CLINICAL ASSISTANCE GUIDE

SOFIHUB TEQ-HOME ALARM

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Personal alarm devices for the elderly are increasing in popularity as more older Australians are supported to live at home for longer. Modern "Smart" technology plays a significant role in helping people of all ages and abilities to maintain their independence and the freedom and confidence to live independently, while dramatically reducing their reliance on family or professional carers.

Through intelligent monitoring of usual routines, SOFIHUB home detects variations in activity or behaviour and automatically sends alerts to nominated contacts which can allow a timely response in the case of an emergency. All of this is achieved without video or audio surveillance; SOFIHUB home does not compromise an individual's right to privacy.

SOFIHUB home works straight out of the box, only requiring plugging in and adhering the eight battery powered motion sensors strategically around the home. The system connects through a "smart app" that allows nominated carers to check in on the person's activity in 'real time' and even to send personal messages or reminders.

Connection to the internet comes via an internal 4G sim card enabling the system the ability to send alerts, receive software updates and deliver messages from a caregiver. An low ongoing monthly plan charge covers all data usage and monitoring software. A combined monthly plan charge is available when using both the SOFIHUB home and SOFIHUB beacon non-monitored personal alarm. In case of a power outage, the SOFIHUB home has an in-built 4-hour power backup.

FEATURES

SOFIHUB TEQ-Home Solution

- **Peace of Mind Alerts**
  Carers and family members are notified via SMS when anomalies are triggered in three key routines, late to bed, late to rise and long duration in bathroom.

  For example, if an elderly parent has woken up later than their usual time, or not opened the medicine cabinet

  to take their medication when it's due, this personal alarm device will detect changes outside of the normal activity. It will then send a message to the carer/family member to make them aware something may be wrong with their loved one.

- **Remote Monitoring:**
  Carers or service providers have access to real-time viewing of the resident's daily activities through online access to data (via all mobile devices). The data can provide confidence that the person they care for is maintaining their usual routine or if there is a discrepency, enable early response to check on welfare.

- **Text-to-Voice Messaging:**
  Via an online portal, carers can send a live text to voice message at any time, The SOFIHUB home is then able to vocalise this message instantly or at a selected time.

  For example, carers can send a message to inform their loved one that the phone is off the hook; to watch a TV program that they have been looking forward to or to remind them that they will be visiting later that day.

- **Spoken Time-Based Medication, Appointment or Usual Routine Reminders:**
  The intelligent messaging system can remind your loved ones when they have an appointment, what time carers are coming or simply that it is bin night. These can be added to / deleted at any time via the online portal. Essential medication reminders, in conjunction with a medicine cabinet motion sensor, provide real time data to carers to indicate that medication has been accessed.

- **Fall Detection:**
  Routines are monitored in a non-invasive way via motion sensors that detect movement, or more so, lack of movement throughout the home. If an anomaly is triggered due to a fall or a 'changed/missed routine' an alert is sent to assigned carers assuring that help is never too far away.

- **Companionship and Social Connection:**
  SOFIHUB's intelligent messaging can be personalised with morning greetings, weather information and reminders of birthdays and anniversaries. These can help maintain social connections and reduce the feelings of isolation.

- **Well-Being Reminders:**
  The SOFIHUB can be an invaluable aid to encourage your loved ones to maintain suitable hydration, especially on hot days. It can also be set to encourage users to have a warm drink if coming in from the cold.

- **For SOFIHUB home with SOFIHUB secure safety pendant, SOFIHUB home can provide a:**
  - Reminder to wear SOFIHUBsecure (safety Pendant)
  - Reminder to charge SOFIHUBsecure (safety Pendant)
  - Falls detection and alert to assigned carers

- **SOFIHUB setup:**
  SOFIHUB has partnered with Tech2 who will provide a 1 hour onsite professional installation for $149.00 if required.
  Tech2 are also available to change batteries if the user or family are unable to do so. Battery changing will incur a $149 service fee and $8 per pair of CR123A lithium batteries (8 pairs required for 8 sensor units). (https://www.tech2.com.au/sofihub-installation-enquiry/)

BENEFITING PARTIES

Clients:
- Clients requiring memory support (this may be due to a number of different causes such as acquired brain injury (e.g. head injury or stroke), dementia or other progressive neurological condition such as Multiple Sclerosis or Parkinson's disease)
- Clients requiring support to establish, learn or relearn routines e.g., due to intellectual disability or an acquired brain injury
- Clients wishing to maintain their independence but anxious about being home alone due to a medical condition or isolation
- Clients with medical conditions that could result in a fall or medical emergency (e.g., epilepsy or diabetes)
- Clients supported through NDIS, TAC, Home Care Packages or Commonwealth Home Support Packages may be able to receive funding for the SOFIHUB home to meet their goal

Service Providers:
- Service providers supporting people to live at home:
  - SOFIHUB home could provide a means of monitoring clients in real-time to ensure that they are engaged in their
    usual routines.
  - Clients requiring regular medication can be assisted with reminders through the SOFIHUB home which may reduce the number of visits required by paid staff and assist allocation of resources and sustainability of funding
  - See SOFIHUB pro solutions
- Service providers for short term programs such as Home-Based Rehabilitation, Transition Care or GEM at Home that assist a client to transition to independent living

CLIENT OUTCOMES

SOFIHUB home may assist people to be supported to live at home in the following ways

Increased independence and confidence in living alone:
- To increase the user's confidence in living alone or being alone for long periods during the day, with peace of mind that their loved ones or nominated carers will be notified in the case of an unusual or omitted routine that could indicate or result in a medical emergency

- To provide reminders to support usual personal care routines such as personal hygiene (e.g., showering to prepare for an appointment) and medication management
- To provide reminders to support independence in routine domestic activities e.g., prompts to prepare meals or put the bin out.
- To provide reminders to support community activities e.g., for appointments or regular or infrequent social activities such as weekly groups or lunches with friends
- To assist users to attend to regular and infrequent activities that support independent living e.g., reminders for regular or one-off appointments

Reduced formal and informal carer support and peace of mind for carers:

- To reduce carer stress and provide peace of mind for family carers by enabling them to monitor their loved ones remotely. This is helpful for family carers who live at a distance from the person they care for or have other work or family commitments
- Reduced need for frequent visiting of family or paid carers for welfare checks or to provide prompting for medication

Improved health and wellbeing, choice and control:

- Personalised reminders can be set to support the user to manage medication which is important to their health outcomes
- Hydration reminders can be set, especially for forecasted extreme heat days
- Reminders can be set to prompt meal preparation to support adequate nutrition
- Reminders that support memory and planning can assist the user to live independently, or remain living in their own home
- Personalised greetings, weather information and reminders of birthdays and anniversaries can help maintain social connections and reduce the feelings of isolation

SPECIFICATIONS

Hub	
Size	95 x 95 x 230mm High
Power	240 Volt with battery with up to 4-hour backup
Speaker	105db maximum
Connectivity	4G Connectivity + WiFi

Sensors	
Size	45 x 45 x 40mm High
Power	Battery Powered
Mounting	Self-Adhesive Mounting System
Battery	CR123A

WARRANTY

- Limited warranty – 12 months
  https://www.sofihub.com/wp-content/uploads/2020/07/SOFIHUB-Warranty_v1.0.pdf

COMPLIANCE

- AS/NZS CISPR 32: 2013

USER MANUAL

- SOFIHUB - Quick Start Guide:
  https://www.sofihub.com/wp-content/uploads/2021/10/Sofihub-home-userguide_v4_Oct21.pdf

MAINTENANCE

- Sim card - low month fee
- Battery replacement - batteries need replacing every 6 to 12 months,
  - The Sofihub requires 8 pairs of CR123A lithium batteries
  - Batteries can be changed easily by carers
  - If carers live remotely to the user, Tech2 are available to change batteries
  - Battery changing will incur a $149 service fee and $8 per pair of CR123A lithium batteries (8 pairs required for 8 sensor units).
- SOFIHUB Installation Enquiry: https://www.tech2.com.au/sofihub-installation-enquiry/

LINKS

- Sofihub Website:
  https://www.sofihub.com/
- Benefits for Josh to maintain independent living following a TBI
  https://www.mobilityhq.com.au/sofihub-home-alarm
- TAC endorsement for use of the Sofihub with their clients
  https://www.youtube.com/watch?v=Xf6pDp5fyW4&feature=emb_rel_end
- Setting up the Sofihub (14 minutes)
  https://www.youtube.com/watch?v=OgWn14BNOFk
- Sofihub in action
  https://www.youtube.com/watch?v=nx9Jw6oiUS8
- Sofihub Portal for Mobile device -Apple and Android app for remote monitoring and interactive messaging
  https://www.sofihub.com/download-the-sofihub-app/

AIDACARE KNOWLEDGE HUB

Aidacare Website Link:

- Sofihub TEQ-Home Alarm
  https://www.aidacare.com.au/products/bedroom/falls-prevention-alarms/personal-alarm-systems/sofihub-home-alarm/

PDF Library:

- Sofihub TEQ-Home Alarm Product Information:
  https://www.aidacare.com.au/globalassets/knowledge/resources-page/other-products/sofihub_home.pdf