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, and speeding 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.

LEGEND’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 Tynetec, Jontek and Aid Call. 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.
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About us

Tynetec designs, manufactures and supplies innovative digitally enabled care solutions to a range of sectors including Councils, Local Authorities, Housing Associations, Public and Private Sector Organisations and Charities across the UK.

Tynetec specialises in At-Home Alarm units and TECs devices that work together seamlessly to empower individuals supporting themselves in their own home. The brand also comprises of a range of Assisted Living, Supported Housing and Access Control Systems, designed to ensure that our customers have flexible and future proof options to effectively support their residents.

With over 40 years’ experience in delivering outstanding, innovative products that clearly set the standard for others to follow, Tynetec 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 are able to deliver tomorrow’s technology today.
INDEPENDENCE AT HOME
Technology enabled care services help to support and enhance the opportunity for people to continue to live in their own home and/or maintain an independent lifestyle with the appropriate level of carer support.

Our range of Reach at-home alarm units and compatible personal wellbeing and environmental sensors have been designed to work over analogue and digital infrastructures, with the ability to connect seamlessly to almost any alarm receiving centre platform or can be routed to a carer or relative.

SUPPORTED HOUSING
Supported housing incorporates all types of core and cluster housing, managed schemes and extra care developments and these establishments need to ensure they have the most appropriate technology to support their residents.

Tynetec’s Advent XT systems enable residents to remain independent in their present situation and also provide a future proof, flexible option that can be tailored to incorporate additional functionality and TECs devices should an individual’s needs change.

END TO END DIGITAL SOLUTIONS
Jontek provide alarm monitoring and response centres across the whole of the UK. The Answerlink platform incorporates TECs, telehealth and m-Care using the very latest digital technology. All Tynetec products are designed for interoperability and can therefore provide true end to end digital connectivity when linked to the latest Jontek platform.

CONNECTED HOMES
The connected home utilises the internet of things to help to adapt the home environment to an individual’s personal requirements. Systems can provide fully integrated intelligent control over both the dimming and switching of lighting, and other solutions such as AV, heating, security, door entry and next generation TECs. You can start small or scale up to full home automation.
Who uses our products?

Our products can be used by anyone at any age, they are all designed to empower individuals to remain independent in their own living environment for as long as possible...

The elderly

“I recently had a stroke which resulted in me spending some time in hospital. Whilst there my social worker suggested that I consider using a TECs service once I returned home.”

Those with Epilepsy

“For years I was able to live a normal and independent life until one day I woke up in the back of an ambulance to learn that I’d experienced an epileptic seizure.”
Anyone with a range of disabilities

Those with Dementia

“I have been suffering with ill health for over 15 years now and one area that I struggle with is medication. If it wasn’t for my TECs products, my wife would have to give up work to care for me.”

Families

“I’m a happily married mother of two but I suffer from FND (Functional Neurological Disorder). It falls under the umbrella of ME, chronic fatigue syndrome, movement disorder and collapses.”

Young people

Carers

Residents of all ages in supported housing schemes
What is happening?

Analogue technology has been used to operate Technology Enabled Care services (TECs) across the Public Switch Telephone Network (PSTN) in the UK for over 40 years.

A recent statement from OFCOM\(^1\) stated that all existing analogue telephone lines will be replaced with digital (IP) Internet Protocol infrastructures in the coming years.

The TSA\(^2\) stated in their recent white paper that all analogue lines would be switched off by 2025 and in some areas of the UK this work is expected to be completed sooner.

What does this mean for TECs?

This changeover has important implications for existing analogue Assisted Living & TECs solutions. In many cases, products will continue to operate but may become less reliable and more complex to install and manage.

In summary, we need to transition to dedicated, digitally enabled services and solutions to support our current and future service users.

What are the benefits of going digital?

As leaders in digital building infrastructures, Legrand already offer a comprehensive range of digitally enabled solutions tailored to commercial, residential and industrial buildings.

More importantly however, we have been working tirelessly in recent years to develop a new range of solutions to support TECs as we begin the transition from an analogue to digital infrastructure. Digital technology has the ability to revolutionise the way in which we deliver care to our service users. For example, in comparison to outdated analogue technology, a digital IP solution offers the benefits of:

- Always being “on” and connected
- Improved speed of connection
- Reliability of communication
- Simultaneous calls
- Handling large volumes of data
- Efficient installation
- Early indication of loss of communication
- Ability to deliver new digital services
- Increase operational efficiencies

\(^1\) Ofcom : The Future of Telephone Services - PSTN Replacement and the Issues for Telecare (14th October 2016)

\(^2\) TSA : Connecting People, Improving Lives - A Digital Future For Technology Enabled Care (October 2017)
The possibilities are endless in order to support digital products and services, therefore we need to ensure that we have a secure, robust and reliable infrastructure on which they can be supported.

At Legrand, we have developed a cloud based digital ecosystem which allows us to integrate simple digitally enabled devices in the home or grouped living environments with other systems and services such as monitoring centres, connected homes, apps and mobile applications.

**WHITE PAPER: HELPING TO INFLUENCE AND SHAPE THE DIGITAL FUTURE**

We work closely with the TSA and were recently part of a think tank meeting which resulted in the publication of a white paper entitled “Putting People First: Commissioning for Connected Care, Homes and Communities”
Supported Housing

What is Supported Housing?

Supported housing incorporates all types of core and cluster housing, managed schemes and extra care developments, often with onsite carer support. Residents within these establishments often require additional support and may have a wide range of needs. Our range of supported housing solutions can be configured to operate on their own or can be combined with TECs or door entry systems to enable people to remain independent in their present situation but provide future proof, flexible options that can be tailored to incorporate additional functionality should an individual’s needs change.
Advent XT

Tynetec’s Advent XT is the market leading grouped living alarm and communication system. It consists of a resident intercom which is linked directly to an onsite scheme management handset and touch screen manager’s panel. The system connects offsite to a 24 hour monitoring and response service.

For those customers who require a building wide door entry system, the Advent XT system can be expanded to include a fully integrated door entry system, reducing the need for two separate infrastructures and therefore keeping installation costs to a minimum.

The Digital Communicator

The digital communicator protects current and future investments by digitally enabling existing Advent XT or XT combined systems for use with next generation digital networks. It can be retro fitted onto existing Advent XT installations or can be built into new systems and activated when a scheme is ready to move to a digitally enabled monitoring and response service.

COMPATIBLE WITH TECS & CLOUD BASED PREDICTIVE TECS MONITORING

Advent XTe

The complete solution for mixed tenancy housing environments.

Providing combined door entry and environmental monitoring solutions in one integrated package, Advent XTe is a system combining door entry with an early warning environmental solution that connects and monitors a range of devices within the home including; Smoke, Heat, Gas, CO and flood.

Should a device be triggered, an alarm call will be made to an off-site monitoring service where the call can be triaged and the appropriate response initiated, thus helping to reduce false calls to the emergency services whilst providing an early warning indication of other potential problems. Advent XTe supports most traditional grouped living infrastructures and is suitable for any environment with multiple dwellings that require a door entry system including; sheltered housing schemes, tower blocks, core and cluster housing, student accommodation and shared homes.
Independence at Home

What are Technology Enabled Care services?

More than 90% of people say they want to live independently in their own home for as long as they possibly can. TECs is a service that helps to support and enhance an individual’s daily life by enabling them to continue to live in their own home and maintain an independent lifestyle with the appropriate level of monitoring and carer support. By using a Reach At Home Alarm combined with a personal pendant and range of connected TECs devices that monitor activities of daily living, the TECs user can be assured of total peace of mind, knowing that help is always available should they need it 24 hours a day, 7 days a week.

Who uses TECs?

TEC services are customisable and can be adapted to meet the user’s needs. Individuals who could benefit from using TECs are those who are vulnerable or at risk, have a range of disabilities, learning difficulties, sensory impairments, limited mobility, are at risk of falling, frail or live alone.
Reach IP
Digital At-Home Alarm

As we move away from traditional analogue infrastructures, it’s vitally important that we maintain life critical connectivity when it comes to the provision of Technology Enabled Care services. The Reach IP at home alarm connects seamlessly over air to any digitally enabled alarm receiving centre using the latest in digital IP protocols. With the Tynetec Pulse, cloud based device management portal, the unit can be configured and managed remotely, delivering greater efficiency during the installation process. With its elegant design and metallic finish, the Reach IP would never look out of place in anyone’s home.

PULSE MANAGEMENT SYSTEM
The Pulse Device Manager is a cloud-based application that allows customers to remotely manage their Reach digital products.

Reach & Reach Plus
At-Home Alarms

Tynetec’s comprehensive range of At-Home Alarm units means there’s a product for every customer’s requirement. The Reach acts as a personal communication hub, allowing local TECs devices to be connected to it and generating an alarm call to a monitoring centre or to an individual’s carer or family member in the event that the service user requires assistance.

The Reach Plus with its enhanced functionality is able to support those with much more complex needs.
In order to support both supported housing and independent living, Tynetec has a comprehensive range of devices that can seamlessly connect to an Advent XT network receiver or a Reach at-home alarm unit. Devices can be configured to automatically initiate a call to an alarm receiving centre or personal recipient. Alternatively, they can be installed to passively monitor the activities of daily living, logging all data to a cloud-based server for further analysis.

As technology evolves, Tynetec’s range of devices continues to grow. The Internet of Things combined with digital connectivity offers new advanced capabilities for wearable devices, environmental sensors, personal wellbeing solutions and medication compliance.
SOCIAL & DIGITAL INCLUSION

A cloud-based social inclusion system accessed on a digital tablet that offers a range of apps to support both the resident and their landlord.

The systems offers daily reminders, video calls to carers and family members, access to maintenance services along with a host of other apps including I’m OK and an onsite notice board.

CLOUD BASED PREDICTIVE TECS MONITORING

Monitors the daily activity of all devices installed within a person’s property whether they be TECs, Telehealth or Daily Living Devices (visit www.tynetec.co.uk for more information)

INTEGRATED GPS LOCATION SERVICES

GPS solutions that work inside or outside of the home, that can generate automatic reports and audit trails, raising the alarm if necessary and providing Geo fencing for people at risk of wandering.

SOCIAL & DIGITAL INCLUSION
End to End Digital Solutions

Jontek Answerlink
Supporting analogue and digital connectivity through one single platform.

Jontek provide Assisted Living Alarm Monitoring and Response Solutions to monitoring and response centres across the UK and Europe. The Answerlink platform is designed to incorporate TECs, telehealth, lone worker and m-care services. Using the very latest in digital technology, the system is fully compatible with all of the latest TECs alarm equipment and is future proofed for use with next generation networks.

Answerlink Key Features include:
- Digitally Enabled Protocol Handling
- Analogue Protocol Handling
- Email Integration
- Call Conferencing
- Integrated Incident Logging Module
- Mini Document Management System
- Flexible Reporting
- Archived Service User, Viewing and Reporting Facility
- Voice Recorder Integration
- Service User Mapping for Responders, with Directions
- Door Entry Video Support
- Text Messaging Manager
The connected home or smart home utilises the Internet of Things to adapt the home environment to meet an individual’s personal needs or requirements. Connected intelligent systems can be installed within a home environment to fully integrate control over dimming and switching of lighting, AV, heating, energy efficiency, home automation, security and door entry and even next generation assisted living and TECs devices. Dependent on your needs you can start small or scale up to full home automation.

ON DEMAND

In order to best support our customers with access to the latest user and installation guides for all of our products, we are pleased to announce that they can all be accessed 24 hours a day, 7 days a week by visiting our On Demand service:

www.tynetec.co.uk/on-demand
LEGRAND - THE HOME OF ASSISTED LIVING AND HEALTHCARE

ASSISTED LIVING & TECs
TRUSTED TECHNOLOGY. CARING FOR PEOPLE

Assisted Living is the use of Technology Enabled Care services to support and empower individuals wishing to continue living in their own home and/or maintain an independent lifestyle with the appropriate level of carer support.

NURSE CALL SYSTEMS
SAFETY FIRST

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, hospices and hospitals in both the private and public sectors.

MONITORING CENTRE SOLUTIONS
CARING THROUGH INNOVATION

Jontek provide Assisted Living Alarm Monitoring and Response Centre solutions, incorporating TECs, telehealth and m-care to over 60 organisations across the UK. We are experts in our field, focusing purely on developing, installing and supporting the most advanced monitoring systems that are available 24 hours a day, 365 days a year.