Tunstall

Enabling independent living

Loneliness and social exclusion
Connected Healthcare Solutions

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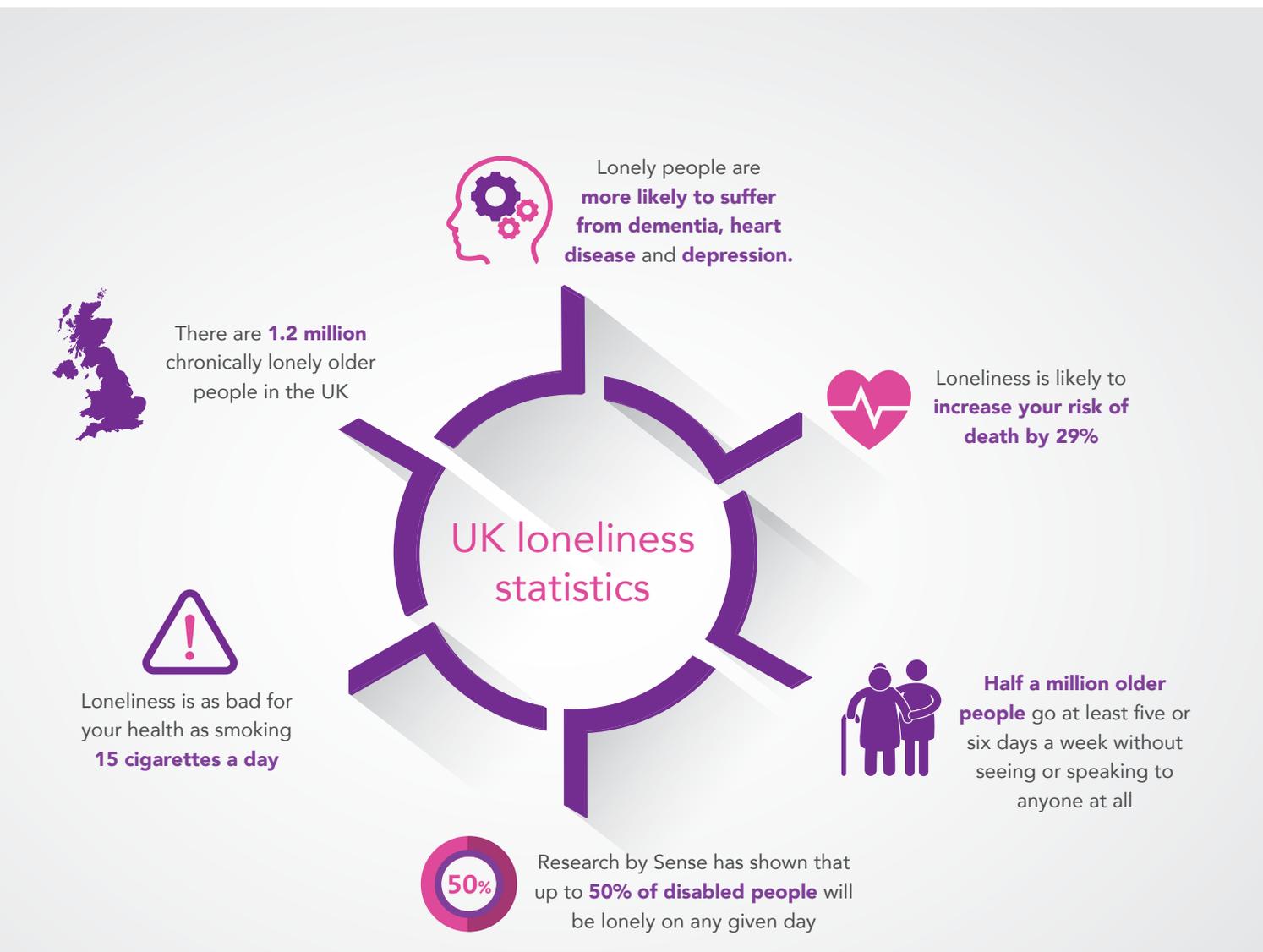social care professionals and carers

Introduction

There is growing recognition of the scale of loneliness in the UK and its negative impact on health and wellbeing, as evidenced by the creation in 2018 of the role of 'Minister for Loneliness'.

Technology has a key role to play in addressing the challenges associated with social isolation. It can help to manage some of the risks that can be associated with older people living alone, automatically raising an alert in the event of a crisis such as a fire, fall or flood. It also offers a source of 24 hour support and reassurance, with friendly, trained operators at specialist monitoring centres available to answer a call should an individual feel frightened or unwell. In group living environments, technology can connect people to other residents, staff, family and friends and the wider community, as well as to internet sites which may interest them.

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 experiencing loneliness, 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 improving the everyday lives of people who feel isolated, and reduce demand for statutory services by improving health and wellbeing.

UK loneliness statistics

Lonely people are **more likely to suffer from dementia, heart disease** and **depression.**

There are **1.2 million** chronically lonely older people in the UK

Loneliness is likely to **increase your risk of death by 29%**

Loneliness is as bad for your health as smoking **15 cigarettes a day**

Half a million older people go at least five or six days a week without seeing or speaking to anyone at all

50% Research by Sense has shown that up to **50% of disabled people** will be lonely on any given day
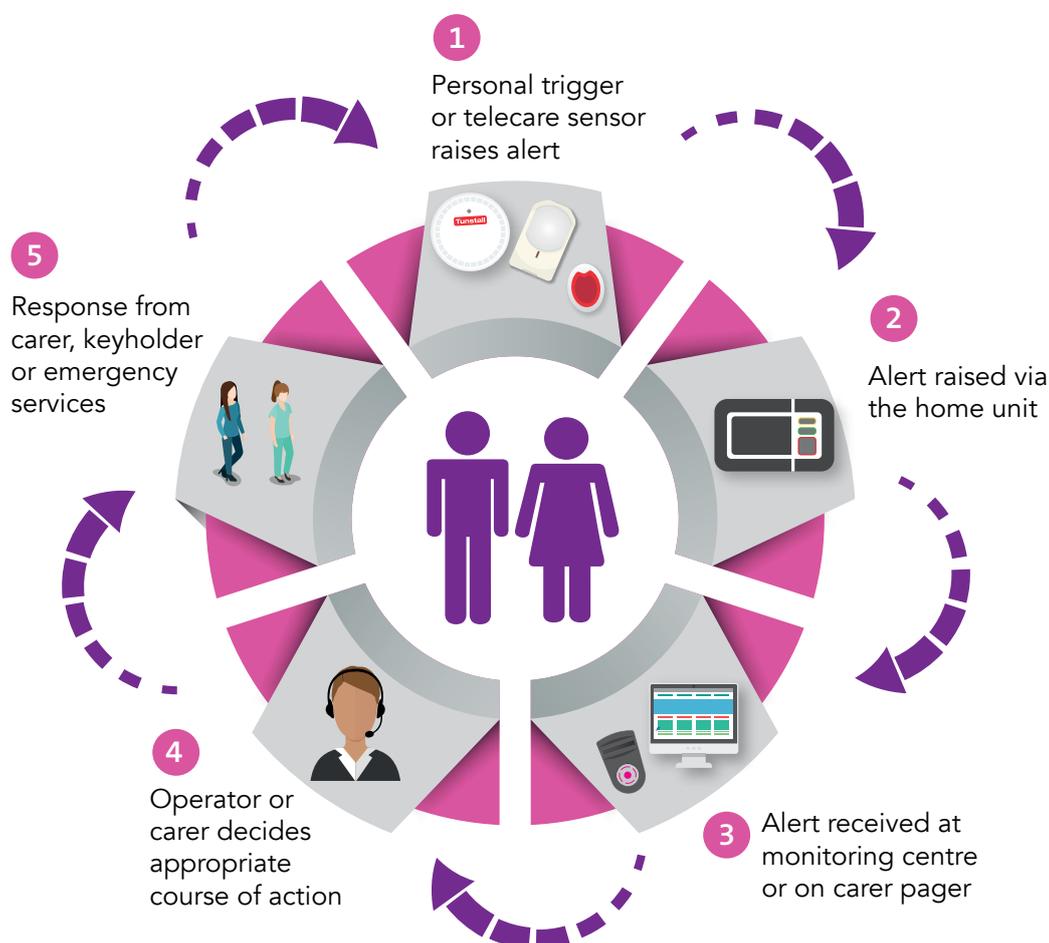
What is Connected Care?

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 who may be lonely. 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).

1. Personal trigger or telecare sensor raises alert

2. Alert raised via the home unit

3. Alert received at monitoring centre or on carer pager

4. Operator or carer decides appropriate course of action

5. Response from carer, keyholder or emergency services

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

Teleassistance in Spain

Tunstall supports more than 320,000 people who are older and/or have long-term care needs in Spain with a range of support including teleassistance. The Tunstall teleassistance service combines telecare monitoring and response, coordinates social care and third party services and delivers proactive outbound contact from monitoring centres. Teleassistance aims to provide continued contact and proactive support to help people who may be potentially isolated feel more integrated and supported, enabling them to remain independent for as long as possible by identifying any issues before they require an emergency response.

60% of calls are outbound, with operators proactively calling service users on a regular basis to check on their wellbeing, remind them of appointments, prompt them to take medication, confirm medication has been delivered or wish them a happy birthday.

Teleassistance takes a tiered approach. Preventative, proactive support is given to more independent service users, and vulnerable or at risk service users receive increased levels of support according to their need. Care services are prioritised and coordinated to ensure resources are used effectively and focused on the areas where they will deliver the best outcomes. A study of the impact of the service on 500 people who had used it for six months found 92.3% 'decreased loneliness' and 78% 'improved ability to live alone'.

Vincles

Vincles, which means "social ties" in Catalan, is an app-based service designed to strengthen and expand older people's personal and social networks. Managed and delivered by Tunstall, Vincles is a social innovation aimed at people over 65 who have a feeling of unwanted loneliness, whose objective is to strengthen the relationships of older people, both with their family and friends and with people in their neighbourhood. Referrals can be received from health and social care professionals, from the teleassistance service or from individuals who wish to use the service.

Participants use an app on a digital tablet, which allows them to make voice or video calls, and send messages and photographs. They also have access to a calendar, where they can record social events and appointments. Regular meetings and activities are also organised, with Tunstall staff using the calendar to invite members. The project takes a strengths-based approach, focusing on the individual's abilities rather than any illness or disability, and giving them the skills to try new things.

Vincles currently has more than 500 active users in Barcelona, and the service plans to become citywide, reaching more than 30,000 people, or 10 percent, of the city's seniors who are living alone by 2020.

Solutions

Communicall Vi IP

Our latest generation of digital group living solutions includes Communicall Vi IP, which enables advanced communication as well as providing a future proof platform for the delivery of a wide range of services. Stylish, contemporary touchscreen IP hubs in each dwelling provide video door entry and speech communication in the event of an alarm call. The systems also support pendants and a wide range of telecare devices which can be configured on a resident by resident basis, managing individual risks and enabling independence and freedom according to the user's ability and wishes. Communicall Vi IP's digital infrastructure enables ultra-fast alarm reporting and multiple alarm calls to be managed at the same time.

Each user's hub can be used to make free onsite video and telephone calls to other residents and onsite services, and can act as a WiFi hotspot, enabling residents to use their own devices to go online. The system has the capability to evolve over time to support new technologies such as apps to support wellbeing and social inclusion.

Loreburn Housing Association

Loreburn Housing Association is the first Registered Social Landlord in Scotland to install Communicall Vi IP, demonstrating its commitment to providing its customers with the most advanced and best value solutions possible. Loreburn's aim is to provide free WiFi at all of its schemes, and sheltered developments are the first to benefit using Commnunicall Vi IP. The number of people living in schemes using tablets, smart phones and computers is increasing, and providing WiFi is one way for Loreburn to enable social/digital inclusion and ensure schemes will be fit for purpose in the future.

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.

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

Tunstall

Enabling independent living