

# Using mobile technology to protect people away from home

## The challenge

Tunstall Emergency Response is a quality provider of technology, monitoring and services which support almost 30,000 people across Ireland. Its Connected Care and Connected Health solutions play a key role in helping people with long-term care needs to maximise their independence and enjoy a better quality of life at home.

How have they expanded their portfolio to protect and empower people when they are away from home?

## What we did

Tunstall Emergency Response offers support to people in a wide range of situations, including:

- People at risk of falling
- People with dementia
- People with learning disabilities
- People with physical disabilities
- People with hearing or visual impairments
- Carers
- Lone workers
- People at risk of domestic violence
- People with long-term conditions

Its telecare systems use sensors around the home which alert a 24 hour monitoring centre in the event of an emergency such as a fall, fire or flood, enabling the appropriate help to be sent such as a keyholder or the emergency services. Its telehealth systems enable people with long-term conditions to monitor their vital signs and symptoms at home with the support of their clinician, improving their ability to self-manage and enabling early intervention.

Tunstall Emergency Response has recently begun to use the CareClip™, a wearable, mobile device which ensures the user can easily access help when outside the home. The CareClip is clipped discreetly onto an item of clothing or worn on a lanyard around the neck. The CareClip uses real-time GPS location monitoring, which updates every three minutes, to enable the user to easily be found



The CareClip

should they need assistance. The CareClip also features a help button, which when pressed connects the user to the monitoring centre. Trained staff talk to them via the two-way speech function on the CareClip to establish an appropriate course of action. Geo-fence boundaries can also be set to create defined zones, generating an alert if the wearer goes beyond or into this defined space.

The CareClip is helpful for people with a range of conditions and for people working alone or in hazardous environments; see examples of the CareClip in use overleaf.

“We’re continually seeking new ways to help people live with freedom and dignity. The CareClip supports the independence and safety of the user, helping them to remain at home and play an active part in their community, as well as giving peace of mind to family and carers.”

James Doyle, Managing Director,  
Tunstall Emergency Response

## Case studies

### Care worker

Caroline is an independent care worker. She has experience of using the CareClip herself, and also how it can benefit her clients. Caroline says:

“As an independent carer, my work mostly involves attending house calls in rural areas. I travel alone, and so I am sometimes concerned about how I would summon help if something were to happen to me. The CareClip is a safety net, giving me reassurance and peace of mind as I know I can be in constant contact with the monitoring centre should I need help, whether I’m on my own or with a client.

“I’ve also seen how it can help the people I support. One client has Parkinson’s disease and dementia. He is quite mobile but his wife and family have concerns in relation to him being alone. The CareClip allows him to go out around the yard without feeling like people are watching him; he doesn’t need to be accompanied. In the event of him having an accident, the CareClip will automatically contact the monitoring centre.”

### Lone worker

Gavin Nolan, Managing Director of South East Security & Safety Ltd, uses the CareClip to protect his staff.

“The nature of our business includes manned guarding, security patrols and responding to alarms, so if something went wrong while one of our officers was carrying out duties, the CareClip is essential. It really comes to the fore for our alarm response staff who could potentially be walking in on a group of raiders, for example. With the CareClip, assistance can instantly be alerted as opposed to attempting to make a phone call for help.

“The use of GPS allows the monitoring centre to direct responders, such as the additional security patrols and the Gardai, directly to the spot rather than trying to contact the security officer in need of assistance, which in a situation like this, may not be possible. The officer can be monitored live while help is on the way and responders updated as to the seriousness of the situation. This in turn gives great



peace of mind to both management and staff and in turn lowers anxiety and stress in a job that can have high levels of both.”

### Older people living alone

Sarah’s Mum, June, was recently widowed, resulting in her living alone for the first time in 48 years. Sarah supported her Mum but also had her own family and work. Sarah was concerned about her mother adapting to this change in circumstances and wanted her mum to retain her independence, but without her every move being monitored. June uses the CareClip, which enables her to live her life independently, enjoying walks and social engagements with friends, but with the reassurance for her and her loved ones that she can get help at the press of a button at home or away.

Photos have been posed by models to protect individual’s privacy.

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