

Broadacres Housing Association – telecare in Extra Care

The challenge

Broadacres Housing Association provides a comprehensive range of services to over 5,300 homes in North Yorkshire, supporting client groups including people with mental health problems, learning disabilities, older people, people with physical disabilities, those fleeing domestic violence, people suffering from alcohol and substance misuse and the homeless.

Established in 1993, the Association provides homes for rent, shared ownership and outright sale. It has a home improvement agency and also offers an emergency alarm call and monitoring service, Hambleton Lifeline, which has over 4,500 connections.

Upon commissioning its Rivendale Extra Care facility, Broadacres worked in partnership with North Yorkshire County Council, Hambleton District Council, and the Homes and Communities Association to ensure the scheme provided attractive and accessible accommodation which allows people to live independently with the appropriate level of care available when they need it.

How has the inclusion of telecare in Rivendale’s specification made a difference to the people who live there and the staff who support them?

What we did

Rivendale in Northallerton is one of three Broadacres Extra Care facilities, and has 51 individual 2 bedroom apartments each including a lounge, kitchen, bathroom and 2 bedrooms all with underfloor heating and walk-in showers. On-site facilities include restaurant, hair salon, therapy room, hobby room, lounges, laundry and landscaped grounds. Care staff are on site 24 hours per day to provide care and support tailored to individual need and also a rapid response to emergencies.

Tunstall’s Communicall Connect communication system was incorporated into the build specification for Rivendale in order to provide staff with a reliable means of communicating with each other and with residents, as well as offering a future-proofed platform for telecare to meet the changing needs of users.



At Broadacres, both the safety and the independence of the people we support is paramount. Telecare makes it easier to achieve the right balance for each individual, and to alter things as their needs change.

Jane Bennison, Service Manager - Older People, Broadacres Housing Association

Each apartment has a door entry and intercom system, enabling residents to contact staff and control access to their homes. All residents have personal triggers to enable them to request assistance at any time, and a range of telecare sensors is in place to support residents according to their individual needs, including smoke detectors, flood detectors, fall detectors and door sensors.



Highlights

- Risks to the safety of residents are managed
- Packages of care can be reduced
- Residents and their families feel reassured and confident
- Security of the building is enhanced
- Privacy and dignity of residents is maintained
- Solutions are supporting a wide age range
- Staff are supported to work efficiently





Without the system, the responsibility on staff would be much greater and we would need to provide larger packages of care. This way, we can monitor for risks and emergencies 24/7, enabling the residents to be more independent and freeing up staff time. It also provides us with a form of lone worker monitoring for our staff. This is quite a big building and the Connect system means we can easily check on the wellbeing of staff, no matter where they are.

**Judith Beardsmore, Scheme Coordinator
- Extra Care, Broadacres Housing
Association**

Results

The resident profile at Rivendale is mixed, with residents aged from 27 to 97 and with varying support needs. The Communicall Connect system with telecare has proved flexible enough to provide tailored support to everyone living at Rivendale.

Several residents have fall detectors, meaning staff are alerted immediately if they have a fall, but in the meantime residents are free to go about their daily lives without requiring a carer to be present all the time or at regular intervals.

For residents who have dementia, the universal door sensors mean that if they leave their apartment during the night, staff are alerted and can guide them back to bed, avoiding them coming to any harm or feeling distressed.

Extra care housing enables older and other vulnerable people to maintain their independence, living behind their own front door, whilst safe in the knowledge that care and support are on hand if needed. Telecare enhances this by providing constant support, helping to manage risk without the need for staff to make regular 'checking' visits, allowing residents to maintain their privacy and dignity.

Case study

Anthony is 27 and is a wheelchair user with some physical disabilities. He moved to Rivendale 18 months ago from his parents' home, seeking more independence.

As well as having a personal trigger which he wears around his neck, his apartment is also fitted with two pullcords to enable him to call for assistance should he need it. The bathroom has a flood detector, so although Anthony generally has help with bathing, an alert will be raised in the event of a flood, enabling staff to check on his safety and preventing significant damage to the property.

Anthony has occasional seizures, and so his bed is fitted with an epilepsy sensor which alerts staff if it detects a seizure, which means they can provide prompt assistance, but Anthony's privacy and dignity is not compromised by staff having to make regular checks on his wellbeing during the night.



I really enjoy having my own home and having more control. Having the back-up from telecare has taken away my nervousness of being on my own. I get on really well with everyone here and having the epilepsy sensor means I can go to bed at night and not be disturbed by people checking on me.

Anthony, pictured above with Doreen Jepson, also a resident at Rivendale

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