

Mobile telecare to protect the vulnerable

With increasing life expectancy and ever improving medical technology, it is widely acknowledged that one of the greatest challenges facing society today is how we manage the spiralling costs of providing care for our ageing population.

In addition, with escalating pressure on public expenditure, health and social care professionals need to find new and innovative ways to make better care available to all vulnerable people so they can live with independence and dignity, both in their own homes and wider neighbourhoods.

Technology solutions and communications have developed rapidly in the last few years and Tunstall is a company experienced in designing telecare communications systems that deliver real and immediate benefits to patients and vulnerable people, as well as their carers and healthcare providers. Our systems provide assistance in many ways but the most important deliverables are:

Quality of life: There is a clear demand from people for support to live at home - according to the UK Department of Health 'An estimated 90% of older people want to live in their own home.'

Extended independent living: From a health perspective, vulnerable people living at home or in sheltered accommodation enjoy a better quality of life, reduced health problems and longer life expectancy. Tunstall helps people to maintain an active lifestyle and remain socially included.

Financially efficient caring: The cost of caring for people at home is significantly lower than in care homes. A recent report by the Alzheimer's Research Trust (Dementia 2010) says the average annual cost for residential care is £30,000. The Social Exclusion Unit estimates reducing rates of institutionalisation [of older people] by just 1% will save a projected £3.8 billion per year.

Telecare has developed as a range of products and services to support vulnerable people living either on their own or in sheltered accommodation. Telecare solutions have developed into two main categories:

Fixed line: Telecare solutions have evolved traditionally to support people living in their own home. Comprised mainly of passive detection technologies, they typically connect users to a support organisation through fixed line communications.

Mobile: As technology has matured, mobile telecare solutions can provide greater support and flexibility. The Tunstall Romad mobile device protects and connect users to care organisations with mobile communications and GPS positioning both in and away from the home. Our mobile telecare solutions can be particularly beneficial when they integrate with and complement fixed line systems.



All the reassurance you need

Tunstall

Tunstall Romad Personal Safety Phone

With a combination of highly sensitive GPS, GSM communications and an unmatched assortment of personal safety features, the Tunstall Romad can address all the key requirements of an alarm device within a mobile telecare solution. It is a small, discreet and lightweight personal safety phone which can be worn on a lanyard, placed on a belt holder or carried in a pocket or handbag. For specific applications, it may be worn in a lockable pouch attached to a belt or clothing. The Tunstall Romad is a highly capable, custom designed telecare device delivering key benefits when managed through a professional telecare monitoring centre.

Web based monitoring and control

Complementing the Geonovo's web based administration and management platform which allows any authorised person to manage the devices online. This is designed to facilitate the management of just a few devices up to the rollout of hundreds of units using batch imports of user and SIM card details and IMEI numbers into the handset. The Tunstall tracking platform is designed to help our customers get the maximum benefit from their telecare investment whilst providing tools to help them care for the people who rely on the Tunstall Romad personal safety device. In addition to sending status, position and alarm messages to the telecare monitoring centre, the device also sends this information securely to Tunstall's platform where it can be used by authorised personnel to provide information about the device user/wearer's location and situation.

There are many categories of health care consumers who can benefit from a fully mobile telecare solution including:

- Dementia sufferers
- People at risk of a fall
- People with heart or pulmonary diseases
- People with learning difficulties
- People with physical disabilities
- Victims of domestic violence/abuse
- People who are visually impaired
- People with debilitating diseases such as epilepsy or severe asthma
- People with mental health problems
- People who are socially excluded
- People recently discharged from hospital
- Carers of most of the above

A mobile telecare solution typically includes the following core components:

1. Tunstall mobile alarm device
2. Telecare monitoring centre
3. Mobile network (GSM)
4. Satellite positioning system (GPS)
5. Responders (friends, family, local authority carer)



Service Features

Call

Speed-dial up to 4 pre-set numbers and up to 16 others using the phonebook; these are managed through AdminLW. Receive calls just like any other mobile phone or set the device to only receive from numbers programmed in the speed dial list or phone book.

SOS alert

When the SOS button is used the device will initiate a voice call to up to 3 designated numbers. The handset will call each number in turn until the call is answered, trying each of the 3 numbers up to 3 times. At the same time calls are being made, the device sends an SOS message via SMS to the monitoring centre containing the last known GPS position available. Whilst in SOS mode the device will continuously try to acquire updated GPS co-ordinates and transmit these to the monitoring centre.

Controlled hours

The device may be configured to determine the hours during which GPS reporting is active. This maintains privacy by ensuring device locations are not visible out of working hours and extends battery life.

Speed reporting

Can be used to monitor the speed of a device user or wearer. Carers can be notified if a user starts an unexpected bus, car or train journey.

Geofencing

The Tunstall Romad supports geofencing, alerting the monitoring centre if the user/wearer leaves or enters a designated area. Carers can be notified when a person goes too far from home or arrives at a potentially dangerous location.

Technology features

SiRF Star III LP

Incorporating the latest GPS chipset provides superior location sensitivity and accuracy with low power consumption.

GSM/GPRS

Dual band GSM 900/1800 with two way voice, GPRS and SMS.

Memory

Internal memory allows for the storage of location and status data when outside of mobile network coverage; messages will be relayed to the server when GSM connectivity is re-established.

Phonebook

The Tunstall Romad can store 20 numbers in its phonebook; these are set up and managed through AdminLW, the monitoring centre web based lone worker administration platform.

Power Management

Advanced power saving technology to optimise battery life.

Features	Benefit
SOS alert using a sliding switch centred on the front of the phone which is easy to locate and activate but avoids false alarms. When the SOS button is pushed, the Tunstall Romad vibrates and instantly opens a 2 way GSM voice channel to the telecare monitoring centre, simultaneously sending an SMS messages with the latest GPS location.	Easy to find and use emergency SOS button. 2 way voice communication with SMS backup gives confidence to device users and carers that notification of an emergency has been received.
Fully mobile device.	The user is not restricted to the home location and can maintain full independence whilst remaining protected when away from home.
Highly sensitive GPS performance.	Accurate and up to date location data means the user can be located quickly when an alarm is activated or if they fail to return when expected.
Speed dial buttons can be configured for instant contact with friends, family, carers and telecare monitoring centre.	Easy access to important numbers; for example a spouse, son, daughter, or doctor.
GSM mobile phone with 2 way voice communications.	A simple and easy to use mobile phone overcoming technical barriers often present with complex, fully featured mobiles.
Full GPS tracking capability with mapping, geofencing, speed and direction detection.	Can be worn as a passive device by dementia sufferers to provide continuous monitoring of location when away from home or sheltered housing.
Simple device with a clear screen showing GPS, GSM and battery status, phone numbers, inbound text messages, options and settings.	Device users can easily learn how to use the Tunstall Romad and access all relevant functionality.

Specification

Model:	Romad RSP-100
Technology:	GSM 900/1800, GPRS and GPS (SiRF Star III LP)
Dimension:	90mm x 46mm x 17.5mm
Weight:	42.5g without battery, 62.5g with battery
Screen:	Main LCD Display 96 x 25 pixels
Colour:	Black
Battery:	720mAh Li-Ion
Stand-By*:	Up to 100 hrs
Talk-Time*:	Up to 150 min
Compliance:	The Tunstall Romad is fully compliant with BS8484:2009 section 5, Lone Worker Device
Package:	Tunstall Romad Personal Safety Phone, Battery, Neck Strap, Mains Charger, Belt Clip Quick Start Guide

*Dependent on GSM and GPS operation

For more information on Romad please call 01977 660479

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