

Introducing Possum Telecare

World leader in Assistive Technology

Possum Limited is a privately owned British company, recognised as a world leader in developing, manufacturing, supplying, installing and supporting Electronic Assistive Technology (EAT).

Possum's range of innovative Enhanced Telecare solutions are used in private homes, residential homes, hospices and other care facilities throughout the UK.

Possum is leading the development of new and innovative solutions to help people with a wider range of needs including the elderly and people with learning difficulties. We assess the needs and abilities of our clients, and train and support them in the use of their equipment.

Possum is a member of the British Healthcare Trades Association (BHTA), the Telecare Services Association (TSA), London Telecare and is a supplier for Buying Solutions, the national procurement partner for UK public services.



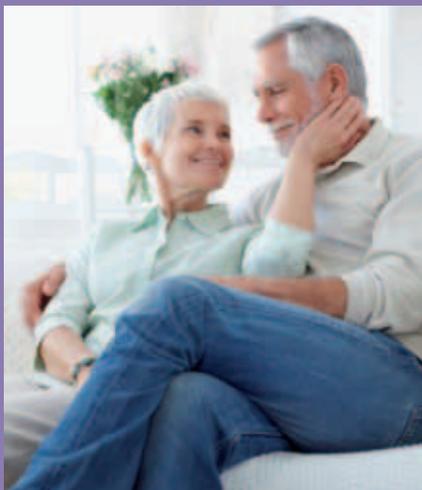
Possum's mission

“The Possum mission is to help elderly and vulnerable people to take control of their lives and enjoy as much independence as possible. Our core values are humanity, innovation, excellence and flexibility.

We are committed to providing excellent customer service, offering unparalleled back-up, maintenance and the dedicated support of our customer service team and network of highly trained field engineers.”

Recognised for innovation

Almost 50 years ago Possum was probably the very first organisation to develop technology to help disabled people. In 2009, we were awarded the Queen's Award for Enterprise in the Innovation category, for the Primo! environmental controller.



The Neo care phone from NEAT

For reassurance, confidence and peace of mind



This summer, having been awarded exclusive UK distribution rights by Swedish firm NEAT electronics, Possum launched the stylish, ergonomically designed Neo Care phone in the UK. It works seamlessly in conjunction with Possum's full range of Telecare safety monitoring alarms and the Possum Info Pager.



For more details, see pages 2-3 ▶

Possum's cutting edge Enhanced Telecare Package...

for complete peace of mind in the home

Possum is proud to introduce the ultimate home safety package, offering vulnerable people complete protection in the home, and the means to call for help in an emergency.

Our complete range of safety monitoring alarms can be linked to the easy-to-activate Neo Care phone and pendant alarm, which will call contacts in an emergency, and can also be co-ordinated using the lightweight and portable Possum Info Pager, which can display the last 16 alarms activated, and can manage up to 64 types of alarm.

Possum's full range of LocalLink safety monitoring alarms and sensors are designed to activate in response to smoke, carbon monoxide, a fall, epilepsy, door entry and exit and many other critical situations. Together, they can provide complete peace of mind in the home.

A selection are shown opposite. For the full range of compatible sensors, developed for very specific needs, please see www.possum.telecare.co.uk

The Neo Care Phone from NEAT

The clever, ergonomically designed Neo Care phone could not be easier to activate. The user simply presses the large illuminated red alarm button on the phone or calls for help using a pendant alarm worn around the neck or on the wrist. The Neo Care phone will then call contacts of your choice such as a call response centre, family members, carers or nurses.

1. ATOM – Portable Transmitter

This portable alarm transmitter may be worn as a pendant or on a strap around the wrist. When the button on the pendant is pressed, an alarm signal is sent to the Neo Care Phone or the Info Pager. A green LED light on the atom indicates to the user that the signal has been received.

2. I-ATOM – Portable Transmitter with Inactivity Sensor

This sensor sends an alarm if the user has not moved for a certain amount of time. This is useful as an indicator of a serious problem such as unconsciousness or a fall, and also indicates if the user is not wearing their alarm.

3. Smoke Detector

This device's clever integrated radio transmitter detects smoldering and open fires which generate smoke. It will

then sound, flash and send a radio signal to the Neo Care Phone or Info Pager.

4. Wrist Worn Fall Detector

This portable trigger has a clever inbuilt detector to detect falls and subsequent lack of movement, when it will automatically call for help. Its flexible, moulded plastic strap is completely waterproof.

5. The Info Pager

The lightweight and portable Possum Info Pager is a useful way to manage the system of alarms and sensors locally within the home. It alerts the carer to an emergency situation, displaying detailed messages of the last 16 alarms, with the dates and times and locations, and includes an assistance button to call another pager. It is possible to connect up to 64 types of activation to every Info Pager.



Safety alarms throughout your home activate the NEO



Our full range of alarms and sensors are designed to meet every possible need.

Our dedicated engineers advise on the most suitable telecare package for the client. The chosen alarms and sensors can then be operated in conjunction with the Neo Care phone or the Possum Info Pager or both.

Meet the Possum team

Possum's Telecare team are available to explain and demonstrate our full range of Telecare solutions. They assist with installation and ensure that the chosen product it is suitable for the needs of the user, providing all important support in the event of any problems or concerns.



Ben Carter
National Sales
Manager – Telecare

In 2010, Ben Carter was appointed as National Sales Manager of Possum Telecare. Ben has worked for many years in the telecare field, and is highly experienced in sales and business development.



Pete Swales
Senior Engineer
– Telecare

Pete works alongside Ben, providing technical support and installation services for our NEAT products. Pete has many years of experience in the service and installation of Possum Assistive Technology, specialising in environmental control systems.



Tim Foulsham
Technology
Manager – ECS

Tim joined Possum in 2004. He draws on 20 years' of expertise in technical solutions and support, providing customers with advice and solutions. Tim also assists in the development of innovative products to address a wide range of customers' and clients' needs.

“Innovation and excellent customer service are aspects of business I hold close to heart, and in Possum with the NEAT product portfolio I feel I have found the perfect partnership.”

Ben Carter, National Sales Manager – Telecare

Neo Phone – Live Testing



As part of stringent testing to ensure full UK compatibility many live test environments were created to see how the Neo Care Phone responded to the UK telephony environment, and the different Telecare call centre alarm receiver and monitoring software currently in use. Central Bedfordshire Careline were more than willing to participate.



“We are always looking for new technologies to better help our Telecare users. The

Possum Telecare Range worked seamlessly with our Jontek Answer-Link 3G System with exceptional speech clarity and many unique features that we feel may help service users and offer different possibilities for the future”.

Tanya Ford Careline Supervisor

“It was vital to ensure our enhanced Telecare range worked well from day one and would therefore like to thank Tanya and the other response centres who offered their help to enable our testing to take place. Following on from all these trials, we can now proudly say our range is compatible with all major Telecare call centre alarm receiver and monitoring software”.

Ben Carter National Sales Manager
– Possum Telecare

The Info Pager Care System



Since its UK Launch the Possum Info Pager has been used in many different scenarios, from the very simple (Pager/ Pendant Solution) to more complex installations.

We have recently been awarded a contract where the Info Pager will provide the “hub” of an enhanced Telecare package in an Intermediate Care Building.

When an emergency occurs, e.g. a user falls, a wireless radio message is sent to the Info Pager, carried by the carer. The Info Pager beeps and vibrates and importantly, it also displays a detailed text message stating the nature and location of the emergency.

The Info Pager also has the facility to call all other pagers held by staff members, providing all important reassurance to

care staff that assistance for them is within easy reach.

Furthermore each Info Pager will integrate wirelessly to all Telecare sensors in each of the 22 bedrooms. Each client has very different needs and the turnover is quite high – therefore a combination of sensors are to be used – these include wireless smoke detectors, wrist worn fall sensors, wireless door alarms, enuresis sensors to name but a few. In total approximately 60 enhanced Telecare sensors will be able to trigger the Info Pagers. We will keep you up to date with future innovative projects we are involved in.

Possum Telecare – Live Trials



One of the first organisations to embrace Possums new Enhanced Telecare technology is Eldercare.

Eldercare has operated a social alarm based business in Rossendale, Lancashire since 1987, and is one of the country's leading service providers in the sector. They are a well-established independent company offering the highest standard of quality and service on a daily basis.

With over 20 years experience of supplying private clients, housing associations and local authorities with a wide variety of services.

Eldercare are constantly on the lookout for new and innovative technologies to enable them to provide the most effective and cost-efficient service to their clients.

Kathryn Spence, *Marketing Manager*

“We have been very impressed with Possum's new range of Telecare products both in terms of functionality and how easy they are to program to our Tunstall PNC and Chubb Saturn Systems”.

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