

## Windmill Court – SeeAbility using Nursecall to deliver support for individual security

### The challenge

SeeAbility is a specialist charity which supports people who have multiple disabilities including visual impairment, learning and physical disabilities, mental health needs and life limiting conditions to achieve their full potential and enhance their quality of life.

Windmill Court in Honiton, Devon is home to seven individuals living in ground floor flats who all receive 24 hour care including one to one support from support staff throughout the day.

Some individuals are severely physically disabled, others have learning disabilities and four individuals have epilepsy. A communication system was needed at Honiton Court which would support the individual needs of residents, ensuring they remained safe, especially during night time hours.

### What we did

The Nursecall system was introduced to provide an effective communications system, which also enabled telecare sensors to be used to provide more tailored support to individuals, and in some cases enable them to be more independent.

Nursecall works through a series of wireless call points which are easily installed into resident's rooms and communal areas. The call points enable individuals to call for help should they require it using the site-wide paging system.

Individuals at Windmill Court were assessed and then offered telecare sensors according to their individual circumstances, including MyAmie pendants, fall detectors and bed occupancy sensors.

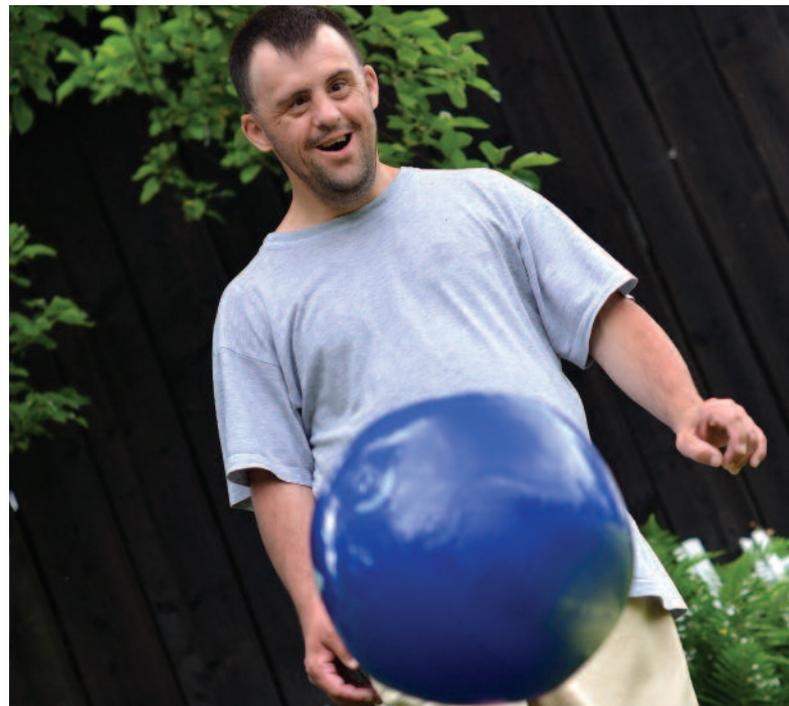
These sensors are linked to a NurseCall pager which a member of staff at Windmill Court carries with them at all times. When an alert is generated, the member of staff receives a clear text message which alerts them to the exact cause of the call and the location.

The wireless room unit transmits a signal to the Nursecall Care Assist which sends an alarm to the pocket pager.



Nursecall has really delivered extra support and peace of mind here at Windmill Court. We can't hear individuals call out from the individual flats if there is an issue so the added security of sensors which match their needs cannot be underestimated. It really is a great system that provides us with increased flexibility and security.

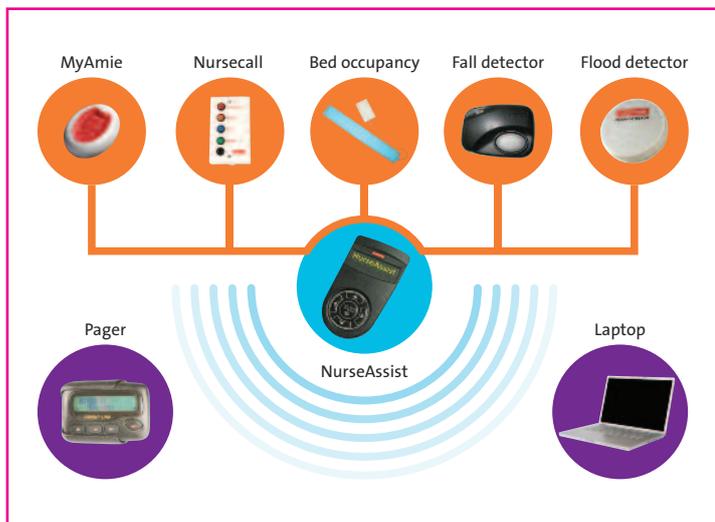
**Denise Turner, Deputy Manager, SeeAbility,  
Windmill Court, Honiton**



### Highlights

- Delivers extra support and peace of mind for both staff and individuals, by enabling rapid response to issues
- Provides a quick and effective instant communication channel, indicating location and nature of call
- Invaluable extra reassurance for visually impaired individuals through ease of use
- Heat detectors have provided extra safeguards against risk of fire

## How does it work?



## Results

Caring for individuals with such a variety of health and care needs means the staff at Windmill Court need a communications system which is flexible and reliable.

The Nursecall system alleviates the pressure previously felt by staff at Windmill Court when using a communication system that couldn't express the exact type of issue a resident was experiencing. The instant nature of Nursecall also means that a member of staff can be with a resident immediately.

The introduction of telecare has meant that staff at Windmill Court are able to focus on the one to one care their individuals require without needing to worry that people will be unable to communicate effectively when assistance is needed.

Deputy Manager of Windmill Court Denise Turner was also impressed that Nursecall has given early warning of an overheated network cupboard at the site where cables and electrical systems are installed. The alarm system's heat detectors have twice alerted staff that the cupboard is getting too hot, giving them an unexpected extra piece of security to guard against any potential fire hazards.



I feel very safe with my pendant and call alarm by my bed as I know I can alert staff instantly when I need them.

Individual at Windmill Court

Windmill Court, Honiton, Devon



Introducing Nursecall at Windmill Court has proved invaluable in providing extra reassurance for staff that our visually impaired individuals can communicate instantly in a safe and reliable way.

Denise Turner, Deputy Manager, SeeAbility, Windmill Court, Honiton

t: 01977 661234  
f: 01977 660570  
e: enquiries@tunstall.com  
w: tunstall.com

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