

“ It might sound like a small thing to some people, but being able to choose who I let in to my home is tremendously important to me, and have this marvelous new system makes me feel safe, but also that I have some control. It’s made a really big difference to my everyday life.

Doris, resident at Downlands Court who has Parkinson’s Disease



Results

The deployment at Downlands Court has significantly improved residents’ quality of life, maximising their independence and providing enhanced security and peace of mind.

The telecare sensors are tailored to the individual needs of the resident, and mean that in the event of an emergency such as a fire in a flat, staff will be immediately alerted, enabling them to take swift action. The fob access control system allows easy entry to the scheme for the residents, and as progressive privacy is in place residents are able to ‘fob’ their way from communal areas to residential areas with ease. Only approved people are issued with a fob, and if a fob is lost they can be easily replaced by the Scheme Manager, ensuring maximum security and minimal disruption for residents.

The door entry system has given residents choice and control over who they admit to their homes, and using the remote door controller reduces the risk of falls. Being able to see visitors in large-scale on the TV is particularly helpful for residents who may have visual impairments.

Case study

Doris, 82, has lived at Downlands Court for three years. She has a rare form of Parkinson’s Disease which limits her mobility. She was finding getting from her chair to the speech module on the wall of her flat in time to talk to callers at the door difficult, and staff were worried that one day Doris would fall in her haste to pick up the handset. Doris was becoming increasingly despondent about her lack of independence in this regard, and Scheme Manager Michele Andrews consulted Tunstall about the options available to help her.

A door entry system which automatically showed visitors requesting access to Doris’s flat on her TV was installed, and this was combined with a remote door controller so that she could admit people without having to move to her speech module.

“ Downlands feels very secure and safe. The door entry system has been really well received by staff and has made an enormous difference to the quality of life of the people who live here. Some of the residents really enjoy watching all the comings and goings on their televisions, so it’s a form of entertainment too!

**Michele Andrews, Scheme Manager,
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Tunstall

Improving security and supporting independence in extra care

“ Safety and security are a priority for us. We wanted to ensure maximum safety for all our residents without encroaching on their independence. The telecare solutions allow us to appropriately manage security throughout the property, ensuring residents’ safety whilst still promoting independent living.

Carole Holland, Client Services Manager for Saxon Weald

The challenge

Saxon Weald owns and manages more than 5,700 properties across Sussex and Hampshire, including general needs, retirement, extra care and shared ownership homes. It aims to improve the lives of its residents and the communities in which they live by providing excellent homes and services.

How could they use technology to ensure residents are as safe as possible and at the same time maintain their privacy and dignity?

What we did

Downlands Court is one of Saxon Weald’s extra care housing schemes, comprising 41 independent flats which are home to 45 people aged from 59 to 98, who have varying care needs (currently 40% high level, 40% medium and 20% low). The property has a Scheme Manager and 24 hour onsite care team providing support commissioned by Adult Social Care. The scheme is dementia focused, with 8 of its dwellings allocated to those who have mild/moderate dementia, and so the care model has been developed to meet fluctuating needs.

Tunstall’s Communicall Connect was deployed to provide a 24-hour communications system that allowed staff to communicate with residents through speech modules installed in both individual dwellings and communal areas, and communicate with each other using DECT handsets.

A range of sensors were provided to enhance security in individual flats, including heat and smoke detectors, to raise an alert in the event of a fire, and property exit sensors were fitted to fire exit doors which will inform staff if they are opened unnecessarily.

Access control was improved by installing fob-operated door entry sensors which gave secure access to staff and residents. These have proved especially useful for people with limited dexterity, and many residents have chosen to buy additional fobs to give to their regular visitors to provide them with easy access.

Tunstall also provided doorframe cameras that streamed live images to residents’ television screens, allowing them to easily view callers before choosing whether to admit them. For some residents with limited mobility the door entry system has also been combined with a remote door controller, enabling them to open the door without the need to access their wall-mounted speech module.



Highlights

- Access to the scheme is now more controlled
- Residents feel reassured and in control
- Independence is supported and privacy protected
- Staff time can be used more efficiently
- Individual needs of people with limited dexterity or visual impairments catered for
- Care model developed to accommodate changing needs of people with dementia

