

Tunstall

Enabling independent living

Falls Management

Connected Healthcare Solutions



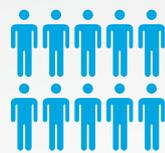
Key information for health, housing and
social care professionals and carers

Introduction

Falls are the largest cause of emergency hospital admissions for older people, and significantly impact on long-term outcomes, such as moving into residential or nursing care homes.

Connected Healthcare technology such as telecare and telehealth has a key role to play in supporting older people in a way that promotes independence as well as contributing to safeguarding. Technology can make a difference to people with all kinds of abilities. As well as helping to manage the risk of falls, it can also alert about events such as fires or floods, aid communication and deliver greater privacy or dignity, and can enable people

to have more control over the way they live their lives. With public sector funding under increasing pressure, it is more important than ever that we realise the potential of enabling technologies to make a significant and positive difference to the lives of people at risk of falling, and help our health, housing and social care systems to support their needs effectively. This document outlines some of the ways technology can contribute to managing the risks of falls, and minimising their consequences, as well as offering support and reassurance to carers.



Almost **5,000 people aged 65+** died from having a fall in 2016 in England and Wales, equating to 13 people every day.

Nearly **65,000 people aged 60+** in England, Wales, and NI had a hip fracture in 2015.



UK falls statistics



Only a minority of patients will completely regain their previous abilities, and **a quarter will need long-term care.**



For older people, **hip fracture is the most common serious injury**, reason for them to need emergency anaesthesia and surgery.



Hip fracture patients occupy over **4,000 hospital beds** at any one time, totalling **1.5 million bed days each year.**



Hip fractures cost the NHS over **£1 billion per year.**

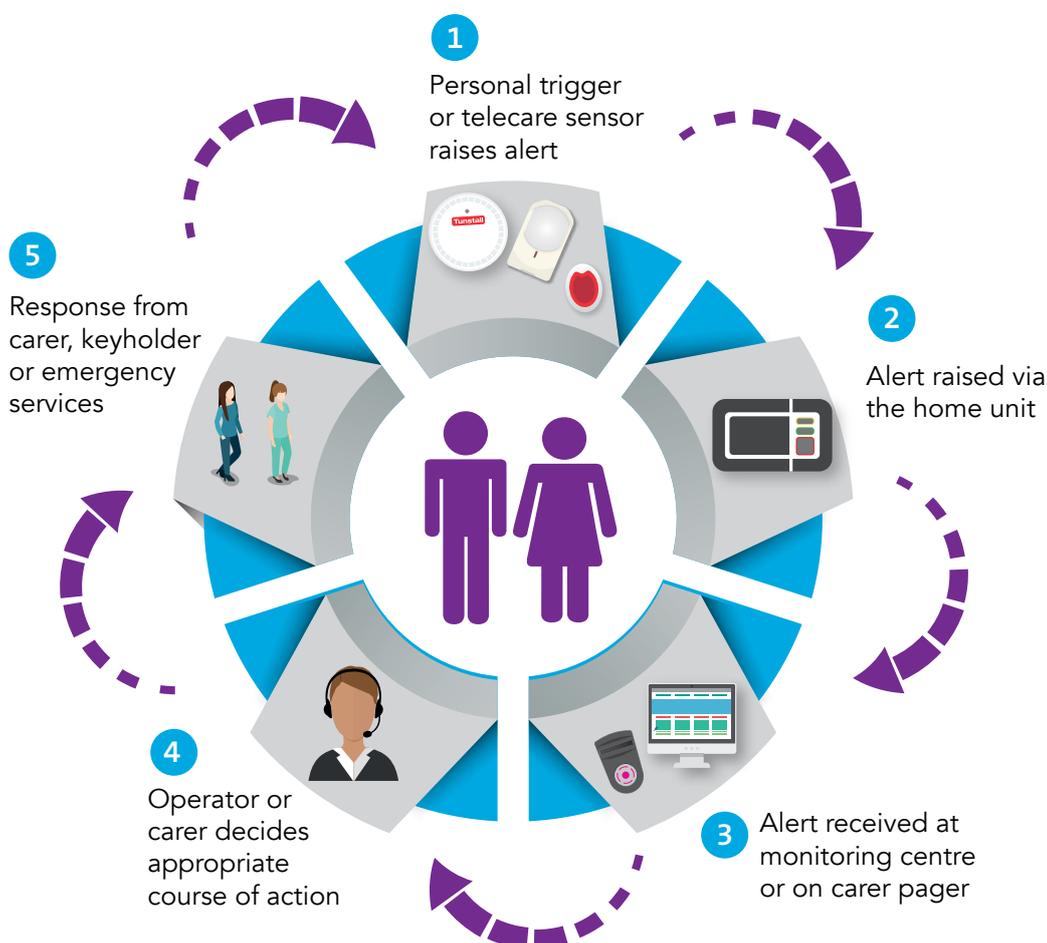
What is Connected Care?

Connected Care can be described as the way technology seamlessly interlinks with the wider package of care a person receives. Rather than the technology being seen as an 'add-on' to or replacement of the care provided by care staff, increasingly the technology is seen as integral to the holistic care plan. It can also provide preventative support where a care plan is not required. Connected Care ensures people receive the right type and right amount of care they need at the time and place they need it and in a way that is more efficient and cost effective for the provider and commissioner.

Tunstall offers a range of Connected Care and Connected Health solutions, which use advanced technology to provide enhanced care and support for people at risk of falls. Solutions are tailored to the needs of the individual and their circumstances, and designed to evolve over time as the user's requirements change.

Telecare, sometimes also called assistive technology, forms a key part of Tunstall's Connected Care solutions, and is a system of devices, which supports people in their own home by helping to manage risk. Appropriate, unobtrusive sensors are placed around the home, which, if triggered, send an alert via a Lifeline home unit to a specialist monitoring centre, where trained operators can alert a carer, keyholder or the emergency services. Telecare can also be used by carers in the home or in supported or residential care environments, with alerts from sensors being received on a pager.

Telecare can provide assistance to the person to help them do things (e.g. remind them to take their medication, or not to leave home alone), and give them the means to easily ask for help by pressing a button, which can be worn on the wrist or around the neck. Telecare can also alert others of dangerous situations (e.g. if they were to have a fall or leave the gas on).



Examples of technology in use and further details on the types of products developed by Tunstall are detailed in the following pages of this brochure.

Case studies

Managing the risk of falls in care homes

NHS Calderdale Clinical Commissioning Group's (CCG) Quest for Quality in Care Homes aimed to establish a more consistent and sustainable model of care. A key focus was to reduce hospital admissions from care homes, increasing quality of life for residents and reducing demand on primary and secondary care. The programme combined a Multi-Disciplinary Team, real-time access to live clinical records for GPs and Quest for Quality in Care Homes Matrons, and telecare and telehealth systems. More than 1,300 residents have been supported in 38 homes over the last five years, and the project has achieved significant financial efficiencies by reducing emergency admissions, hospital stays and GP visits. The latest phase of the programme evaluated the impact of using telecare to manage the risk of falls and mitigate their consequences for care home residents.

Comparing 2016/17 to 2017/18:

- Emergency admissions relating to falls have decreased by 7.7% resulting in an annual saving to the Quest programme in excess of £200,000
- 50% of care homes saw a reduction in falls of at least 10%
- Falls related incidents as a percentage of total incidents decreased from 25.7% to 23.7% year-on-year

Examples of the benefits in practice include:

One resident regularly gets out of bed regularly with no support. The care home has set up telecare sensors to alert them at the time he normally gets up so they can offer support. The number of falls per month has reduced from around 20 to zero.

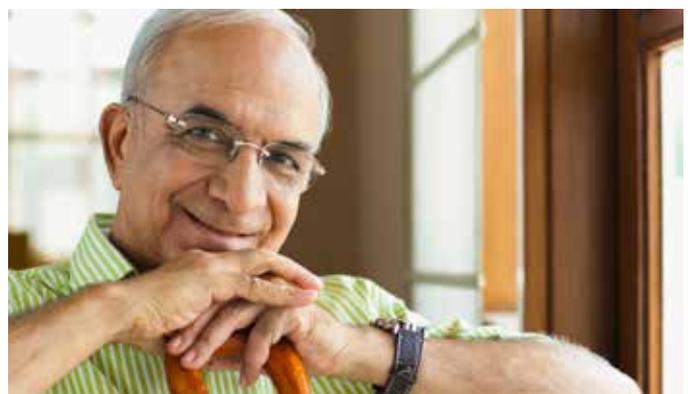
A resident with dementia used to have around 12 falls per month with multiple admissions to hospital. She now wears a fall detector on her wrist, meaning staff can provide 24/7 monitoring and appropriate care according to her needs. The number of falls has reduced to around two per month.

Managing the risk of falling for older people living alone

Mr D lives alone and has previously had strokes, has diabetes, vascular dementia and experiences hallucinations. His memory is poor and he struggles to communicate. He has four visits a day to support with medication and personal care, as well as weekly visits to support with shopping and cleaning. His niece also visits him daily and he attends day care twice a week. Mr D recently had a fall at home, and was on the floor all night until carers arrived in the morning, despite having a pendant around his neck which is linked to his hardwired warden call system because he 'didn't want to bother anyone'. Mr D has anxiety and his niece is also concerned about how much longer it would be safe for him to remain at home without an increased care package.

Mr D has been given an iVi intelligent pendant which will automatically raise a call for help at the monitoring centre if it detects he has fallen. A bed sensor has also been fitted which will raise an alert if he leaves his bed during the night and fails to return after a short time.

Mr D will now receive help if he falls as both sensors will automatically alert the monitoring centre, without the need for him to press a button, avoiding him lying for hours without help and minimising the consequences. His niece is reassured that the risk of Mr D falling and not getting help are being managed, without an increase in his care package.



Solutions

MyAmie

The MyAmie pendant can be worn on the wrist or around the neck and allows the user to call for help simply by pressing the red button, which can alert an onsite carer or 24 hour specialist monitoring centre.



iVi

The iVi intelligent pendant is a small, lightweight device which allows the wearer to press a help button to generate an alarm call, and will also automatically generate a call for assistance if it detects a fall.*



Vibby

The Vibby is a sleek, contemporary and technologically advanced fall detector which can be worn on the wrist. The Vibby will automatically raise an alert if it senses the user has fallen, and also enables the wearer to easily call for help manually.*



Bed occupancy sensor

This specially designed pressure pad will raise an alert if the user leaves their bed doesn't return within a pre-set time period, or fails to get out of bed by their usual time on the morning. The sensor can also be programmed to switch on lights, helping people find their way to and from bed easily.



Chair occupancy sensor

The chair occupancy sensor provides real time alerts to carers when a client leaves a chair in order to help prevent falls. It can also be used with wheelchairs, to help avoid falls occurring during transitions.



Passive infra red detector (PIR)

A PIR is a wireless movement detector that can be used to detect both movement (such as someone entering an area where they may fall) and lack of movement (for example, as a result of a fall).



Radio pull cord

The radio pull cord can be strategically placed around the home, in order to provide a user with a convenient means of summoning help in an emergency, such as in the event of a fall.



Pressure mat

The pressure mat will raise an alert with a carer if it is trodden on, and can be used in a range of circumstances, e.g. next to the bed, at the top of the stairs or near the front door.



For further information please call 01977 660479 or email enquiries@tunstall.com.

For full specifications and details of compatibility please refer to the latest Tunstall Portfolio

*Due to the wide variety of types of falls, some falls may not be detected. In the event of a fall, the service user should always be advised to try and press the help button on the iVi or Vibby.

About Tunstall

Over the last sixty years, Tunstall has pioneered the use of technology to enable independent living, creating the Connected Healthcare industry as we know it today, and supporting more than five million people and their families across the world. Tunstall was the first to develop alarm systems for older people, and has continued to lead the market ever since, remaining at the forefront of developments such as telecare and telehealth, right up to the present day where we are harnessing the power of digital technology.

We blend British design and manufacturing with externally sourced innovation to create a cost effective portfolio of services, underpinned by our global experience of enhancing care in the home for people in more than fifty countries. As the digital opportunity accelerates the speed of change, we continue to work in partnership with our customers to develop more groundbreaking, life-changing solutions.

For further advice, please contact your Tunstall Account Manager or call us on 01977 660479.

Photos in this document have been posed by models in some cases and names may have been changed to protect individuals' privacy.

Our policy of continual development means that product specification and appearance may change without notice. Tunstall does not accept responsibility for any errors and or omissions contained within this document. This document should not be relied upon for product details, and reference should be made to current specifications.

© 2018 Tunstall Group Ltd. ® Tunstall is a registered trademark.

Tunstall Healthcare (UK) Ltd is a member of the Tunstall Group.

t: 01977 661234 e: enquiries@tunstall.com w: uk.tunstall.com t: @TunstallHealth

The Tunstall logo consists of the word "Tunstall" in a white, bold, sans-serif font, centered within a red rounded rectangular background.

Enabling independent living