

# TOUCHSAFE® PRO WIRELESS NURSE CALL SYSTEM

FUTURE PROOF IP READY  
TECHNOLOGY FOR YOUR HOSPITAL  
OR CARE HOME ENVIRONMENT



  
**UK's No.1**  
Wireless  
Nurse Call  
System

SAFETY FIRST

**Aidcall**  
A brand of  **legrand**

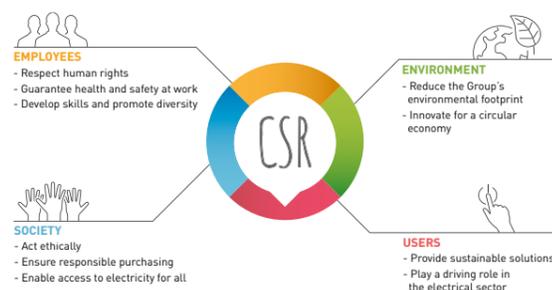
# Global strength built on local knowledge

Legrand is the global specialist in electrical and digital building infrastructures. Innovation is a continuing source of momentum at the heart of Legrand's culture, it drives the Group's growth, generating regular launches of new products with greater value-in-use, hastening the pace of new technology-linked initiatives. Legrand offers a comprehensive range of products and solutions operating as systems tailored to commercial, residential and industrial markets. With a presence in nearly 90 countries and a total workforce of over 36,000, over two thirds of its sales are from products that rank first or second in their respective markets.



## CORPORATE SOCIAL RESPONSIBILITY

Legrand's CSR roadmap is a natural extension to the governance and sustainable development approach in which the company has been engaged for many years. The CSR roadmap firmly asserts Legrand's ongoing commitment to sustainable development.



## LEGRAND'S ASSISTED LIVING & HEALTHCARE BUSINESS UNIT

Legrand's Assisted Living and Healthcare business unit designs, manufactures and supplies innovative technology solutions into the supported housing, health and social care sectors through our brands including Aid Call, Tynetec and Jontek. By combining new digital care infrastructures with Legrand's IoT and Smart Home solutions, the Connected Home environment offers a world of unique possibilities, supporting any individual in almost any environment.

	About us.....	4
	Who we support.....	5
	How flexible is your Nurse Call system? .....	6
	Why go wireless? .....	7
	The Touchsafe® Pro Display Panel.....	8
	Nurse Call Point .....	9
	Delivering safety critical assistive devices .....	10-11
	<b>Personal wellbeing</b> .....	12-13
	Pear Push Lead, Pull Cord, Door Status Monitor, Big Button Switch, Epilepsy Monitor	
	<b>Wearable devices &amp; fall prevention</b> .....	14-15
	{Touchsafe® Pro Pendant, Touch Personal Pendant, Wrist Worn Fall Detector}	
	<b>Activity monitoring</b> .....	16-17
	Sensor Controller, PIR Movement Detector, Bed Mat, Chair Mat, Advanced Pressure Mat	
	AVI Follow Me .....	18
	Push Notification .....	19
	<b>Paging systems:</b>	
	Bluebell Staff ID Paging System .....	20
	Nurse Present Buddy, Scope Pager, Maxpage.....	21
	DECT (Digitally Enhanced Cordless Telephone).....	22
	Spectralink 7202, 7212, 7722 and 7742 Handsets	
	GSM.....	23
	Who uses our products .....	24-25
	Service & maintenance .....	26
	At the heart of your healthcare operation .....	27

# CONTENTS

# About us

Aid Call has been leading the way in wireless Nurse Call systems for over 40 years. We offer a wide range of products and bespoke solutions designed specifically to meet the needs of care homes, care groups, hospitals in both the private and public sectors

All of our products have been developed following feedback from our customers who are at the forefront of care delivery. We tailor our offering specifically to each individual customers requirements to ensure you get the perfect system for your needs.



With over 40 years' experience in delivering outstanding, innovative products that clearly set the standard for others to follow, Aid Call is pioneering the use of digital technology in Technology Enabled Care with a range of products which are all designed and manufactured in-house. Through consumer insight, customer research and cutting-edge design, Legrand Assisted Living & Healthcare can deliver tomorrow's technology today.

## Who we support



### HOSPITALS & HOSPICES

Touchsafe® Pro wireless Nurse Call systems are ideally suited to supporting medical staff in demanding hospital environments. The system is HTM compliant and wireless so it doesn't rely on cables and stationary wiring points making it completely mobile and easily expandable with automated triage, audit trail, bed status monitoring and optional follow me AVIs. It is also compatible with a whole range of assisted technologies to support patient needs.



### CARE HOMES & NURSING HOMES

Our Touchsafe® Pro wireless Nurse Call system has been designed from both resident and staff perspectives in care homes and supported living environments. Each call point can be tailored to the specific needs of residents from personal alarms, fall detection, bed and chair sensors along with a whole host of telecare devices and for the staff and management the system offers audit trails, call logger, mobile push notifications and remote diagnostics GSM.

# How flexible is your Nurse Call system?

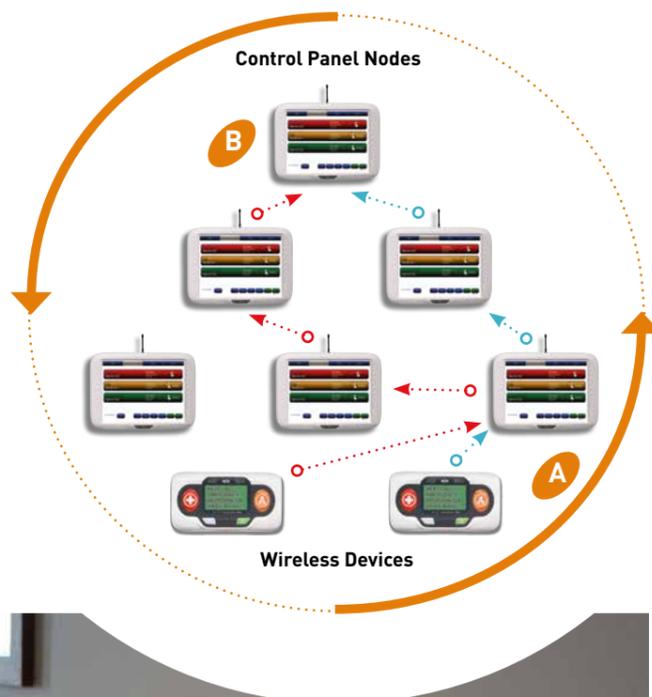
Fitting a Nurse Call system can often be disruptive, time consuming and expensive; but not with Aid Call's wireless system.

Aid Call utilises wireless mesh networking technology which brings the dream of a seamlessly connected world easily into reality.

Information travels across the network from point A to point B by hopping wirelessly from one mesh node to the next, so there's no need to install cables to any of the call points and the impact for installation on site is minimal, which is reassuring at a time of increased pressure on resources and environments. Wireless systems also have lower installation and operating costs over a traditional hard-wired system, as well as being quicker and easier to install.

Wireless configuration offers complete flexibility and mobility, which makes our system infinitely changeable and expandable, allowing for the constant ability to deal with ever changing priorities and demands.

Our system is safe, reliable and cost-effective. It can be designed to suit individual requirements and needs, and adapted to work within your budget. It also has a variety of features which can help to maximise staff efficiency and improve the overall quality of care offered to your clients and patients.



Wireless configuration offers complete flexibility and mobility

Wireless

Telecare

Antimicrobial

Audit-Trail

scalable

IP Ready

HTM Compliant

# Why go wireless?

Going wireless brings many benefits:

- **Installation:** Fewer cables means lower cost of setup, particularly in large scale installations. Quick installation, with minimal disruption that is entirely flexible.
- **Dynamic routing:** Dynamic routing means the network automatically finds the fastest and most reliable paths to send its data, it continues to work even in the event of a system component failure.
- **Adaptable:** Without relying on stationary wiring points, our systems are completely adaptable to your needs. This also means that they are infinitely expandable and can evolve with you.
- **Mobility:** With the addition of one of our mobile staff communication devices, we can improve the speed of response, making wasted journeys a thing of the past.
- **Safety:** A fast and dependable connection is permanently maintained by utilising our self-healing mesh network with dynamic call routing.
- **Aesthetics:** Simply attached to the wall, there are no exposed wires to make the units look untidy. Horizontal orientation is designed to complement hospital bed head trunking.
- **Personal:** We understand the importance of allowing individuals to live in a space that is personal as well as secure. The positioning of our units is flexible and they are infinitely movable in order for you to accommodate the individual's preferences without damaging decor or compromising safety.
- **Simplicity:** The Touchsafe® Pro has been designed to meet the needs of the hospital or care home environment. Large call buttons, pull pins and next call waiting screens ensure that all relevant functionality is delivered effectively and without the need for complex training.
- **Durability:** Without the ongoing maintenance associated with large, complex, wired networks, a wireless system can provide extended product life with a simple service contract.

**HTM Compliant:**  
Nurse Call Technology  
for Hospitals:

HTM  
Compliant

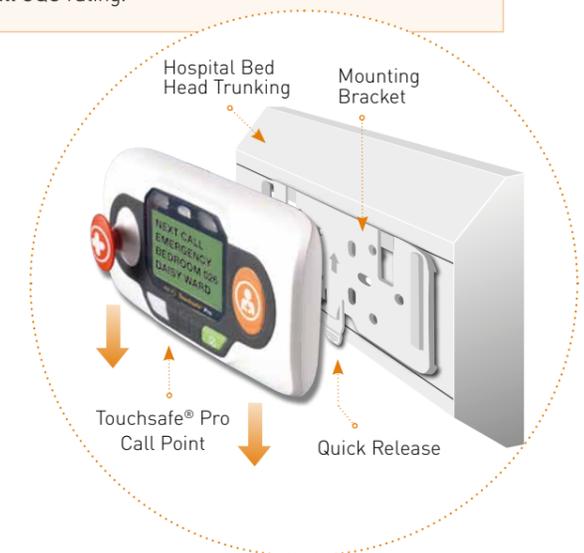
In 2013 The Department of Health released the Health Technical Memorandum (HTM 08-03). These documents outline the specifications that technologies are required to harbour in order to function effectively within the healthcare environment. They highlight the desired standards of 'design, installation and operation' to allow systems to fulfil their duty of care. We know the pressure facing hospitals to conform to these predetermined standards. As our Touchsafe® Pro system is designed to meet these standards, it's one less thing for you to worry about.

**IP Ready Technology**

In this ever-changing world we appreciate the demands placed on the Healthcare sector not only to keep up with current digital demands but to be ready for any future developments, thereby taking a once 'Estates Department' lead solution closer to an 'IT' solution. As such the TSP system is 'IP Ready' with the ability to network display panels on to your current IT infrastructure, it has call logging software that can be installed on network PCs to access call information and analytics from both on and off site.

**CQC**

Using our call logging software in conjunction with wearable devices can assist with good practice, aiding freedom and mobility for your residents or patients, offering wellbeing, improved response times and resource distribution as well as help to improve your overall CQC rating.



Touchsafe® Pro

# Touchscreen Display Panel

Available with  
10" or 15" screen

The heart of our system is the Touchsafe® Pro display panel

Our Touchsafe® Pro wireless Nurse Call system is an essential component of any hospital ward or care establishment. It alerts staff to calls, both visibly and audibly, from residents or staff members within any room or at any bedside within your complex.

“Automatic system triage displays calls in the order of their priority level.”



Our Touchsafe® Pro display panels convey a mass of important information at a glance. Communication is clear, accurate and fast; improving the speed and efficiency of your team.

On-screen data can be personalised to maximise the efficiency of your system. You can view call type and status, alarm locations, resident name, carer identity, and the time taken to respond. When there is a high influx of calls, and depending on the level of each emergency, automatic system triage displays calls in the order of their priority level. An optional floor map can be used to identify the location of a call and a brief medical history can also be called upon if necessary.

Distinct alarm tones and colour coordinated displays are connected to each type of call. While improving response times this also ensures the system is simple to operate. ‘Reminder’ calls can be programmed to occur at pre-set intervals which

is invaluable when conducting nightly checks and when assisting with timed medication. In addition, our integral call logging system means all information is tracked for your records allowing you to monitor your staff performance and protecting them against claims of inadequacy or negligence.

Now with touchscreen capabilities, your Nurse Call system can be operated with ease. Customising settings and manoeuvring our software has never been so simple. Improvements in speed, functionality and reduced training time make the Touchsafe® Pro our most cost-effective system to date. The Touchsafe® Pro is safe even when the power fails, with multiple battery backup options available.

From here you can introduce any number of our additional devices to create a truly unique care system.



## Nurse Call Point

Our Nurse Call transmitters combine our trusted functionality, flexibility and durability with even more innovative features. We have developed our systems to be HTM compliant, robust and practical while maintaining our distinctly contemporary design.

With the aim of improving call response times, our ‘Next Call Waiting’ feature informs your staff of the next priority call in their area. This is visible from any bed head transmitter within your complex to prevent unnecessary journeys and gets your staff to where they need to be as fast as possible, and our two-way communication software then acknowledges that a call has been received. Guided by the LCD screen and varying audio responses both resident and carer or nurse and patient can be reassured that the call is being dealt with.

Being horizontally arranged, our Nurse Call points now attach to your bed trunking with ease - and for care homes they attach to the wall with just a bracket and two screws. Therefore, each device is easily movable should room layout or resident requirements change over time. Multiple pear push leads are available which utilise locking sockets at the bottom of each unit, and an optional cradle in which to rest the lead is available. For security, a tamper alert can be activated to detect when a device is unplugged.

The hygiene of our products is considered at every level of the manufacturing process. The construction of the call point device ensures it is easily cleanable and our antimicrobial additives are guaranteed for the lifetime of the product.

### Features

- Attractive touchscreen panel designs with antimicrobial properties
- Dedicated emergency/cardiac pull units for bedside installation
- Designed to be fitted quickly and easily to the wall and hospital bed head trunking
- Personalised carer/nurse profile facility for ease of staff reporting
- HTM compliant call levels including audio & visual indication
- Bed status monitoring feature with mobile push notifications service
- Remote diagnostics/GSM module to reduce call outs to site
- Customisable accessory inputs
- Compatible with most 3rd party fire alarm systems.
- New sleek door monitor with integrated call button and control panel status monitoring
- Telecare option allowing for the addition of technology enabled care devices to be attached to the system
- Enhanced call logging with multi-site dashboard for remote monitoring

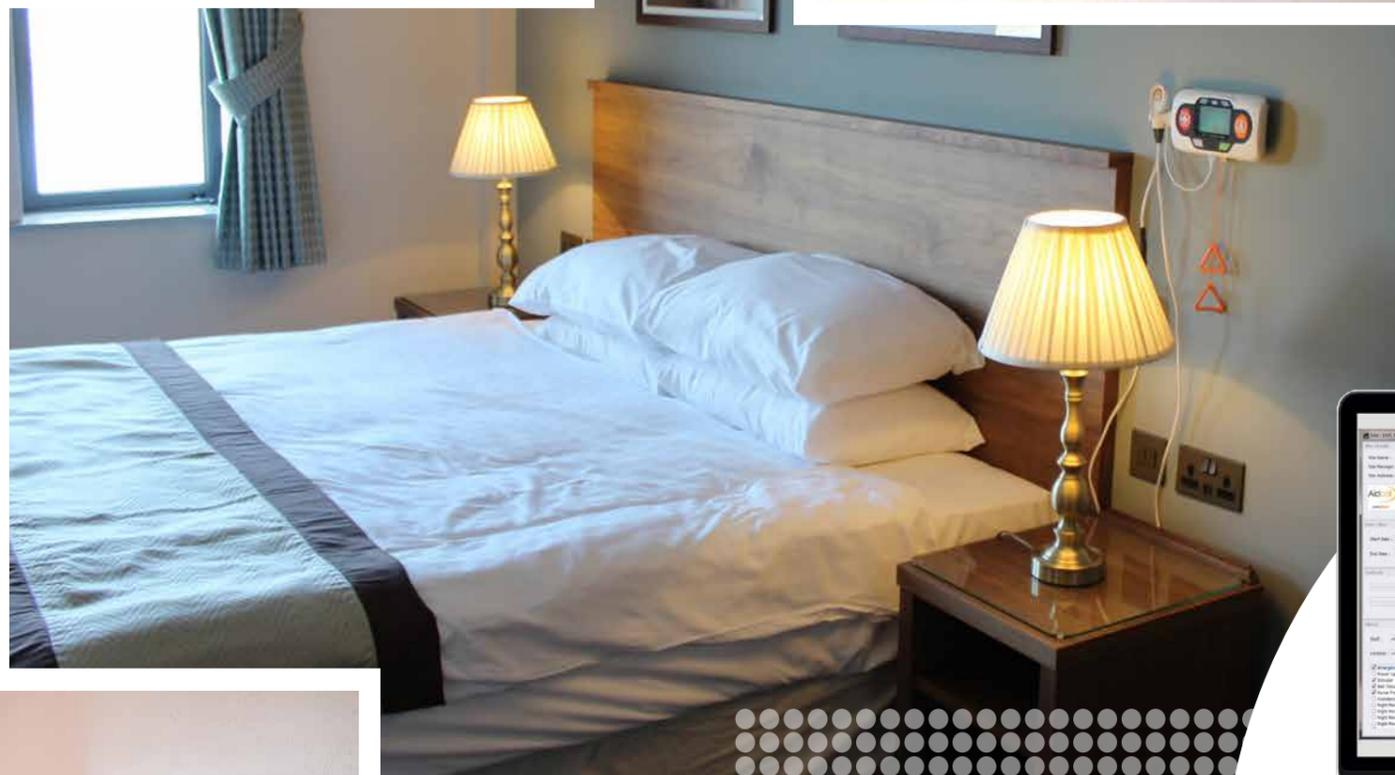


# Delivering safety critical assistive devices, tailored to an individual's needs in hospitals, hospices and care home environments

**Our comprehensive range of assistive devices have been designed to work seamlessly with our Touchsafe® Pro wireless Nurse Call system to give you the freedom to combine multiple assistive devices into one unique support network.**

From wearable technology to activity monitoring and sensors for personal wellbeing, we have a comprehensive range of solutions to support individuals with a range of needs from learning difficulties, dementia and those with a need for falls management amongst many others.

These assistive devices offer patients and residents the confidence to move independently around their surroundings with the assurance that they can notify a member of staff should they need assistance. The combination of flexibility and functionality allows you to focus on the most effective care delivery while heightening your staff productivity.



### Call Logger Software:

Our systems automatically track all relevant activity for your inspection. Aid Call call-logger software can then be installed to your PC enabling you to download this call history from your display panel unit. The last five hundred events are displayed on-screen and a dashboard style configuration is available for multi-site management from which you can track call types and response times, monitoring the activity of each staff member in order to highlight trouble areas. This simple yet hugely efficient audit tool safeguards your staff.

### Features

- Records 25 years of call history
- Customisable reports
- Export facility
- Graphing and average call response report
- Dashboard view for multi-site management

# Personal wellbeing



## Pear Push Lead:

For patients with mobility issues, and for added convenience, Aid Call Pear Push leads are a means to activate a call from a hand-held device. These leads can be rested on the bed of a patient to minimise the required movement needed to make a call or stored in a cradle connected to the Nurse Call point. A cable-break version is also available for added safety and ease of movement. They are all completely waterproof, glow in the dark for ease of use during the night and can be attached to the bed sheets using an optional linen clip.



An LED illuminates alongside a short beep when a call has been made so the patient knows their call has been registered. An additional two button Pear Push Lead is available with an incorporated light switch allowing for the switching of existing bed head lighting.



## Pull Cord:

In bathrooms and en-suites it may be necessary to install a ceiling pull cord rather than a call point - the cord supplied is long enough to reach the floor. An alarm call is transmitted wirelessly by pulling once on the cord, a reassurance light is then illuminated on the main body of the device and the call is routed to the main control panel.



## Door Status Monitor:

Once activated, the Door Status Monitor will raise an alarm through the Nurse Call system when the monitored door is open. This call can only be cancelled by visiting the door and resetting the unit with a key. This key can also disarm the door during periods in which it needs to be used. The system can also show which doors are currently armed and those that are disarmed.



The door status monitor includes an emergency call button to raise an alarm manually on the Nurse Call system at any time. This must also be reset with a key.

For use with The Touchsafe® Pro system, the Door Status Monitor has been designed with antimicrobial additives to prevent the growth of harmful micro-organisms and fits neatly and discreetly against any door. Battery replacement warnings and regular radio communication automatically keeps the system functioning properly at all times.

## Big Button Switch:

The Big Red Button Switch is a wireless free-standing unit which can be placed on any flat surface. It has a quick push action with a large surface area to raise a call on the Touchsafe® Pro system.



## Epilepsy Monitor:

A highly sensitive epilepsy sensor that can be placed under the mattress, to analyse the frequency of movement and activate an alarm when appropriate. A microphone is also used to detect sharp gasps, clicks or groans (but is insensitive to background noise such as talking, TVs, radios or vacuum cleaners).



# Wearable devices & fall prevention

## Touchsafe® Pro Pendant:

The Touchsafe® Pro Pendant provides the means to raise a call through the main Nurse Call system from a neck-worn, portable unit.

It is battery powered and communicates via two-way radio transmissions to ensure all calls are transmitted and received correctly. A red reassurance light will flash when a call is made to ensure the user knows it has been acknowledged by the system.

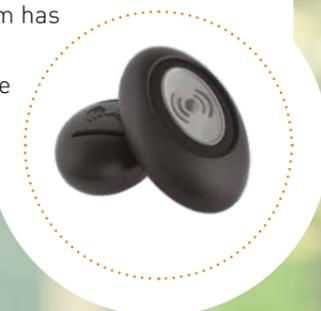


The pendant includes a large orange call button and a smaller light grey cancel button. It can be programmed to raise a normal Nurse Call, an assistance call, or an emergency call when the orange button is pressed. The call can only be cancelled by pressing the cancel button on the pendant itself.

It is supplied with a 900mm long woven neck lanyard with anti-ligature safety closure. Should excessive pressure be applied the lanyard will part – it can simply be clipped back together. When the battery is low it will raise an alert through the main system and indicate the exact unit that needs attention and has antimicrobial additives to prevent the growth of harmful micro-organisms.

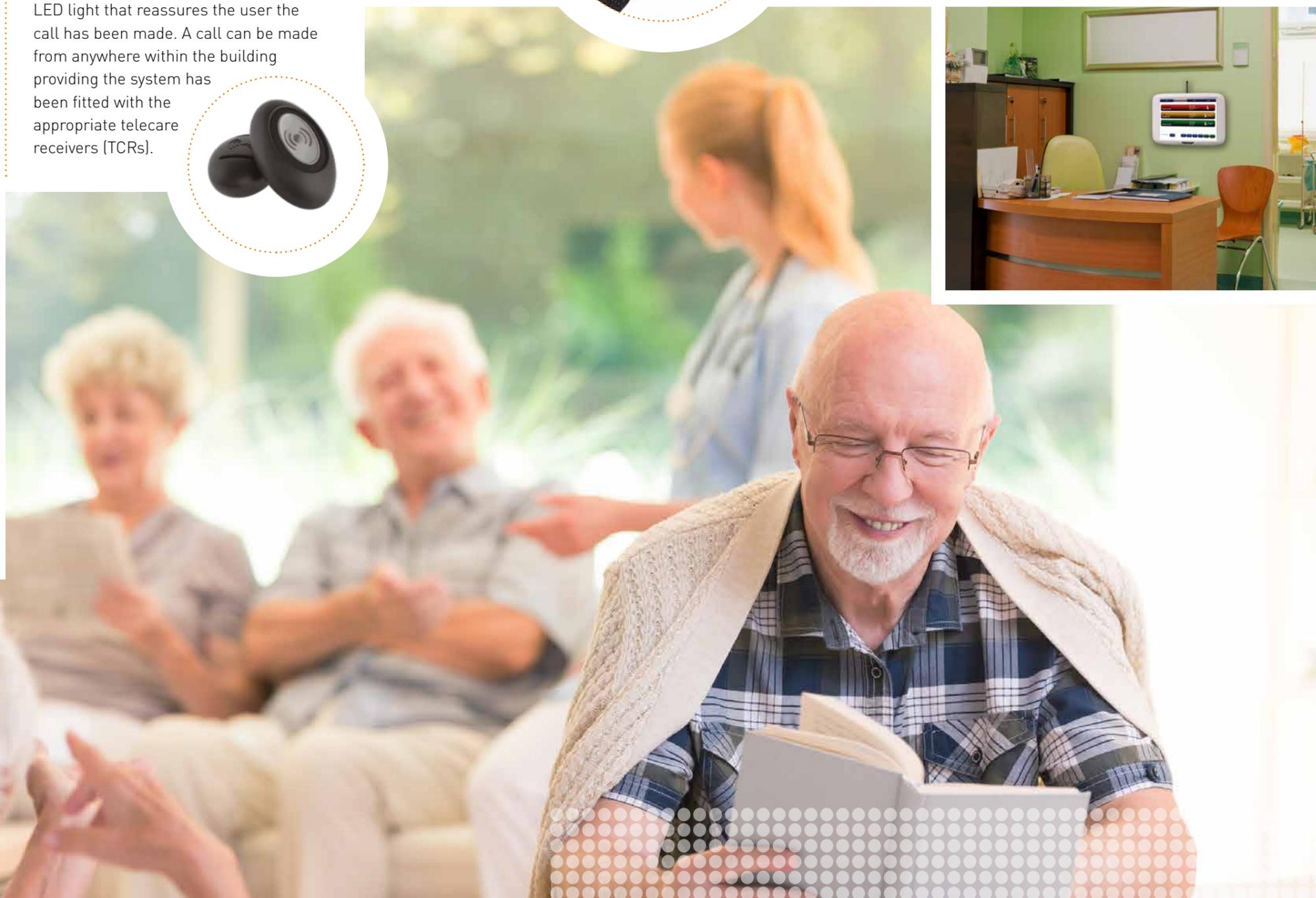
## Touch Personal Pendant:

The Personal Pendant is worn around the neck, on the wrist or on a belt. An alarm call is made by simply pressing the button once to activate a flashing LED light that reassures the user the call has been made. A call can be made from anywhere within the building providing the system has been fitted with the appropriate telecare receivers (TCRs).



## Wrist Worn Fall Detector:

Using intelligent algorithms, the device constantly monitors the activities of the individual and automatically raises an alert should it believe that the user has fallen. It can vibrate if a fall is detected and has a range of sensitivity settings that can be adjusted to suit individual needs.



# Activity monitoring

## Sensor Controller:

The Sensor Controller has been designed to monitor movement activity within any care environment. For example, if you get into bed or sit in a chair, then get up again and don't return within the preset time an alarm call will be transmitted to the Touchsafe® Pro system. Compatible for use with a bed sensor, chair sensor or pressure mat.



## PIR Movement Detector:

PIR Movement Detectors (PIRs) can be used for activity monitoring or intruder detection and should be located at a high level in a hallway or living room. PIRs can be set to Activity Mode: so, if no movement is detected within a pre-set period an "inactivity" alarm call will be transmitted to the monitoring centre and in Intruder Mode: if movement is detected an "intruder" alarm call will be transmitted and sent to the local manager or monitoring centre.



## Bed Mat:

A Bed Mat used in conjunction with a sensor controller logs movement activity. For example, if you get into bed, then get out again and do not return within the pre-set time an alarm call will be transmitted to the Touchsafe® Pro system.



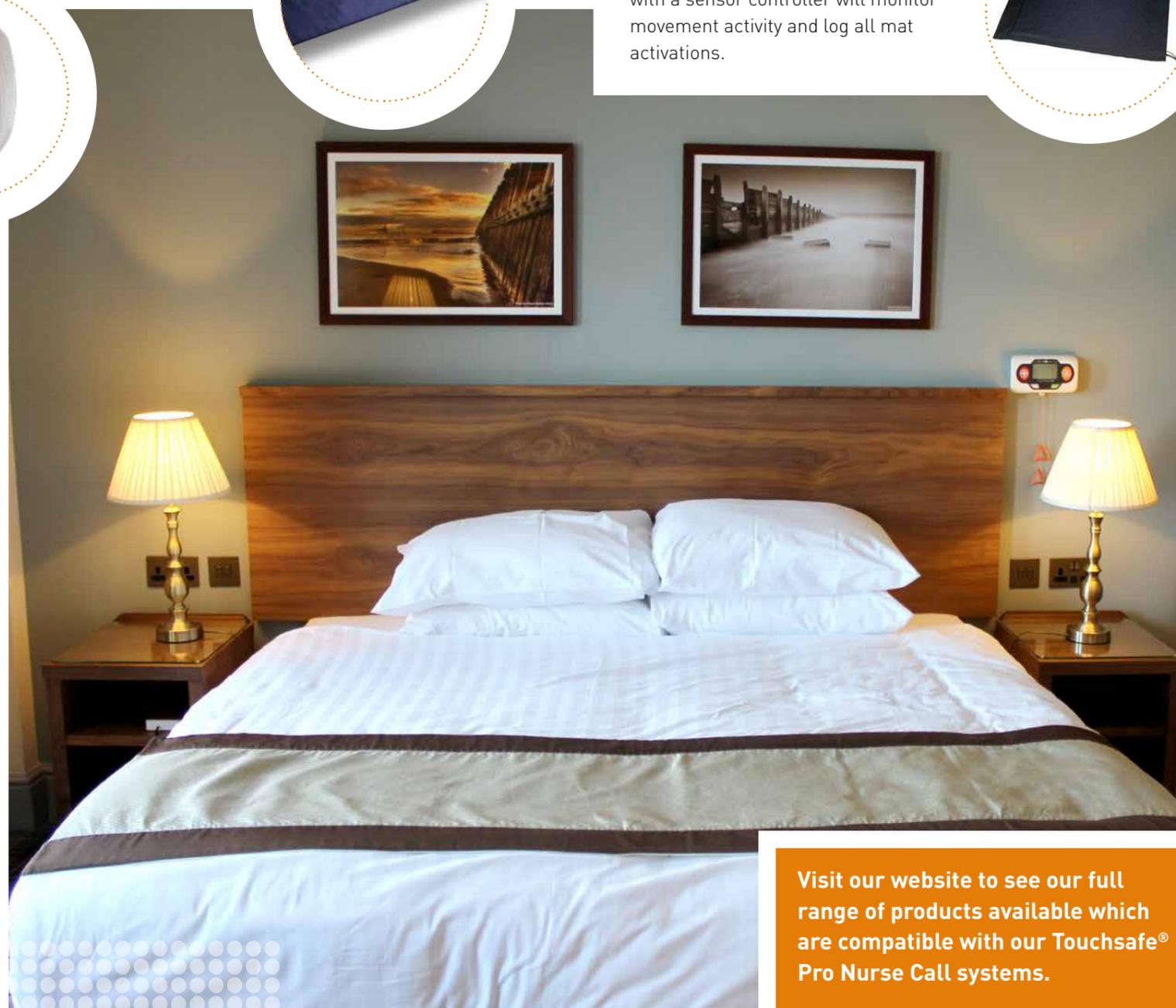
## Chair Mat:

A Chair Mat used in conjunction with a sensor controller logs movement activity by monitoring the time between you sitting in a chair then getting out of the chair. If you do not return within a pre-set time an alarm call will be transmitted to the Touchsafe® Pro system.



## Advanced Pressure Mat:

A Pressure Mat located under a carpet or rug and used in conjunction with a sensor controller will monitor movement activity and log all mat activations.



Visit our website to see our full range of products available which are compatible with our Touchsafe® Pro Nurse Call systems.

# AVI Follow Me



## Follow Me Audio Visual Indicator (AVI):

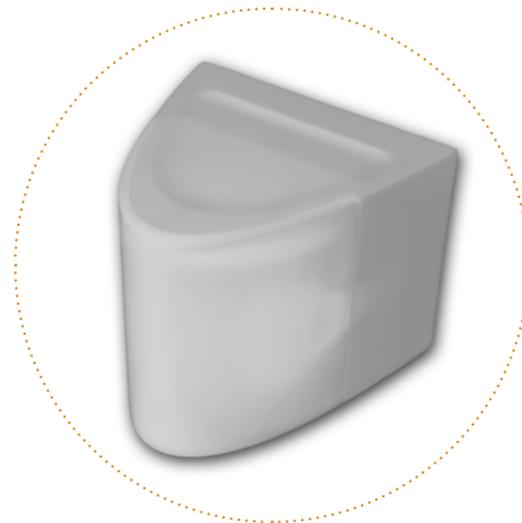
Audio Visual Indicators or AVIs can be installed above a bed, a room/ward entrance, or in a corridor to provide the current status of a call that has been placed on the system.

In order to direct staff quickly and effectively to where they are needed most, Aid Call have developed a totally configurable system enabling any call point to be connected to any AVI on the system.

This allows the system to be set up in full "follow me" mode where the AVIs are used to guide the staff member to the highest level of priority call on the system.

For those with dedicated response teams, individual AVIs can be positioned in team rooms and assigned to only show a particular type of call (e.g. red emergency or blue cardiac). These units can also be set to sound, removing the need for separate tone generators.

In all cases, the system continually triages the calls to ensure that the most important calls are displayed first.



## Benefits

- Direct staff quickly to the right location
- Pre set colours indicate type of call
- Centralised alerts for dedicated response teams
- Any call point can trigger any or all AVIs

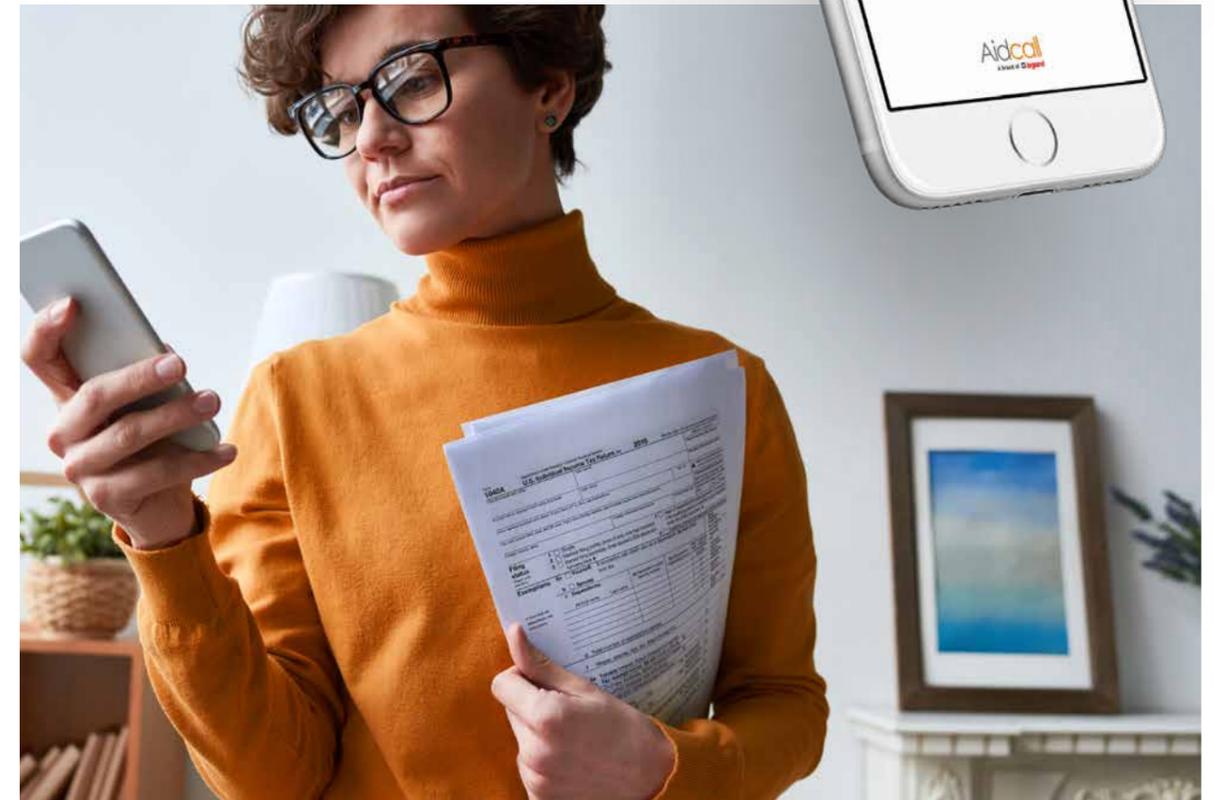
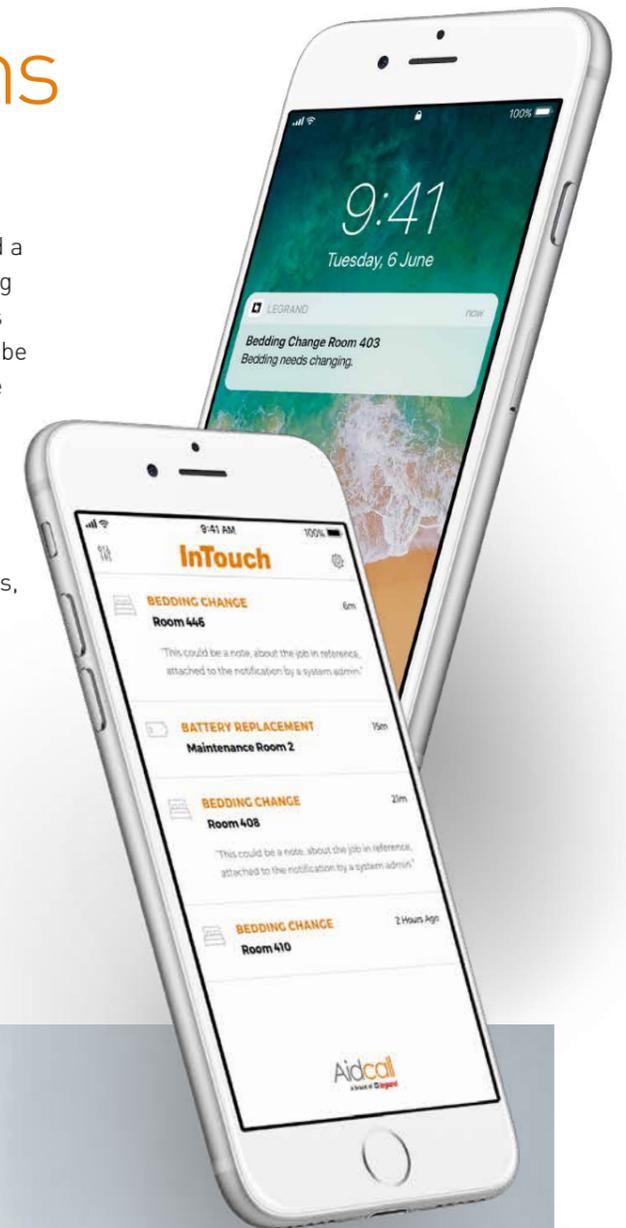
# Push Notifications

## Mobile Push Notifications

For those looking to improve staff efficiency within the hospital or care home environment, Aid Call has designed a push notification option for non critical system calls. Using our smart phone app, the low priority system notifications such as low battery, bed status and tamper warnings can be sent to designated staff members to respond once they're free and able.

## Benefits

- Quick and efficient response to maintenance activities
- Supports non-critical notifications such as low batteries, tamper warnings and bed status
- Compatible with almost all iOS and Android devices.
- Improved response times
- Easy to install app with up to 7,500 notifications per month
- You no longer need to be on site to be fully up-to-date with system performance

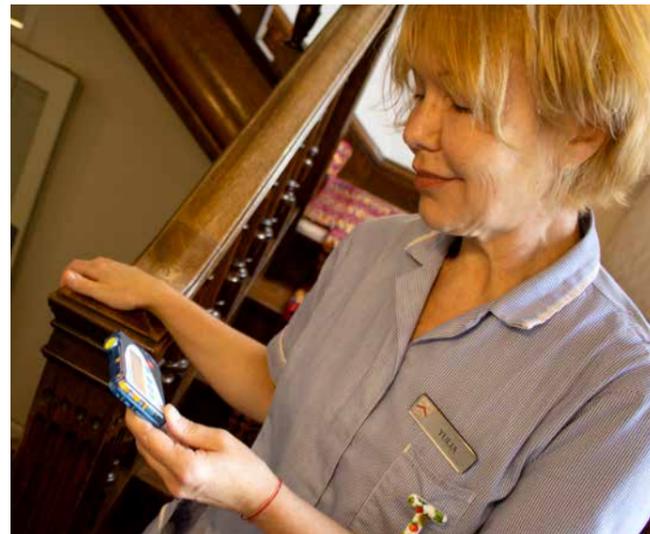


# Bluebell Staff ID Paging System

Paging systems deliver efficient care and staff coordination in a healthcare environment.

In these environments, a cost-effective way of staying in touch with critical medical, maintenance and nursing staff is essential. That is why Aid Call have designed intelligent pagers with a range of features that allow the safe provision of care at the highest standard.

Aid Call pagers work seamlessly with our Touchsafe® Pro wireless Nurse Call system, they can be integrated with your existing system, or they can be used as a stand-alone system so, whether you need two pagers or 12+, our products provide the ultimate flexibility for healthcare facilities.



## Bluebell Paging System

Aid Call's Bluebell Intelligent Pager combines the functionality of a pager and a nurse present 'Buddy' in a robust, waterproof portable unit. Paging messages sent from the main Nurse Call system are displayed on the clear, backlit display and stored in memory for later review if necessary.

As well as normal pager functions, Bluebell can be used to trigger a call point to give a nurse present indication on the display panel. The system can be programmed so that all calls are reported to all pagers, or day/night groups can be set so different pagers are notified depending on the time of day. Furthermore, they can be configured into zones so calls can be routed directly to staff responsible for specific areas.

Using the Logon Terminal, any pager can be allocated to a staff member using their unique Carer ID. In addition, the display panel shows the Carer ID, giving management real-time information on staff location and activity.

System activity and Carer ID are also shown on the call logger, allowing management to run reports on individual staff and overall performance.

Accidental removal of the Bluebell portable can be prevented by using an Exit Beacon or by programming an out-of-range alert. When the Bluebell unit passes the Exit Beacon or goes out of range it alerts the user. If the pager leaves site then it will start to beep and can only be stopped by returning it to the charging rack.

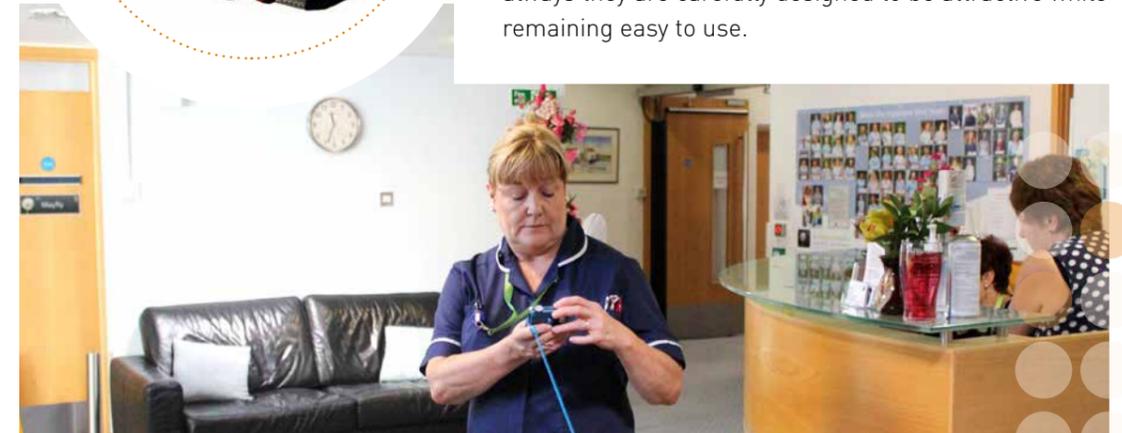
### Benefits

- Waterproof
- Rechargeable
- Staff ID feature
- Staff Help with location feature
- Removal from site warning



## Nurse Present Buddy:

The 'Buddy' is a portable trigger that can be used as a staff help or as a means of recording the presence of a carer at a call. They work via infra-red which allows remote activation to our Nurse Call points. Each device is identifiable and can be named through the master display panel. This facility allows you to track staff activity and highlights who has answered a call. As always they are carefully designed to be attractive while remaining easy to use.



## Scope Pager:

Scope Pagers are used with the Touchsafe® Pro Nurse Call system to alert staff of alarm calls no matter where they are on the scheme. There is no limit to the number of Pagers that can be used per scheme.

The Nurse Call system can be setup so all calls are reported to all pagers at all times, or day/night groups can be set so different pagers can be alerted depending on the time of day. The types of call that are reported to the pagers can be set along with the beep pattern to identify different call types. Furthermore pagers can be configured into zones so calls can be routed directly to the staff responsible for specific areas.

Pager calls can be alerted by beep only, vibrate only or beep and vibrate together. They can also be put into silent mode for times when no notification is necessary. A text message on the display identifies the call type and where it has come from. There is a backlight facility to illuminate the display in poor light conditions.

Scope Pagers are supplied with a robust holster/belt clip and a safety lanyard, a rechargeable AAA battery, USB charging lead and a UK plug-top charger. A low battery condition is notified on the pager display when it requires recharging, a full charge will usually take about 7 hours.



## Maxpage:

The Maxpage terminal can send independent messages direct to individual pagers. It can be linked to up to 999 pagers and, combined with the Scope Pager, can form the basis of a standalone paging system as well as being part of your Nurse Call system.



# DECT (Digitally Enhanced Cordless Telephone)

Digitally enhanced cordless telephones (DECT) can be integrated with Aid Call's Touchsafe® Pro Nurse Call systems and can support two-way voice communications among staff, both internally and externally. You can speak to staff directly and send out text alerts and group messages from your PC. The two-way speech capabilities empower staff to coordinate tasks and enhance service levels irrespective of their location. Active call information can be routed to individuals or to groups of staff as required. Handsets offer rapid temperature compensated charging, which means handsets can be rapidly charged without damaging the batteries to keep staff on the move.

## Handset options:

### ■ Spectralink 7202 Handset

A robust hard-wearing handset suitable for use on the go with extended battery life and quick recharging.

### ■ Spectralink 7212 Handset

Has speakerphone and vibrate mode, good voice quality without background noise, can be attached to a wired headset, with hands free capabilities. IP54 rated providing protection from water splashes and dust tight.

### ■ Spectralink 7722 Handset

A membrane keypad for easy cleaning, it is disinfectant-resistant to curb the spread of bacteria. The IP 64-compliant handset is dust tight and sealed to protect against water splashes.

### ■ Spectralink 7742 Handset

Has expanded safety features to secure personal safety with automatic "man down" detection, ideal for personnel working in high risk environments.



### Matrix PE Series IP-PBX & Integrator

All handsets are compatible with Matrix PE Series IP-PBX for up to 50 extensions and integrator.

# GSM



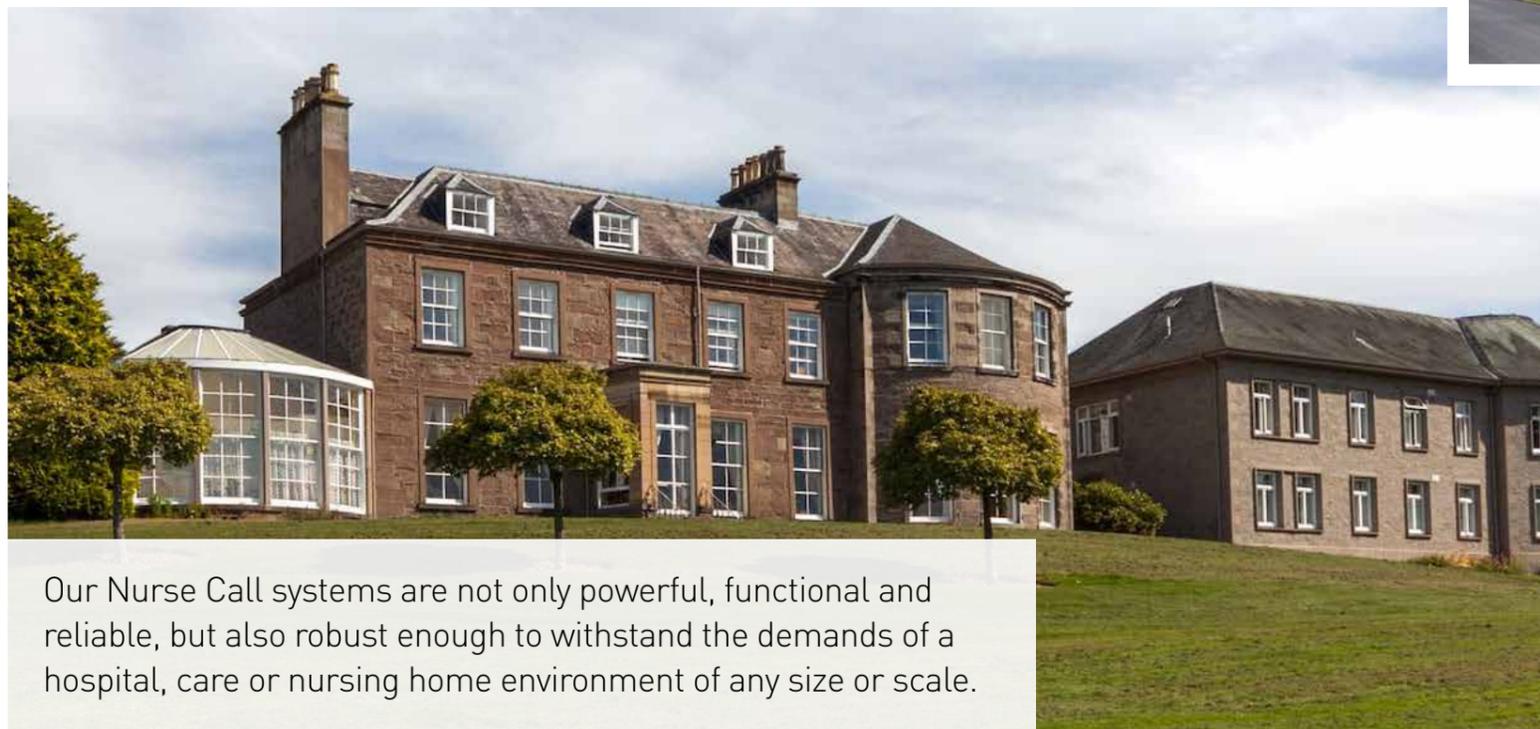
## Remote Diagnostics / GSM

For those looking to improve staff efficiency within the hospital or care home environment, Aid Call has designed a push notification option for non-critical system calls. Using our smart phone app, the low priority system notifications such as low battery, bed status and tamper warnings can be sent to designated staff members to respond once they're free and able.

## Benefits

- Remote diagnostics
- Quicker response times
- Reduced, on site, engineer call outs
- Greater flexibility and support
- Cost effective service & maintenance contracts
- For staff that need support with system programming parameters, the GSM module provides an invaluable tool, enabling technical support staff to quickly and efficiently, guide them through the necessary steps to achieve the settings that will benefit them.

# Who uses our products?



Our Nurse Call systems are not only powerful, functional and reliable, but also robust enough to withstand the demands of a hospital, care or nursing home environment of any size or scale.

St Malcolm Bart



St Oswalds Hospice



"Since the system was installed it has been very easy to add to its functionalities with various telecare equipment including fall detectors, which are extremely easy to program and are working very well for our patients and staff" ~ Jane Hamblin, Facilities Manager.

Mugdock House



Tees Valley Hospital



"Installing our Touchsafe® Pro system at Tees Valley Hospital was a brilliant project that allowed Aid Call to work in partnership with Quartz to deliver a quality building." ~ Gavin Kendall, Electrical Operations Director for Quartz.

Bradford Royal Infirmary



The Aid Call team worked with many contractors and suppliers throughout the phased installation of the Touchsafe® Pro system.

St Helena Hospice



For over 30 years St Helena Hospice has helped local people across north Essex face incurable illness and bereavement.

Dorothy House Hospice



Kincarrathie House



# Service & maintenance



Wireless Nurse Call maintenance and service packages for complete peace of mind - from your original equipment manufacturer!

**Our maintenance packages provide the best service available for your hospital or care home Nurse Call systems.**

## Premier Package

Complete peace of mind with a 24 hour, 7 day response service, annual health checks, parts, labour and battery replacements.

## Prime Package

Offering a comprehensive service plan including engineer call outs, parts and labour (excluding batteries).

## Principal / Principal+ Packages

Providing safety compliance and a discount on engineer call outs, for people who prefer a basic service only.

Contact us now for a **FREE quotation and product demonstration...**

**Call:** 01670 352 371 (Option 1) **Email:** sales@aidcall.co.uk



**“Significantly reduce system down time. Over 95% of reported faults are fixed on first site visit!”**

Wireless Nurse Call systems. At the heart of your healthcare operation.

## Affordable

**Designed with you in mind:** Aid Call systems are built in consideration of the financial pressures facing the care home environment. Our innovative features, maintainability and backwards compatible technology mean we are a cost-effective solution. We are also able to personalise our services in order to amplify these benefits.

## Efficient

**Know where you're going:** Your team is only as efficient as the Nurse Call system behind it. Our fast, accurate and reliable solutions get your staff where they are needed, fast. The flexibility of our systems allows us to support you as you grow and expand into the future.

## Wireless

**Advanced communication without the need for cables:** Going wireless brings with it a wealth of benefits. In removing cables and static wiring points from your home, Aid Call wireless Nurse Call systems offer complete flexibility.

## IP Ready

In this ever changing world we appreciate the demands placed on the Healthcare sector not only to keep up with current digital demands but to be ready for any future developments, thereby taking a once 'Estates Department' lead solution closer to an 'IT' solution. As such the TSP system is 'IP Ready' with the ability to network display panels on to your current IT infrastructure, it has call logging software that can be installed on network PCs to access call information and analytics from both on and off site.

## Antimicrobial

**Unbeatable protection:** We embed antimicrobial agents into the casing of all our devices as standard. This prevents the growth of harmful micro-organisms and hinders the spread of infection, helping you to keep your residents safe.

## Powerful

**Enabling total scalability:** Aid Call systems easily adapt to increasing demands and can cope under pressure. They are designed to deal with large volumes of information and will supply reliable communication no matter what.



**Designed with you in mind:** We have designed our wireless Nurse Call systems in abidance with the guidelines laid out within the Health Technical Memorandum (HTM 08-03). As a result, we produce the finest healthcare technology which supports you in your efforts to supply the best standard of care to your patients.



**Detail at your fingertips:** Our systems are programmed to track and record all necessary information. Details of outgoing calls are stored; including the original destination of the call, the exact time the call was made, the particular type of call and the carer specific response time. This protects you and your staff and is an invaluable audit tool.

## Safe

**A system to depend on:** The very purpose of our systems is to ensure the safety of your staff and residents. A strong, reliable wireless connection is maintained constantly to ensure that all calls are registered. Battery replacement warnings and tamper alarms are there to keep our system functioning properly all of the time and staff attack alerts allow your team to work in confidence.

## Telecare

**Limitless care and support:** Complementing our Nurse Call systems is a large range of assistive technology devices. These act to personalise your system to meet the specific needs of your residents. With the ability to add multiple devices quickly and easily, the system can provide unique resident-centred care that can lead to quicker recovery times and preventative support.

SAFETY FIRST

FOLLOW  
US AT

- @ [www.aidcall.co.uk](http://www.aidcall.co.uk)
-  [www.youtube.com/aidcalluk](http://www.youtube.com/aidcalluk)
-  [www.twitter.com/aidcall](http://www.twitter.com/aidcall)



**Legrand Assisted Living & Healthcare**

Blyth Workspace,  
Commissioners Quay,  
Quay Road, Blyth,  
Northumberland  
NE24 3AF  
Tel: 01670 357431  
Email: [sales@aidcall.co.uk](mailto:sales@aidcall.co.uk)

In accordance with its policy of continuous improvement, the Company reserves the right to change specifications and designs without notice. All illustrations, descriptions, dimensions and weights in this catalogue are for guidance and cannot be held binding on the Company. All contents and design presentation included in this publication are © Legrand Electric Limited. All rights reserved. 2018



This document is printed on sustainably sourced paper. Please recycle.