Help**Livi**

TECHNOLOGICAL ASSISTANCE FOR SOCIAL SERVICES

HELP**LIVI** HELP FOR CLIENTS & STAFF

HelpLivi is a modern wireless system for social services. It ensures the safety of clients and increases their comfort. It makes the work of staff easier and provides important information of care given.

The system is suitable for facilities such as retirement homes, nursing homes and homes for clients with special needs as well as for social services providing personal assistance to clients in their own home.

WHAT DOES HELP**LIVI** OFFER

Calling for Help

Panic buttons for indoor and outdoor use
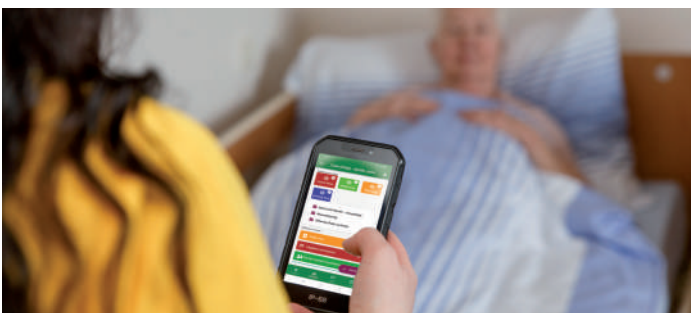
Pages 6–7

Automatic Risk Detection

Warns when disoriented person leaves, fire breaks out, water leaks, etc.
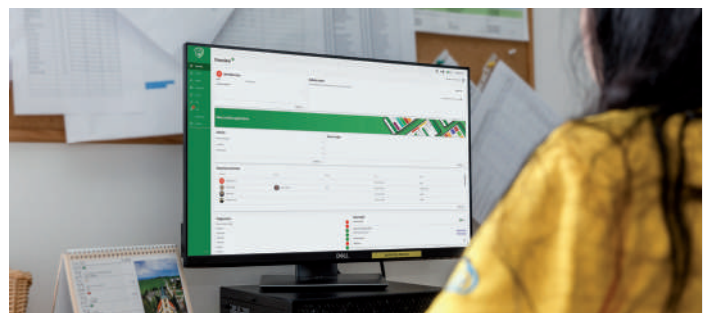
Pages 8–9

Records of Care Tasks

Fast recording of activities in the mobile application after NFC chips are read

Pages 10–11

Assistance for Effective Care

Task planning, comments saving, employee communication via chat

Pages 12–13

REASONS TO BUY HELP**LIVI**

WIRELESS SYSTEM
Simple installation of all components. Simple to adapt or broaden the whole system.

WIDE RANGE OF DEVICES
Panic buttons and sensors developed for various client needs.

DETAILED OVERVIEW
Immediate staff notification. Retroactive overview of operations.

SIMPLE OPERATION
The system is simple to work with. Customer support and 24/7 technical supervision.

HOW DOES HELP**LIVI** OPERATE?
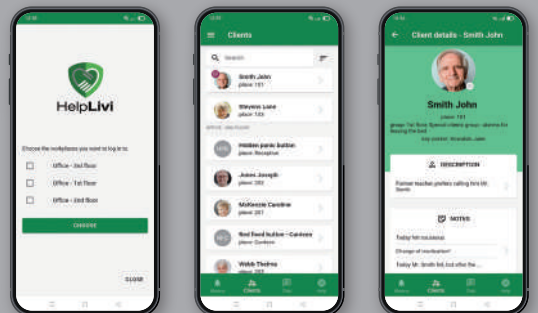
INDOOR PANIC BUTTONS
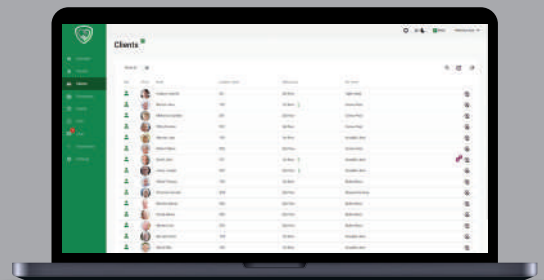
DETECTORS/SENSORS

NFC CHIPS

OUTDOOR GPS BUTTONS

MOBILE APPLICATION

WEB APPLICATION

CLOUD NAM SYSTEM

WIRELESS TECHNOLOGY THAT HELPS

Portable personal button

Call for help anywhere in the building by pressing.

Portable button/bracelet

Call for help anywhere in the building by pressing. Always on the client´s wrist.

Portable GPS button
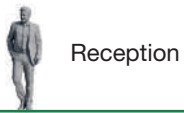
Call for help outside by pressing. Displays the GPS location of the client. Telephone call option.

Fixed button
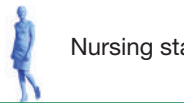
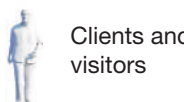Call for help by pressing button fixed by bed, in bathroom, in corridors, etc.

Reception

Nursing staff

Clients and visitors

HelpLivi receiver/transmitter

Ensures data transmission of information from active devices to the HelpLivi system.

Mobile and web application

Clearing of alarms. Recording of tasks done. Immediate overview of clients and staff.

Exit detector

Raises an alarm when vulnerable clients exit the building (e.g. dementia sufferers).

Smoke/fire detector

Immediately raises an alarm if smoke is detected and also sets off a loud audio alarm at the scene.
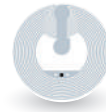
Fixed button with cord

Call for help by pulling the cord. Ideal for showers.

Bedside fixed button

Call for help by pressing directly from bed. Button is fixed to holder by magnet.

NFC chips

Used to record care tasks via mobile app. Placed in client´s room.

Universal transmitter

Allows the connection of further technology (e.g. boiler, air conditioning) to HelpLivi system.

Water leak detector

Raises an alarm when water is detected on the floor e.g. in bathroom, laundry.

Bed leaving detector

Raises an alarm if client is out of bed for longer period of time.

Open door detector

Raises an alarm if a door is opened during a monitored period of time.

Temperature/humidity detector

Constantly monitors temperature and humidity. Raises an alarm if set limits are exceeded.

CALLING FOR HELP VIA PANIC BUTTONS

Panic buttons are designed for calling staff for help. Clients can use **portable buttons**, allowing them to move freely around the building. **Portable GPS buttons** also operate outside of the building. **Fixed buttons** are installed in bedrooms, bathrooms and corridors. Thanks to simple installation, the placement of buttons can be changed according to current needs.

When a client presses a panic button, the staff can **immediately see an alarm** via the HelpLivi application. Staff see who raised the alarm and can go to resolve the situation. Before closing an alarm, staff have the option to write comments.

The web app gives **detailed overviews** about which client called for help (and when) plus what kind of help was provided (and by whom).

CALLING HELP FROM WHEREVER - VARIOUS BUTTON OPTIONS

HOW DOES IT OPERATE?

1.

CHOOSING BUTTONS
Choose buttons for clients according to their needs. Assign buttons to clients on the web application.

2.

CALLING FOR HELP
If a client presses a button, an alarm is raised in the app. Alarms can be grouped into workplaces or times.

3.

ALARM DETAILS
Staff have information in the application about clients and buttons pressed.

4.

ALARM TAKEOVER
Staff can see if another colleague has accepted the alarm. They can see what is happening.

5.

CONCLUDED ALARMS
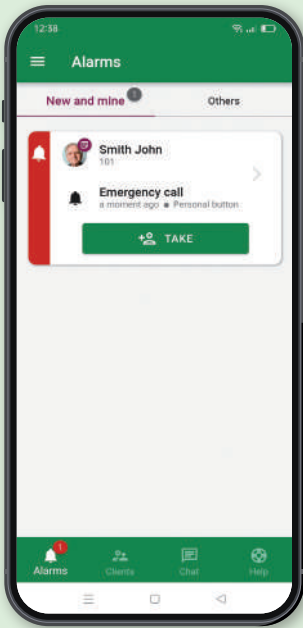After assisting, staff can add comments and then simply conclude an alarm.

6.

DISPLAY OF HISTORY
The history of alarms, including detailed information, is available in the web application and can be exported.
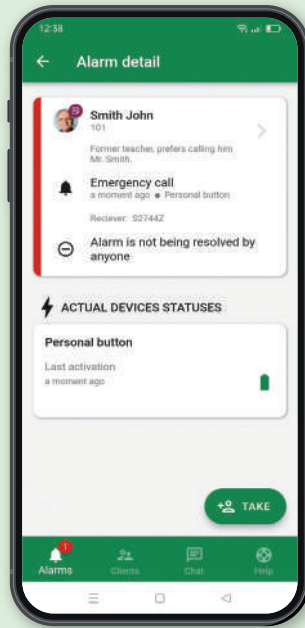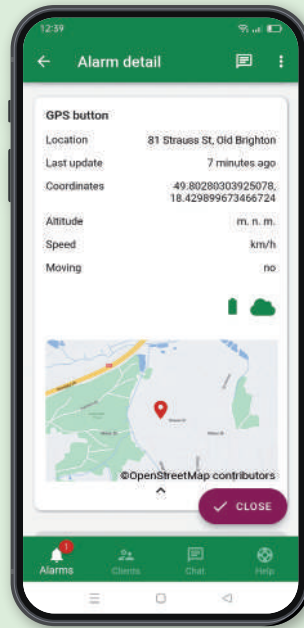
SIMPLE RESOLVING OF ALARMS

NEW ALARM
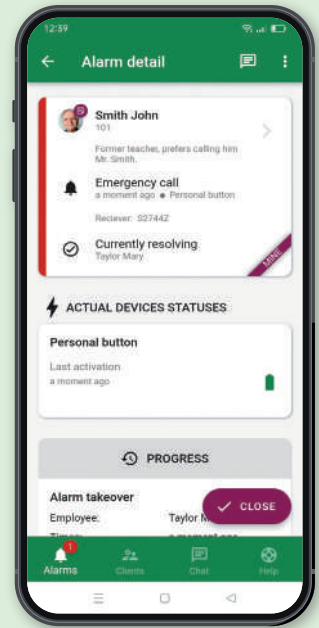The most important information for fast alarm resolving.

ALARM DETAILS
Current information of client button pressed.
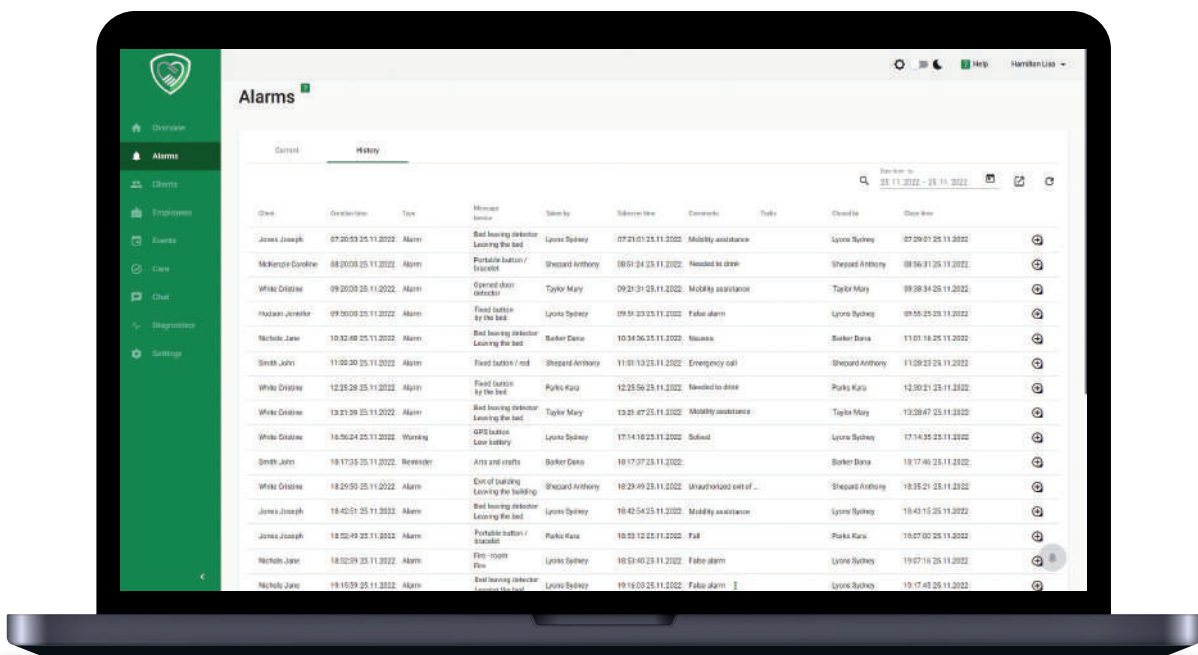
GPS BUTTON DETAILS
Display of last location, telephone call option.

CONCLUDED ALARMS
Simple closure of alarms and option to add comments.

RECORDS OF ALARM HISTORY

Display of alarm history – which client, how and when an alarm was raised, which employee accepted the alarm and when/how they resolved it. Can be filtered according to client or employee. Can be exported.

AUTOMATIC DETECTION OF RISK SITUATIONS

Standard panic buttons may not be sufficient in some situations and cannot ensure 100% safety of the client. Here it is suitable to supplement the system with **the automatic detection function**, which is not dependent only on the input of a person.

Wireless smoke/fire detectors and water leak detectors protect the building against damage and may also save lives.

Sensors **detecting when a bed, room or building** have been left are suitable for monitoring disorientated clients. These use the latest technology and protect against unwanted wandering or leaving the building.

The temperature/humidity detector ensures even greater comfort for your clients.

Each device will **raise an alarm** in the HelpLivi application if it detects a potentially dangerous situation. Staff know exactly where the problem is and can immediately go to the scene to assist.

FAST REACTION TO POTENTIALLY DANGEROUS SITUATIONS AND PROBLEMS

MAIN ADVANTAGES

SIMPLE INSTALLATION
Detectors are wireless – simple to install and can be placed in different places at any time.

MONITORING SETTING
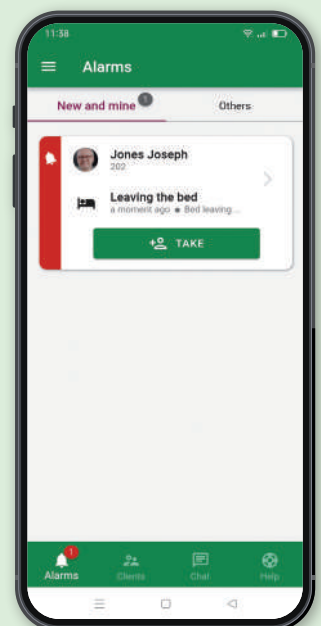Specific periods, when detectors should be ready to send alarms, can be set in the web application.

PROTECTION OF VULNERABLE CLIENTS
Disoriented clients can be kept under closer control limiting nighttime wandering or leaving the building.

BUILDING PROTECTION
Fast reaction to life or property threatening situations.

DETECTOR ALARMS
Alarm information – client or place.

Water Leak Detection

Detectors are placed on the floors of rooms where flooding could occur. An alarm is raised when the sensors on the bottom of the device come into contact with water.

Smoke/Fire Detection

The detector can be easily installed anywhere where there could be a risk of fire. If smoke is detected, the detector sets off an audio alarm and sends an alarm to the application. It also warns of unauthorized manipulation and weak battery status.

Building Exit Detection

The camera and communication gateway are placed at the building exit. Photos of vulnerable clients are stored in the web application. The camera continuously scans people and evaluates their details. In case of a match, an alarm is raised with the name of the person and the exit name.

Detection – Leaving the Bed Detection

The detector is placed under the leg of the bed. The monitoring period is set (e.g. night time). The detector continuously weighs the beds (including the client). If the client leaves the bed for longer than a pre-set time, an alarm will be raised.

Detection – Opened Door Detection

The sensor is fixed to the door that should be monitored. The period that the door should be monitored for is set in the web application (e.g. night time only). If the door is opened (the client leaves the room), an alarm is raised.

Uncomfortable Temperature/Humidity Detection

The sensor is placed in a room where temperature and humidity should be monitored. The device continuously measures and controls preset values and if these are exceeded, an alarm is raised.

RECORDING OF CARE TASKS USING NFC CHIPS

The mobile application, together with NFC chips, allows the recording of tasks done. **No need to use extra readers** or other devices.

The whole process is **fast and simple**. Staff do not need to spend time writing down the tasks and instead can attend to clients.

The NFC chip is scanned by a mobile phone/device and the task carried out selected. As the chip placed in the room of the client has got an unique ID, this acts as confirmation that the carer was actually at the client.

It also records the **time taken** to complete a task. Depending on access rights, staff can also edit and store tasks directly into the application (also for more clients at one time).

A major advantage is that this recording works when the mobile application is **offline**, and so there is no need to worry about short internet outages or the work of staff being held up.

FAST AND SIMPLE RECORDING OF CARE TASKS

HOW DOES IT OPERATE?

1.

CARE SETTING
Assign chips to clients in the web application and then set tasks and frequency of these.

2.

CHIPS PLACING
NFC chips are stuck or installed easily in the client´s room.

3.

CHIPS SCANNING
Before carrying out a task, the carer scans the chip with their mobile device and a list of tasks for this client are shown.

4.

TASK SELECTION
The carer selects specific tasks or routines and saves their selection.

5.

RETROACTIVE EDITING
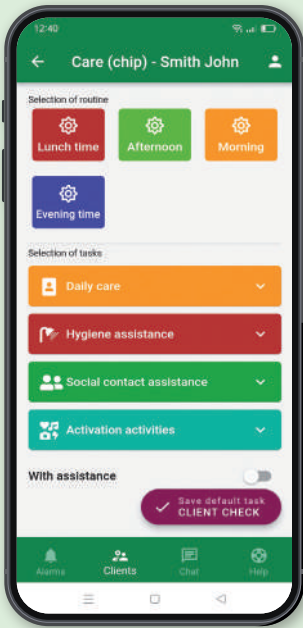It is possible to edit records retroactively in the application (depending on access rights).

6.

CARE OVERVIEW
You can find an overview of tasks done in the application and verify if everything was done as it should have been.
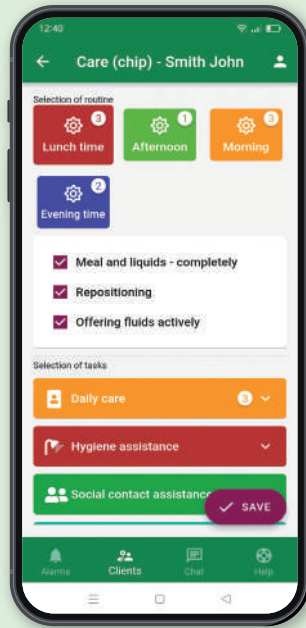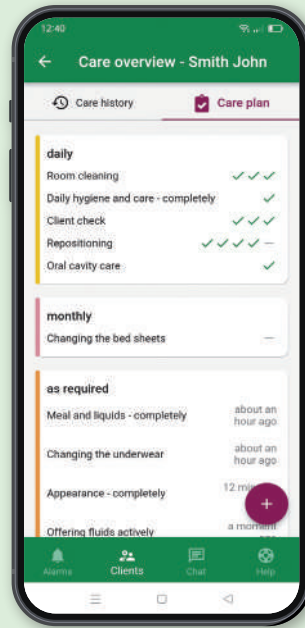
INTUITIVE TASK RECORDING

LIST OF TASKS

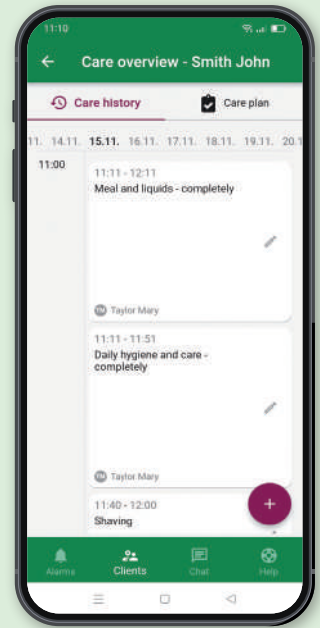Tasks displayed after scanning NFC chips at client, simple selection of tasks performed.

SELECTION OF ROUTINE

This groups repeated routines together making it quicker and easier for staff.
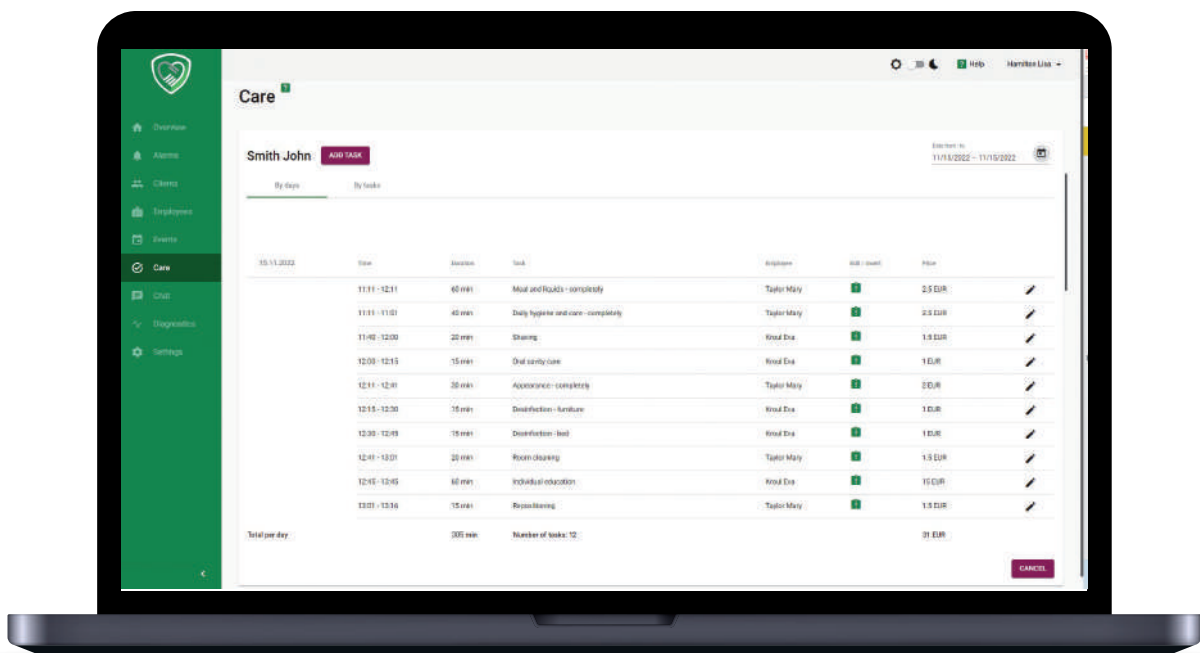
TASK OVERVIEW

List of planned tasks, which have been performed (and when).

TASK HISTORY
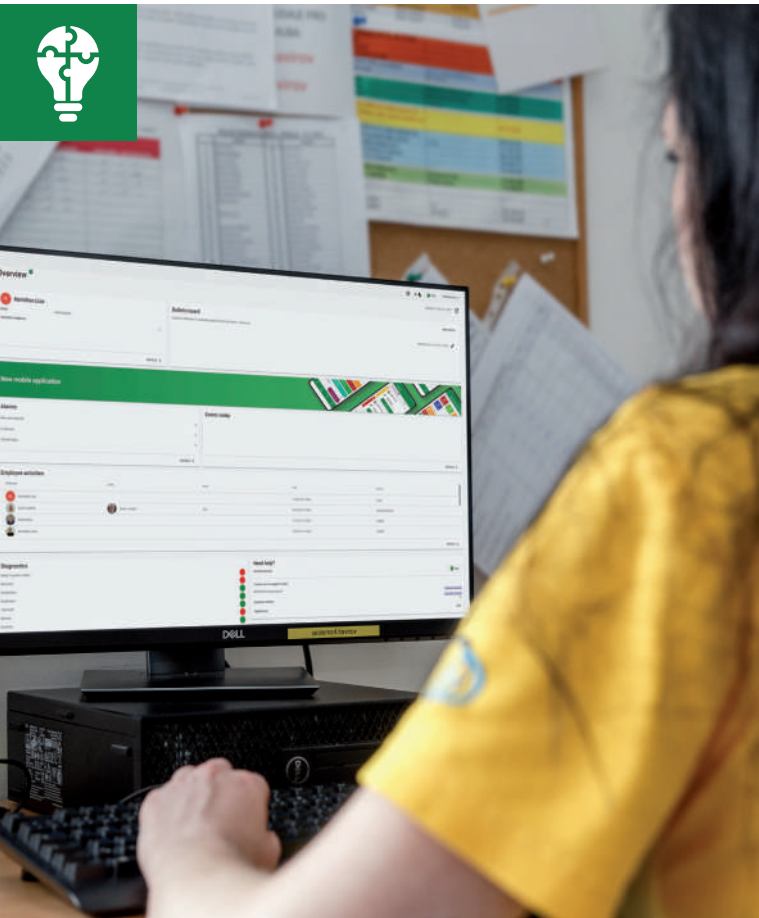
Overview of tasks performed and the option to edit these.

DATA REPORTS ABOUT TASKS PERFORMED

Display of tasks performed – comparison of tasks performed at the client with planned tasks.
Overview of the work of individual staff including time records and time taken to complete tasks.
Can be exported.

ASSISTANCE FOR EFFECTIVE CARE

The special functions of the **HelpLivi application** allow easier passing on of information and communication among staff ensuring better planning of the day.

The mobile application serves as an aid to staff so that they have all important information at their disposal, wherever they are. Via the application, they can see, for specific clients, what **activities** are planned, what **tasks** are to be performed or look back at the **history** of activities.

If someone wants to add important information for other staff, they can **save comments** or write to the **chat**.

The **web application** has got the same functions offering an even clearer data summary of specific clients and staff.

EASIER PLANNING AND BETTER COMMUNICATION

WHAT DOES THE APPLICATION OFFER?

ACTIVITY PLANNING
Recording of important activities (visits, doctor). Repeating of activity settings is possible.

REMINDERS
In preset time periods, staff can receive notification of upcoming activities.

COMMENT SAVING
Important information about clients that you need to quickly share among staff.

FAST COMMUNICATION
Chat function for sharing information among staff.

CLIENT OVERVIEW
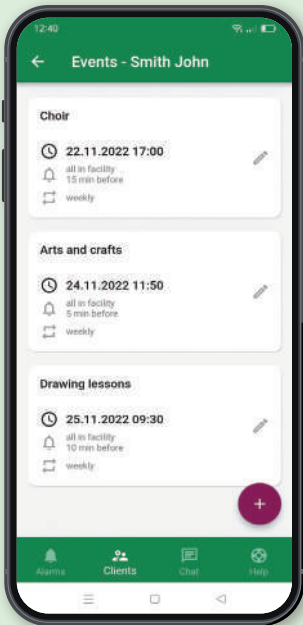All information about clients and staff in one place.

CLIENT HISTORY
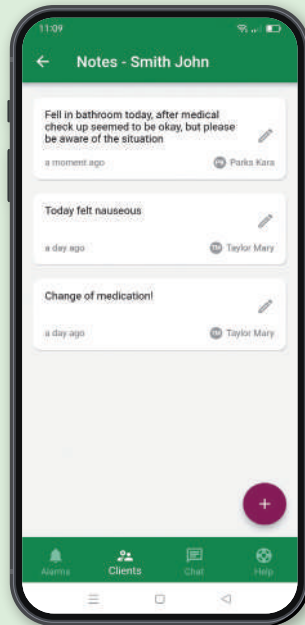Detailed information about what has occurred at the client.
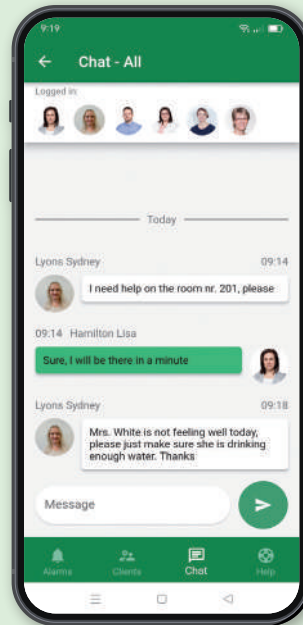
EVERYTHING **IMPORTANT** CLOSE AT HAND

CLIENT ACTIVITIES
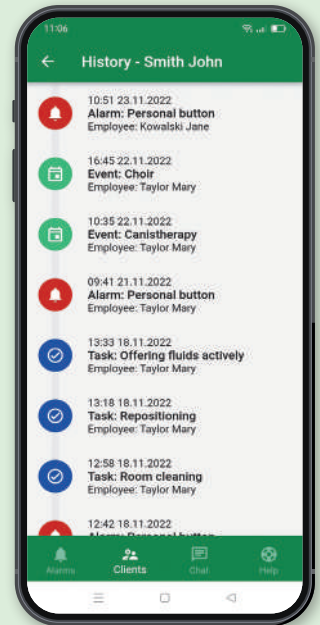List of planned activities. Option to create more activities.

COMMENTS ON CLIENTS
Saved current comments. Information passed among staff.
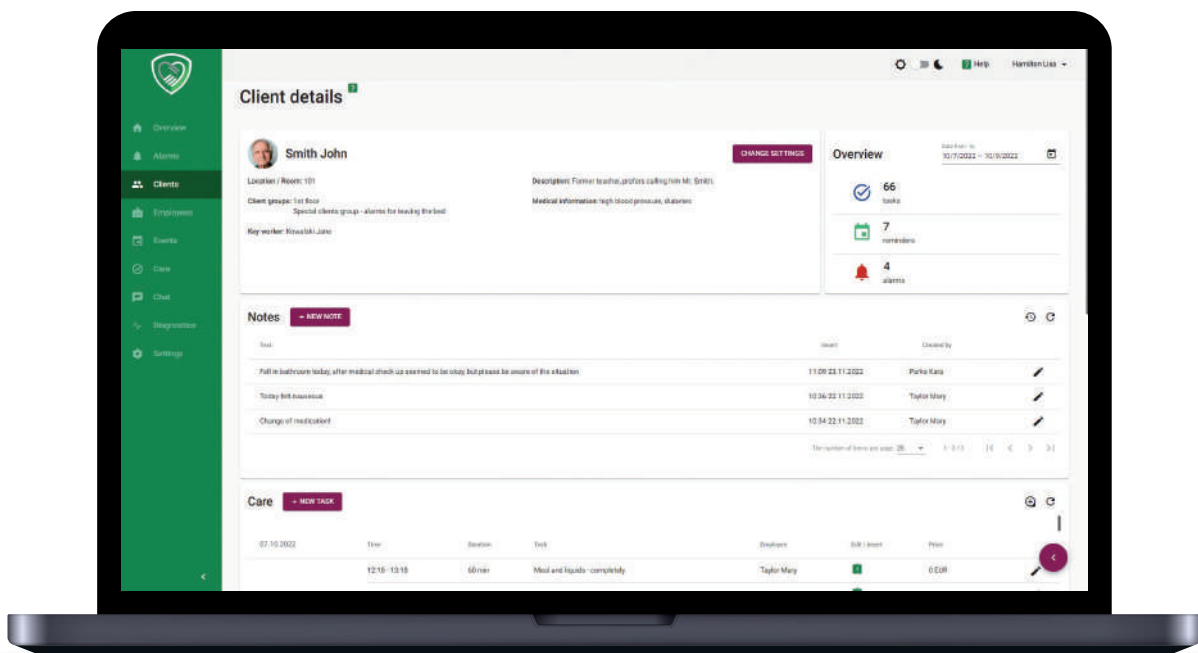
CHAT
Text communication within the workplace or whole building.

HISTORY
Client and staff history – list of alarms, activities, tasks.

ORGANIZED **SUMMARY OF INFORMATION**

Overview of clients and staff displays all information together – alarms, tasks, activities, etc.

APPLICATION FOR ADMINISTRATION AND DAILY WORK

Use the web and mobile applications to improve the care of clients and the quality of the work of staff as these applications include many **useful features**.

The mobile application serves to accept and **resolve alarms** triggered by panic buttons or sensors. Using this, staff can also **record tasks**, plan activities, chat with colleagues, etc.

The web application serves to set the whole system according to specific needs. It offers a range of **management overviews** of data about clients and staff. In the **diagnostics module** you can see the current status of the system and receive notifications of deficiencies.

We care about security and protection of data. Nobody without authorization will be able to get into the system.

APPLICATIONS HELP STAFF AND MANAGEMENT

SIMPLE SETTING
The whole system is simple to administrate.

INTUITIVE OPERATION
Applications are designed so that anyone can work with them.

SUMMARIES OF INFORMATION
All data of the running of the home clearly and in one place. Retroactive records of alarm history, tasks completed, etc.

CONTINUOUS OVERVIEW
Thanks to the mobile application, staff know what is happening anytime and anywhere.

COORDINATION
Assigning of clients to workplaces according to time schedules (e.g. day/night shifts). Alarms are received by staff there.

SECURITY
The whole system is secure and in harmony with GDPR. All accesses are being authorized.

SERVICES THAT ENSURE THE SMOOTH RUNNING OF THE SYSTEM

We are a Czech company and have developed HelpLivi on the basis of cooperation with our customers. That is why we listen and try to adapt the system as much as possible according to your needs. We react to change and adapt hardware and software accordingly.

It is important for us that HelpLivi truly helps you and that you enjoy working with it. To do this, **our consultants** will help set everything, give detailed training and be at your disposition if you have got any questions.

For fast help and better understanding of the system, you can also use the **detailed guide** and video manuals.

The technical status of the system can be controlled in the web application where you will be notified of everything by the diagnostics (e.g. weak battery) or you can use our **24/7 technological surveillance**.

WE ARE ALWAYS ON HAND TO HELP FIND THE SOLUTION THAT IS RIGHT FOR YOU

MAIN ADVANTAGES

GUIDANCE
If you do not know something you can find clear guidance in both applications.

CONSULTANTS
HelpLivi consultants are at your disposition who will train you, help with settings and who will be on hand.

TECHNOLOGICAL SURVEILLANCE
We keep technological surveillance over the system 24/7. We solve any technical problems immediately.

REVIEWS
We provide regular maintenance and checks for customers with service contracts.

REPAIRS
If a product breaks down, we will repair it or provide replacement parts.

DEVELOPMENT
We continuously develop the whole system according to your requirements. We search for and utilize the latest technology.

NAM system – a Czech Producer of Monitoring Technology

We started to develop software and hardware in 1990 and today are ranked among the most stable companies on the market in the Czech Republic and Slovakia.

We supply technology for Alarm Receiving Centres and systems for monitoring mobile objects – vehicles, machinery, valuables and people.

Further solutions that we can offer you:

GUARDING VALUABLES

Guarding items against theft. Notification of detected movement is immediately sent to the application. GPS location if something is stolen.

MONITORING VEHICLES

Overview of vehicle trips, who, when, from where and to where. Driver ID in the vehicle using NFC chips. Automatic logbook.

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Do you want to learn more?

Take a look at:
www.helplivi.com