

Chubb

Community Care



CareUnity Digital



CS Digital Warden Call



Care Control

Care Control Monitoring Platform

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Chubb Community Care - Introduction

- **50 years providing Assistive Living Solutions**
 - Chubb Community care can provide the **full end to end telecare solution**. For example, telecare devices ad sensors, social alarm units, warden call systems, nurse call systems, and alarm monitoring platforms (ARC)
- **UK In-house Product / Solution Design and Technical Support Teams**
 - Our UK based in house Product / R&D team are all Assistive Technology specialists who work closely with our sales staff and our customers to ensure that our products meet their needs and innovation is at the heart of our designs.
 - Chubb are active members of the TSA technical advisory groups such as the development of common communication protocols
 - UK based technical support team available of the phone to assist with all Telecare queries
 - Chubb follow stringent testing and quality process to make sure that our products are robust providing users with reassurance and peace of mind
- **UK Field Project Installation and Service teams**
 - Knowledgeable and vastly experienced Community Care specific engineers cover the whole of the UK 24/7 providing proactive and reactive maintenance services
 - Chubb Community Care projects receive a dedicated Project Manager to guide customers through their installation
- **Chubb Monitoring Services**
 - TSA Gold standard 24/7 365 days a year Chubb Monitoring and Response Centre based in Leeds

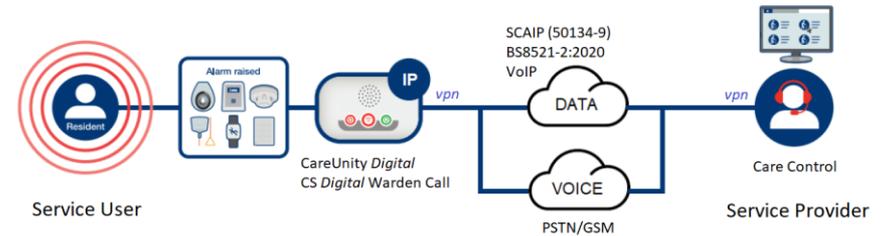


Chubb national branch network



Care Control Overview 4th Gen Chubb Monitoring Platform

- Used by Service providers in UK and EU
- Fully scalable solution
- Supports both Analogue / Digital Telecare
- 32 Concurrent Call Handling operators (either local or remote)
- Supports many Concurrent Users / Administrators interacting with the software
- Integrated Main, Backup and DR systems
- Cloud-based version – Customer Testing
- UK In-house Design team can add Customer specific features



Chubb Care Control Centre

User: Client Details Shortcuts Silence Help CHS

Client Details - ID000008006153

Title	Forename	Surname	Known as	Age	Active	Address:	F1
Mr	David	Cross	Dave	40	Yes	Southpoint Industrial Estate	
						Foreshore Road	
						Cardiff	
						CF10 4SP	

Property | Mr David Cross

Region: [Dropdown] On Hold Ch: [Dropdown] Telephone Description: [Table]

Area: South OS Location: [Text] Number: [Text] Extension: [Text]

UPRN: [Text] Equip. Type: CAREUNITY DIGITAL

Log Date	Log Time	Alarm Ident	Alarm Code	Call Reason	Location	Answered	Closed	Note
08/01/2021	14:50:39	ID000008006153	Personal Trigger 1	Going Out	Study	14:50:42	14:51:24	
08/01/2021	14:48:10	ID000008006153	Fixed Trigger 1	**Test Call	Unknown Location	14:48:28	14:49:23	Test c
06/01/2021	09:28:37	ID000008006153	Smoke Detector	Alarm Auto Answered	Bed room	09:28:37	09:28:37	Syster
05/01/2021	11:24:12	ID000008006153	Smoke Detector	Alarm Auto Answered	Bed room	11:24:12	11:24:12	Syster
05/01/2021	01:38:34	ID000008006153	Personal Trigger 1	Alarm Auto Answered	Study	01:38:34	01:38:34	Syster
05/01/2021	00:37:11	ID000008006153	Personal Trigger 1	Alarm Auto Answered	Study	00:37:11	00:37:11	Syster
04/01/2021	00:37:11	ID000008006153	Personal Trigger 1	Alarm Auto Answered	Study	00:37:11	00:37:11	Syster

Call Action | Note

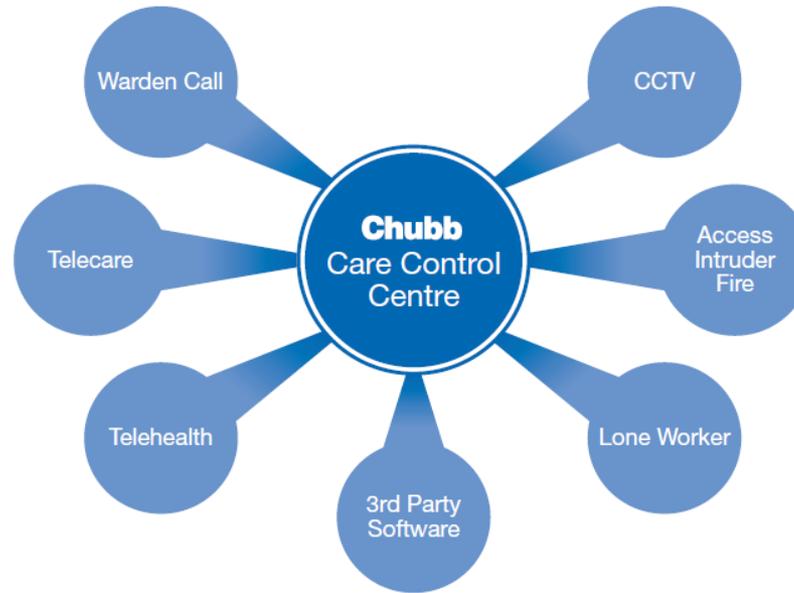
Call Closed Operator closed call to ID000008006153 at 08/01/21 14:51:24

Chubb

User : JULIAN EDGE (SIP) : sip:1000@www.chubbvoip.com gsm:0777047 Dial Telephone Number Mode: Browsing Mon, 11, Jan, 2021 - 09:00

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Care Control Overview Features



Simple User Interface / Workflow



Real-time alarm event monitoring



Client & Stock Control Management



Document Management System



Voice Recorder Integration



Full Audit & Reports Facility



Conference Calling Facility



Email and Staff Management



Call Statistics Notice board



Incident Management



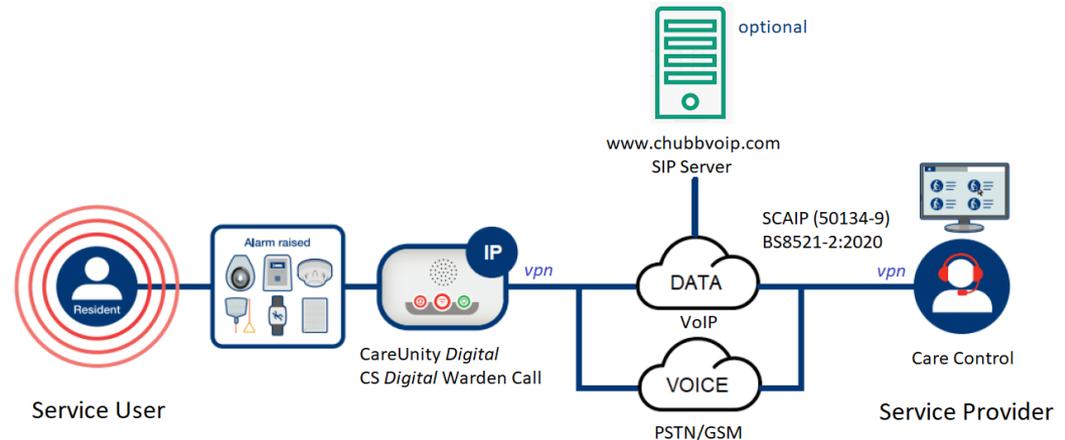
Chubb ADACS, Access control / security



API / ODBC Interface for 3rd party Integration

Care Control Digital Interface Capability

- Cost effective bolt-on upgrade for existing customers
- Super fast alarm event reporting
- Heartbeat monitoring & failure reporting
- Real time status event reporting
 - Direct to Care Control
 - Device Low battery / Missing / Activity
- Digital IP Protocols supported (Jan 2021)
 - SCAIP (& Cenelec TS 50134-9)
 - BS8521-2:2020 (NOWIP)
- Supports multiple Voice Path options
 - GSM / PSTN & VoIP
 - On-premises / cloud SIP Server



Care Control

Customer Digital Journey – The 6-step plan

Here is an example of the digital journey

- **Step 1** - Work with the Customer to provide a solution proposal & costing
 - Education - Digital options - Pros / Cons
- **Step 2** - Work with Customer I.T provider
 - Education - End-to-end digital telecare solution – provide training / drawing/information/examples
 - Agree on Connectivity / traffic management through to main, backup and DR systems
 - Options to facilitate home working
 - Assist in installation of required security / VPN etc.
- **Step 3** – (optional) Implement customer specific features / further development to meet new requirements
- **Step 4** - Undertake any installation work / configuration / testing / customer training, with minimal to zero downtime
- **Step 5** - Work with Customer to produce test plans / server penetration testing and a digital migration plan, field testing
- **Step 6** – Final test, handover and **Digital Go live**
 - Customer can start process of migration at comfortable pace of their choosing



Falkirk Council



Care Control Digital Interoperability and compatibility pledge

- Keen to continue working with any supplier to undertake compatibility testing
- Work with supplier to resolve any technical issue that are raised during compatibility testing
- There is a Chubb Care Control Cloud based Test system available to assist in testing purposes
- Suppliers that have already engaged with Chubb or our customers to undertake compatibility testing
 - CareUnity Digital
 - Doro
 - TeleAlarm
 - Chiptech
 - Tynetec
 - Enovation

Care Control Roadmap 2021/22



Customer Working Groups

Wish lists
New Features
General Improvements



Further Supplier Compatibility testing

Further Testing with Telecom providers over their voice over broadband solutions



Digital Cloud Care Control

Customer Testing on both AWS and Azure platforms



Predictive Monitoring Algorithms

Recognising of potential problem before assistance is requested
Learning lifestyle / service user activity
Raise Care Control alert if lifestyle changes

Thank You



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