



Carecom advanced care assist system – created for people, not buildings

Carecom personalised systems ensure resident safety with minimal disruption to others in the home, respecting individual dignity while improving management insights, workflow efficiencies, staff morale and quality of care

Carecom advanced care assist system – created for people, not buildings

Managing care homes effectively while ensuring safety, dignity and respect for residents has never been more challenging.

A Growing Population¹



426,000 elderly and disabled people in residential care, **405,000** aged 65+

An Ageing Population¹

Over **85s**

Rising from **56.5%** in 2001 to **59.2%** in 2011

A Population disproportionately impacted by COVID-19²



During lockdown, deaths in care homes **INCREASED** by **11,000** (60.5%) vs 5-year average

Deaths in hospitals **DECREASED** by **8,000** (>20%)

A Population with Complex Needs

Care home residents are more likely to have



70% of people in care homes have **DEMENTIA** or **SEVERE MEMORY PROBLEMS⁴**

2 or more chronic conditions³

In the four years from **2010/11** to **2014/15** the number of emergency admissions to hospital from care homes rose by **63%⁵**



INCREASED PRESSURE on management
FALLING OCCUPANCY levels⁶
No access to **AGENCY STAFF**
INFECTION CONTROL requirements



PPE

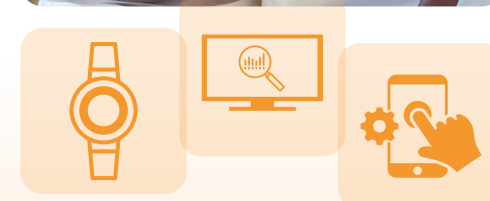
CareQuality Commission

SIGNIFICANT WORKLOAD associated with requirements for **CQC-COMPLIANT DATA & REPORTING**

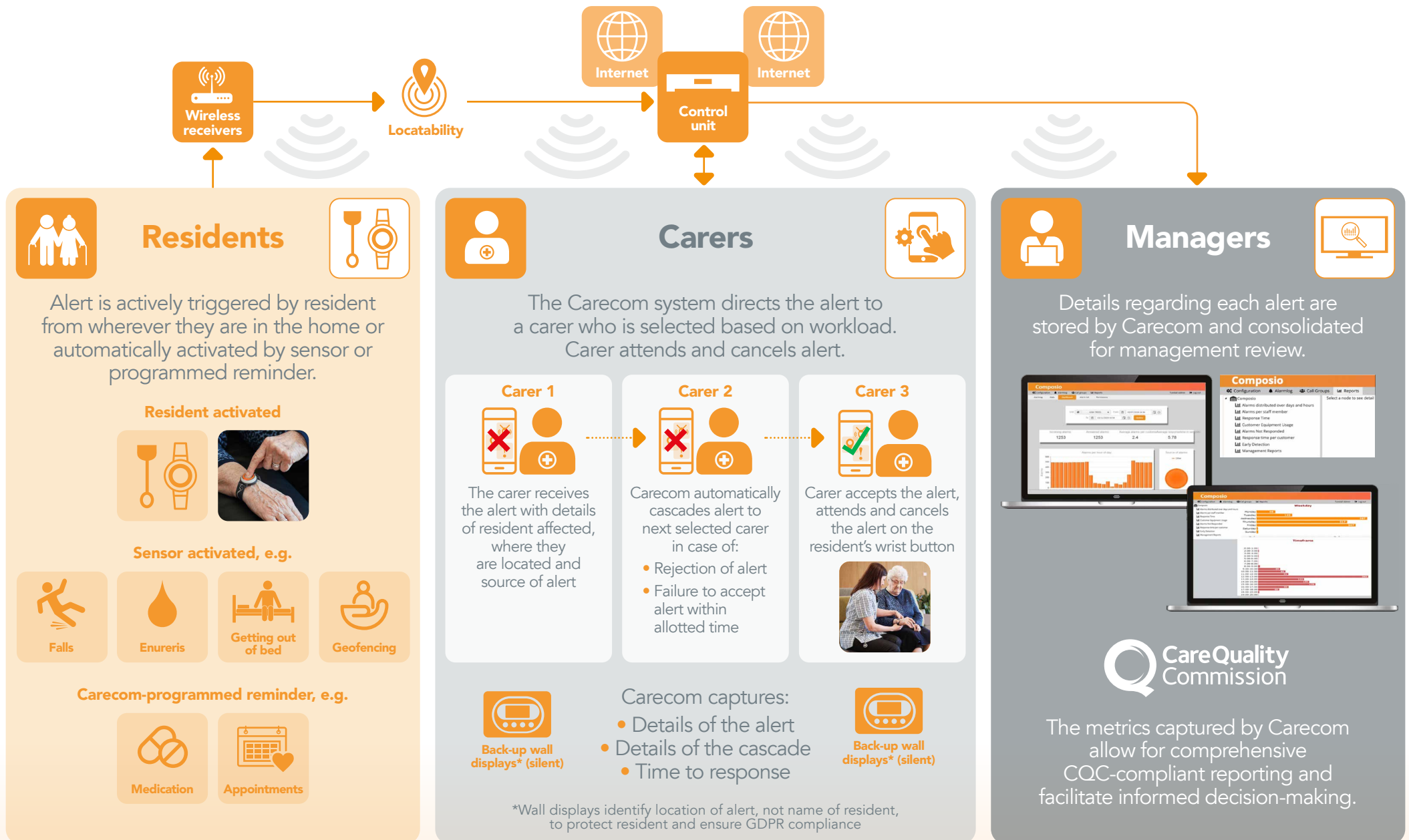
Care assist systems play an important role in resident safety, but traditional installations are cumbersome and generic – designed around buildings rather than people and sounding throughout the home in the case of an incident, causing disturbance and stress for residents, staff and visiting family.

Carecom is different:

- Discreet predominantly wireless, app-based solution:
 - Alerts prompt a dedicated, efficient response from a nominated carer
 - Avoids disruption to other occupants
- Reporting on each alert is automated, consolidated and auditable:
 - Valuable insights for management across a variety of parameters
 - CQC and GDPR-compliant reports available at the touch of a button
- Flexible system that can be customised:
 - Distinct teams created for specific zones (COVID “bubbles”, infection isolation areas, etc)
 - Scalable – add additional pendants, sensors and functionality as required



Carecom: The system and how it works



Carecom allows for infection control “bubbles” or carer/resident zones to be created



The devastating impact on care-home residents of the first peak of Covid-19 is impacting uptake of care home places, with potential residents and their families fearful of:

- Increased risk of infection
- Isolation/impact on mental health from blanket ban on visits

Carecom facilitates the creation of distinct bubbles within the home to facilitate:

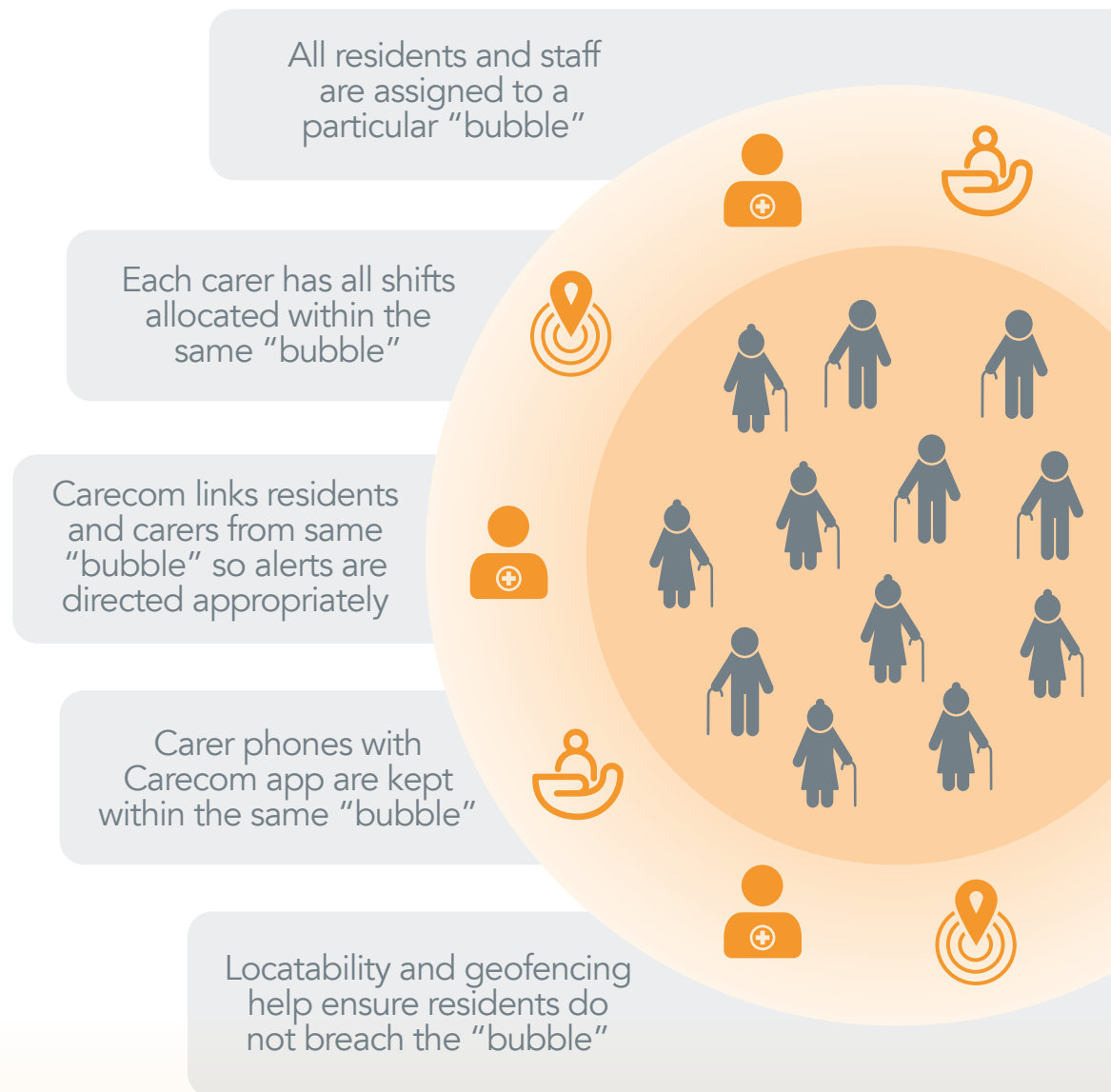
- Infection/quarantine isolation for Covid-19 and other winter viruses
- Track and trace of visitors who have contact with residents

The same Carecom functionality can be used to drive efficiencies by creating practical zones in the home according to its architecture.

“

Without Carecom it would have been so much harder to protect our residents during the pandemic. It's made such a difference to staff, residents and families already, but during the last few months it's been absolutely invaluable. I don't know how other care homes are managing without it.

Jason Sharpe Operations Manager, Park View, Halifax



Carecom: Created for people



Residents

- Security and freedom of movement – able to make nurse calls from anywhere in the home or grounds
- Identity protected when in difficulty
- Sensors and alerts allow personalised care
- Calm environment within the home



REDUCTION
from **500**
general alarms



to **50**

targeted
alerts per shift



“

The new system has made such a massive difference to everyone's lives – residents, staff and relatives. Residents feel much safer knowing how quickly they can get help at the touch of a button. It's enabled us to improve the way we deliver care in ways no traditional system ever could.

Jason Sharpe

Operations Manager, Park View, Halifax



Staff

- User-friendly app receives dedicated alerts, can be used to call for assistance and to access other approved apps
- Improved staff morale due to easy and fair workload distribution
- Fewer interruptions from generic alarms allows more quality time spent with residents
- Confidence in improved personal safety with COVID bubbles
- Pride in working for a home that invests in advanced technology



Family & friends

- Calm environment
- Quality of focused interaction between staff and residents
- Investment in technology to ensure safety of residents while respecting dignity and freedom to enjoy surroundings
- Bespoke sensors to enhance personalised care
- Advanced reporting capabilities



Managers

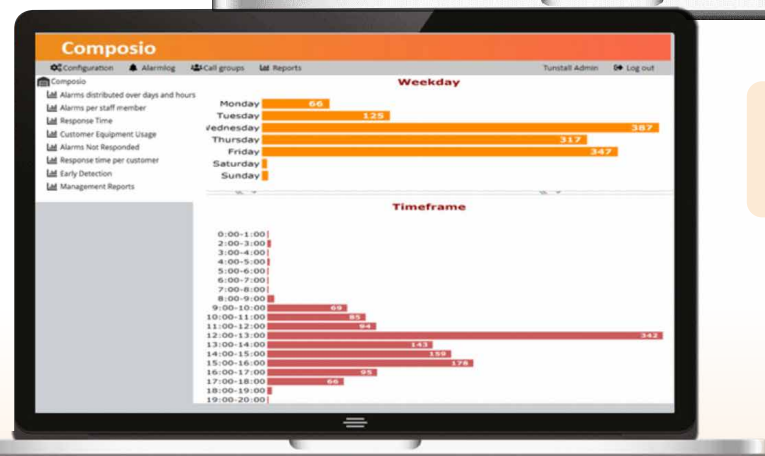
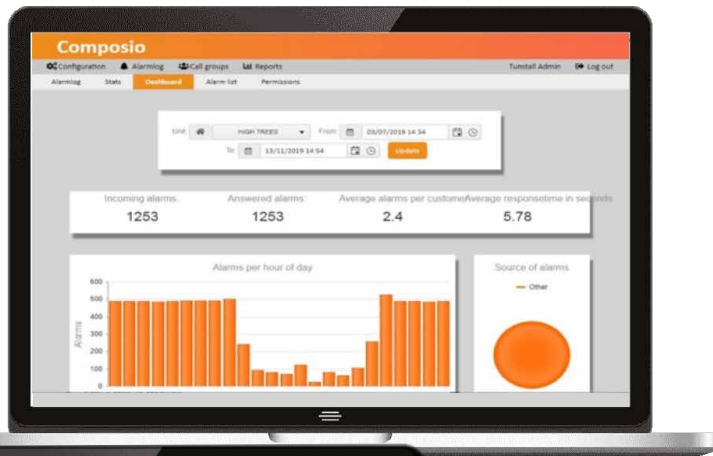
- Ability to demonstrate investment in state-of-the art technology for benefit of residents and staff
- Fair system of task allocation improves staff morale and retention
- Maintains a calm environment in the home
- GDPR- and CQC-compliant and actionable data



The metrics captured by Carecom allow for comprehensive CQC-compliant reporting and facilitate informed decision-making

Carecom captures GDPR- and CQC-compliant and actionable data, providing insights into:

- Frequency and type of alerts observed
- Responsiveness to alerts
- Trends in residents' care requirements
- Workflow efficiencies



	Improved accountability	RELATED CQC GUIDANCE & QUESTIONS	Safe, Effective, Responsive
	Better information for carers with personalised locatability		Safe, Effective, Responsive
	Mobile, person-centred architecture with app-based response		Safe, Effective, Responsive
	Reduced stigmatisation and institutionalisation		Caring, Responsive
	Simple installation and configuration		Effective, Well-Led
	Adaptable, scalable, modular solution		Caring, Responsive
	Reliable, standards-compliant architecture		Safe, Effective
	Detailed reporting (including multi-site) and management information		Safe, Effective, Well-Led

Carecom summary: Moving from room-based to person-centred care with Tunstall

WHY CARECOM?



Person-centred



Responsive



Automated reporting



Streamlines workflows



Enhances quality of care



Scalable solution

WHY TUNSTALL?



Tunstall support through planning and installation



Tunstall supports over **60,000** users across Europe in residential and nursing care environments



Predominantly wireless – quick & easy to install

WHY NOW?



Create zones within the home:
Safety
Practicality
Isolation/Infection



COVID-19 "bubbles" to maintain social distancing & facilitate track & trace

Ask us about how you can monitor the health of your residents with Tunstall remote patient monitoring and management solutions

References

1. The Lancet (2017)
2. <https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/deaths/articles/analysisofdeathregistrationsnotinvolvingcoronaviruscovid19englandandwales28december2019to1may2020/technicalannex#main-points>
3. Quality Watch: Hospitals and care homes: what do we know? (2015)
4. World Alzheimer Report 2015: The Global Impact of Dementia (2015)
5. <https://www.telegraph.co.uk/news/health/12073839/Elderly-patients-suffering-in-silence.html>
6. <https://www.theguardian.com/society/2020/may/26/as-covid-19-decimates-confidence-care-homes-what-alternatives-older-people>

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for over 60 years. Its pioneering software, hardware and services enable new delivery models which can transform services across the care continuum, and empower people to live independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 38 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

Tunstall's innovation-led, person-centred Connected Care and Health solutions connect people and integrate services, enabling early intervention to avoid or mitigate adverse events, and improve outcomes. As technology advances, we have the capability to not just react to events, but to predict and even prevent them using data-driven insights. The Tunstall Cognitive Care approach can help to create intelligent, personalised care programmes and effectively allocate resources, making sure those in need have the right levels of support and reassurance.

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