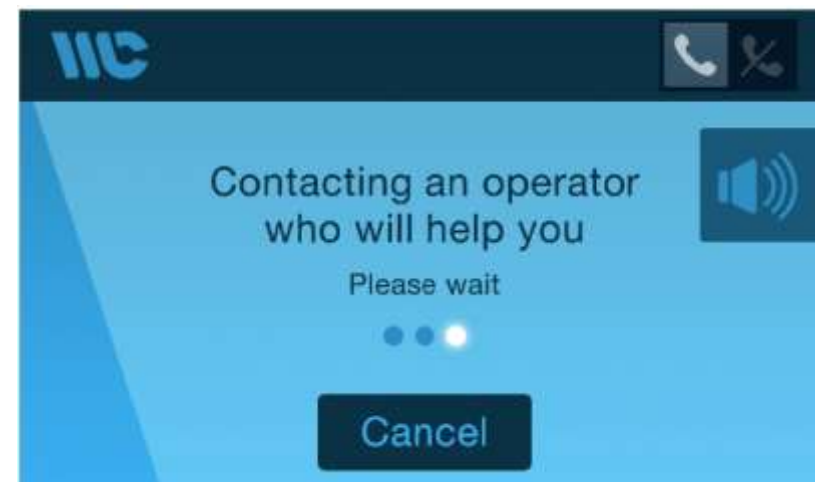
Do not disturb



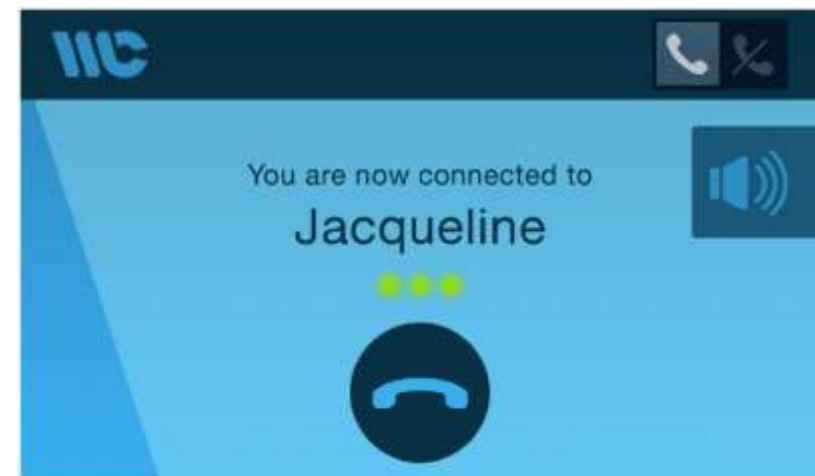
Raising an alarm call



Digital Room Unit – Main screen

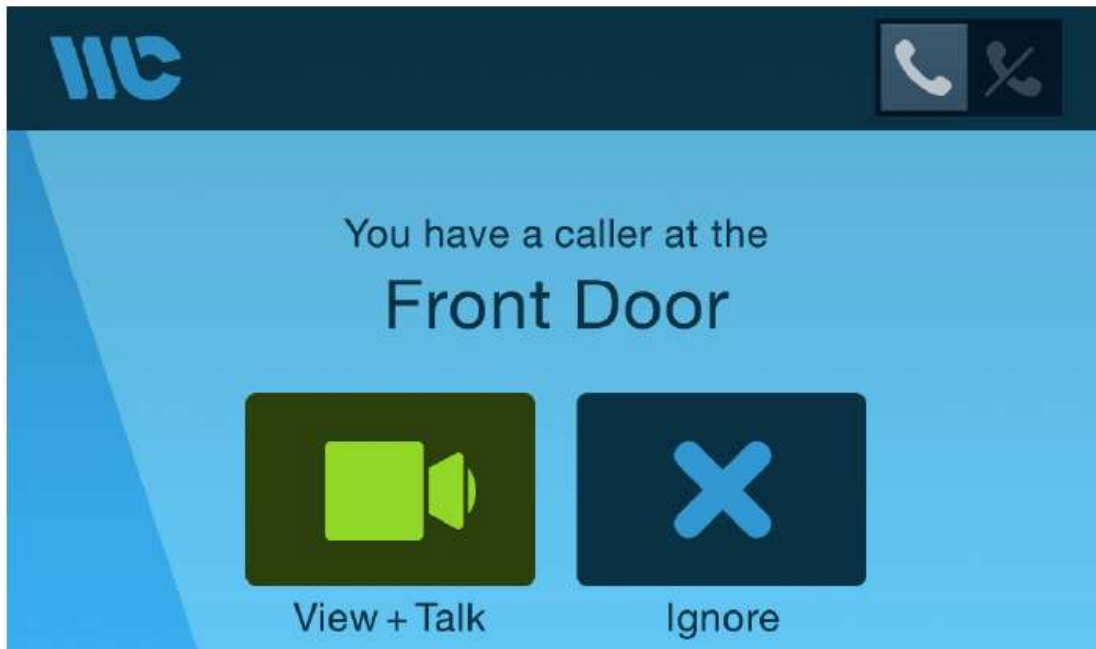


Alarm Call Generated



Staff / ARC connected with speech

Receiving a call from a visitor at a entrance door panel

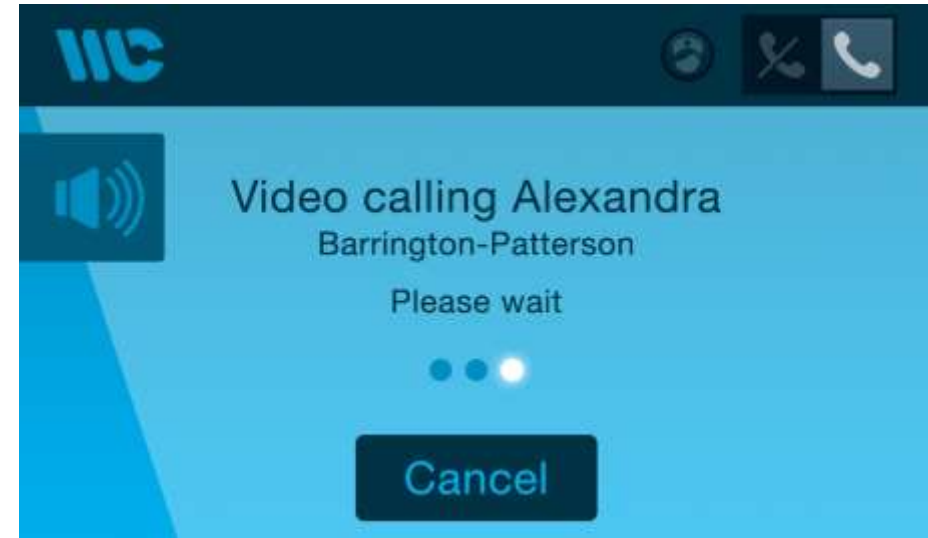


Digital Room Unit – Door Visitor Calling

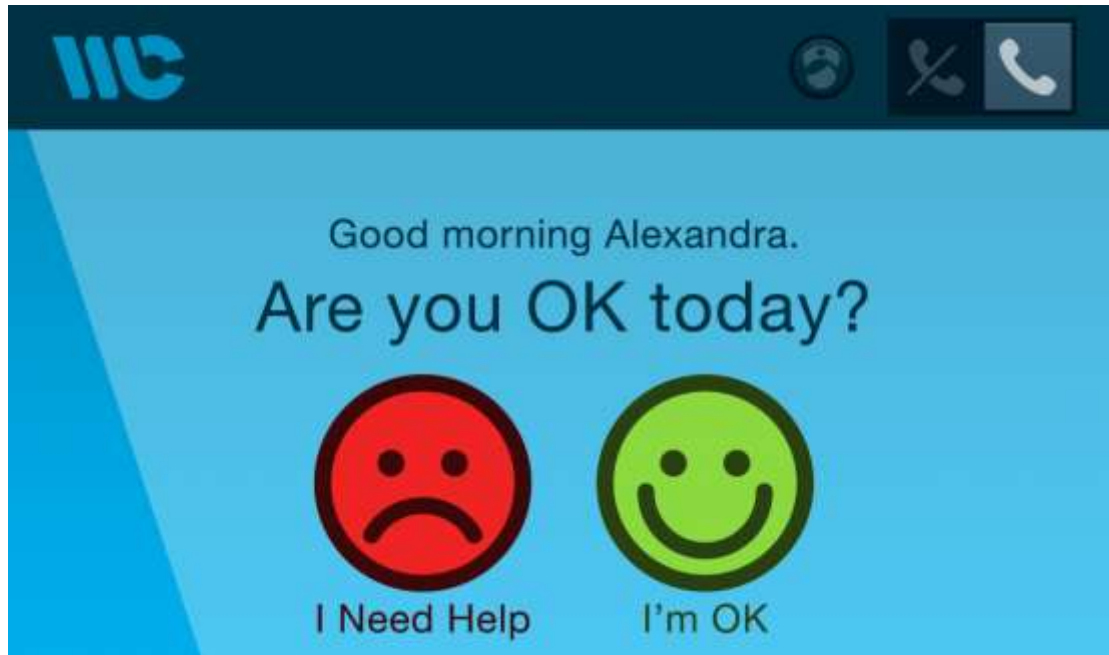


Digital Room Unit – Video from a Door Panel

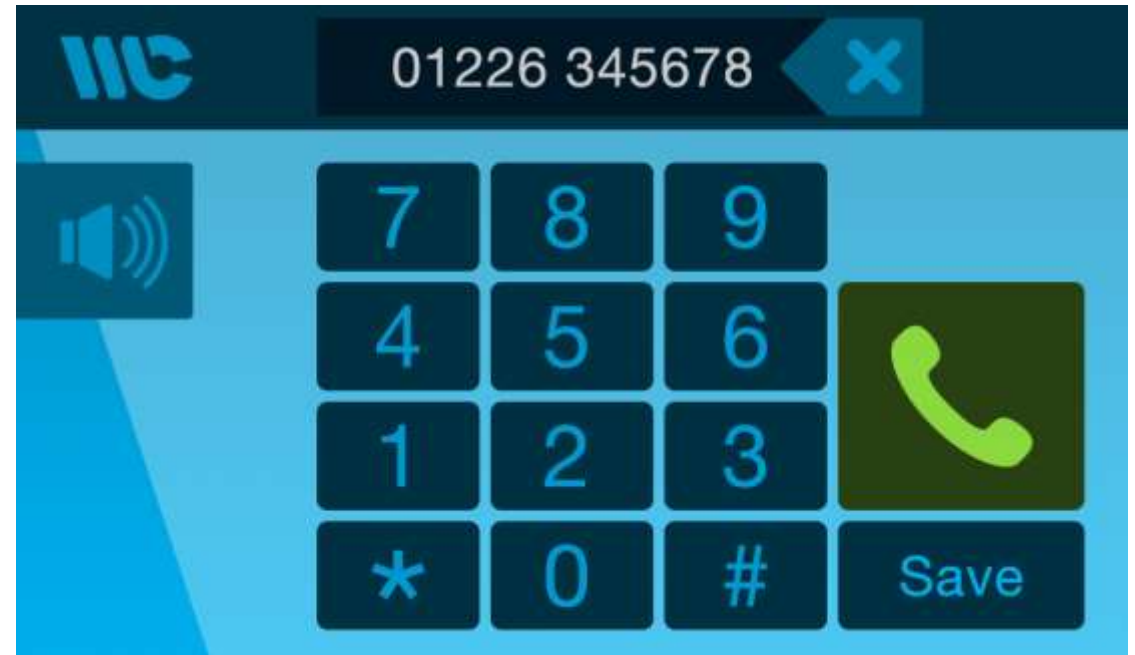
Making a Call to a family member or friend



I'm Okay and Telephone keypad



Resident is prompted to ask if they are okay



Option to allow resident to make an outgoing VoIP call

Staff Handsets

Notification of Alarms by Priority

Call handle Resident alarm events

Call handle Door Visitor events

Add Notes

VoIP Telephone Calls between staff / external

Staff Emergency Alarm

Staff tracking (Optional)

NFC Services

Zones – Calls directed to specific staff members



Smartphone



DECT Option



Pager Option

Video Door Panels

Touchscreen

Visitor can contact
Resident / Staff /
ARC

Remote Lock release
by resident / Staff
/ARC

Key fob reader for
Access control

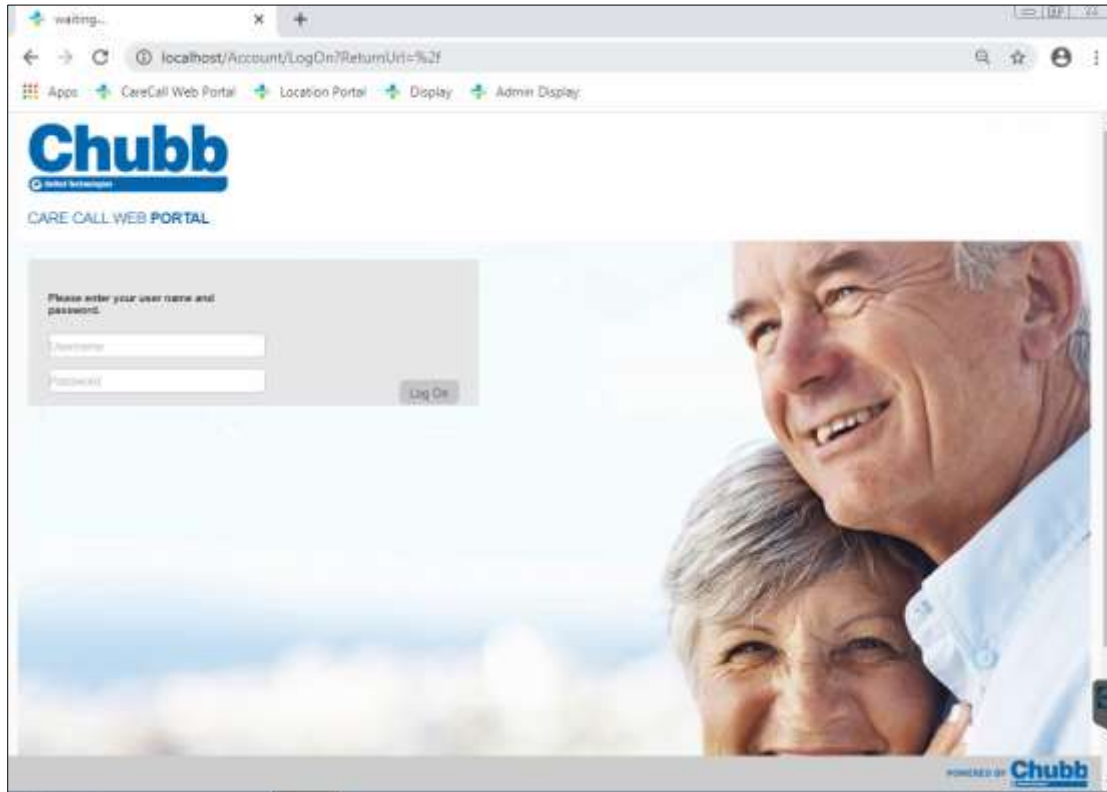
Events logged into
the DWC system

Night vision camera

Fingerprint reader
for access control



Management Portal



User Login Page – Different Access levels



Scheme Status Page

Call & Activity Logs

Call Reason: All call reasons From date: 29/11/2020 To: 01/12/2020 Operator: All Calls Update

Call Logged Date	From	Call Reason	Accepted	Staff Arrived	Call Closed	Call Type	Further Information	Accepted By
30/11/2020 11:43:36	218	Staff present		11:43:36	11:44:46	LOGGED EVENT	No location information	
30/11/2020 11:36:47	223	Call button		11:44:20	11:44:27	NURSECALL	No location information	
30/11/2020 11:36:33	5	Staff present		11:36:33	11:36:38	LOGGED EVENT	No location information	
30/11/2020 11:34:26	5	Personal Trigger 1		11:36:32	11:36:38	NURSECALL	No location information	
30/11/2020 11:27:30	223	Call button		11:28:05	11:28:11	NURSECALL	No location information	
30/11/2020 11:18:45	218	Personal Trigger 1		11:43:35	11:44:46	NURSECALL	No location information	
30/11/2020 11:15:22	218	Staff present		11:15:22	11:15:27	LOGGED EVENT	No location information	
30/11/2020 11:14:57	218	Personal Trigger 1		11:15:21	11:15:27	NURSECALL	No location information	

Full local and ARC Call History

Show: 10 entries Select: 01/11/2020 To: 01/12/2020 Search: []

Logged Event Date	Logged By	Logged Event Description (Maximum 2000 Records)
30/11/2020 12:05:22	Manager	Manager Logged On
30/11/2020 11:18:53	Controller	Nursecall Waiting to be Cancelled from Room 218, at 30/11/2020 11:18:53
30/11/2020 10:28:14	Controller	Allow new RU Disabled
30/11/2020 09:18:59	Controller	Nursecall Waiting to be Cancelled from Room 218, at 30/11/2020 09:18:59
30/11/2020 09:01:46	Controller	Smart phone Handset Failed Cedar 20 MAC 9C:51:81:9F:50:C3
30/11/2020 09:01:46	Controller	Smart phone session timed out for user Cedar 20
30/11/2020 09:01:46	Controller	Smart phone logged off for user Cedar 20
30/11/2020 08:48:33	Controller	Smart phone logged on, for user Ash 3
30/11/2020 08:45:39	Controller	Nursecall Waiting to be Cancelled from Room 218, at 30/11/2020 08:45:39
30/11/2020 08:45:37	Controller	Nursecall Waiting to be Cancelled from Room 223, at 30/11/2020 08:45:37

Showing 1 to 10 of 1,000 entries (Maximum 1000 Records)

System Activity Log

Staff Reports

The screenshot shows the Chubb Care Call Web Portal interface. The top navigation bar includes 'Home' and 'Maintenance'. Below this, there are tabs for 'System Status', 'Call History', 'Reports', and 'Night Service'. The 'Reports' tab is active, displaying a list of reports with columns for 'Name', 'Description', and 'View Report'. The reports listed include:

Name	Description	View Report
Annual Call Activity rpt.	Annual Call Activity	[View]
Asset register report	Asset register report	[View]
Call History Report Per Room By Date rpt	Call History Report Per Room By Date	[View]
Call Type Activity Report rpt.	Call Type Activity Report	[View]
Daily Activity including Staff Logged On rpt	Daily Activity including Staff Logged On	[View]
Daily Activity rpt.	Daily Activity	[View]
Incident Detail By Resident Name.rpt	Incident Detail By Resident Name	[View]
Incident Detail By Staff Member.rpt.	Incident Detail By Staff Member	[View]
Maintenance Report	Maintenance Report	[View]
Maintenance report Beacons	Maintenance report Beacons	[View]

The bottom of the screen shows the user is logged in as 'Manager' and the date is 11/11/2020.

Various Staff reports for monitoring performance

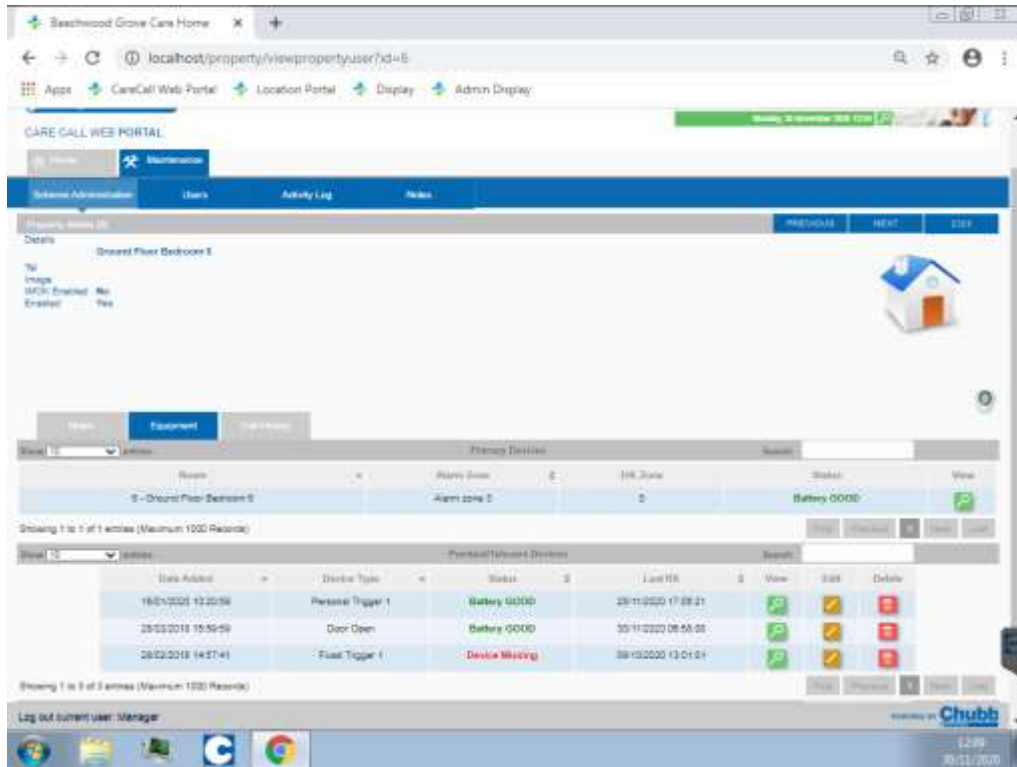
The screenshot displays the 'Call Type Activity Report' for the month of November 2020. The report title is 'Monthly Call Type Activity Report' with a date range from 20/10/2020 to 11/11/2020. A summary table shows the number of calls and average response times for two months:

Call Type	Number Of Calls	Average Response Time (HH:MM:SS)
October 2020	1,701	00:04:33
Call button	142	
Door Open	1	
Doorbell	2	
External Button	869	
Fixed Trigger 1	16	
Personal Trigger 1	532	
Staff assistance	100	
Staff Urgent	10	
November 2020	2,338	00:06:12
Call button	142	
Doorbell	2	
External Button	1,376	
Fixed Trigger 1	40	
Personal Trigger 1	852	
Staff assistance	107	
Staff Urgent	11	

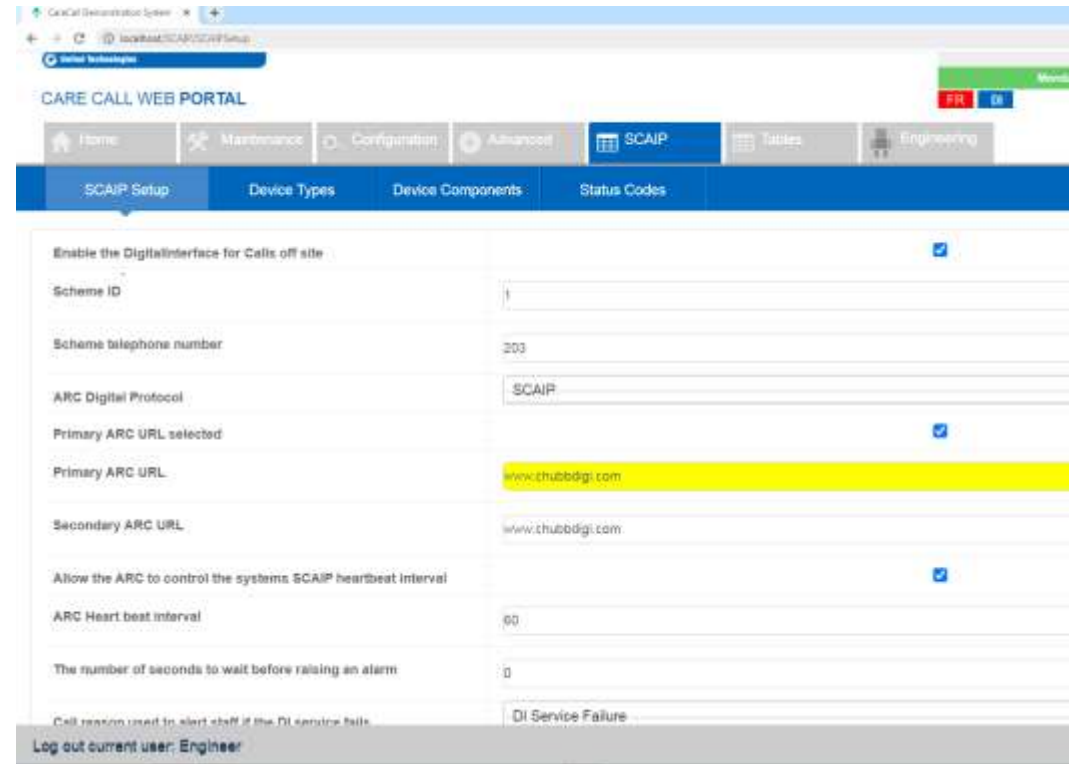
The bottom of the screen shows the user is logged in as 'Manager' and the date is 11/11/2020.

Call Type Activity Log

Configuration



Day to day maintenance & Configuration



Engineering Only Configuration

Telecare Device Support



WRT Trigger



Onyx Trigger



Pull cord



Neck worn fall detector



Pill Dispenser



Flood Detector



Temperature Extremes



Overdoor Lights



Wrist worn falls



Bed & Chair Sensor Ribbon



Independent Living



Natural Gas



Heat Detector



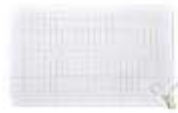
PIR



Bed Sensor



Chair Sensor



Enuresis Sensor



Epilepsy Monitor



Carbon Monoxide



Smoke Detector



Verso Trigger

Summary

- Full IP Based System
- Video & Speech capability
- Capable of handling multiple concurrent calls
- Remote access / programming
- Automated fault reporting
- ARC monitoring platform agnostic
- Full System showcase & demonstration – TSA Conference
28/29th March Birmingham



Features and Benefits

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

Meets the essential requirements of EN50134

Easily integrated with door entry systems and access control systems

Dual Warden Call and Nurse Call functionality available

Residents

I'm OK facility to give the resident independence

Privacy mode for when the resident does not want to be disturbed from intercom / door visitor calls

Call routing to a nominated person, manager or alarm receiving centre

Unlimited telecare sensors configurable to each dwelling

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

Make / Receive telephone calls / video calls to resident digital room unit

All events are stored in database with reporting that can highlight call history and response times

Housing managers

Easy to maintain, modular and self-diagnostic system with automated fault reporting

Fully auditable digital room units

Message waiting function allowing managers to record voice messages for residents

System settings and events logged automatically and stored within the cloud providing full data back up and flexibility

Multiple call handling paths and options, local, remote house manager, alarm receiving centre

Event 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

SCAIP IP, PSTN and GSM providing connectivity to ARC and mobile phones

ARC Operators / Managers can speak directly to residents via smart handset or managers intercom

Prioritise residents in relation to activity levels