

Access Assure Information for Families

What is Access Assure?

Access Assure is a type of Technology Enabled Care (TEC) that helps people stay safe and independent at home. It combines:

- **Reactive equipment** (like a pendant alarm or falls detector)
- **Proactive monitoring** using discreet sensors around the home



These sensors build a picture of a person’s usual daily routine. If something changes, it can show that help may be needed early.

How does it work?

Medequip Connect’s team will assess your needs and install the most suitable equipment.

Once installed, the **24/7 monitoring centre** watches for changes such as:

- Not getting up as normal
- Changes in toileting habits
- Wandering at night
- Using household appliances more or less than usual

If something unusual happens, Medequip will contact the person, a family member or a professional to check in and offer early support.

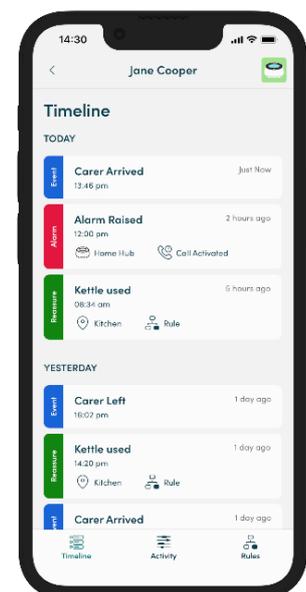
Access Assure is also linked to **Medequip Connect’s 24/7 in-person responder service**, meaning trained responders can attend the home if help is needed—providing extra safety and reassurance.

What can families see?

Families and carers can use a simple app to view:

- Realtime activity patterns
- Alerts or reassurance you choose (e.g., “Tell me if Mum ISN’T up by 9am” or “tell me when dad HAS made a drink this morning”)
- Daily routines at a glance

This helps families stay involved and reassured, even from a distance.



Why do we want to use Access Assure?

Access Assure takes a **proactive and preventative approach**. This means it looks for **changes in routines before a crisis happens**, rather than only responding after something has gone wrong.

Access Assure also helps practitioners understand how someone is managing at home by using **real activity information**, supporting them to make better, safer care decisions and support people to stay independent for longer.

Access Assure is already being used **successfully in other areas of the UK**, showing evidence-based results in helping people remain safe at home.

This video gives an overview of Access Assure: <https://youtu.be/-LfA05W8vLw> (or type in 'Access Assure Demo' on Youtube)

If you have any questions, please speak to the practitioner who is supporting you.