Tunstall

Falls Management

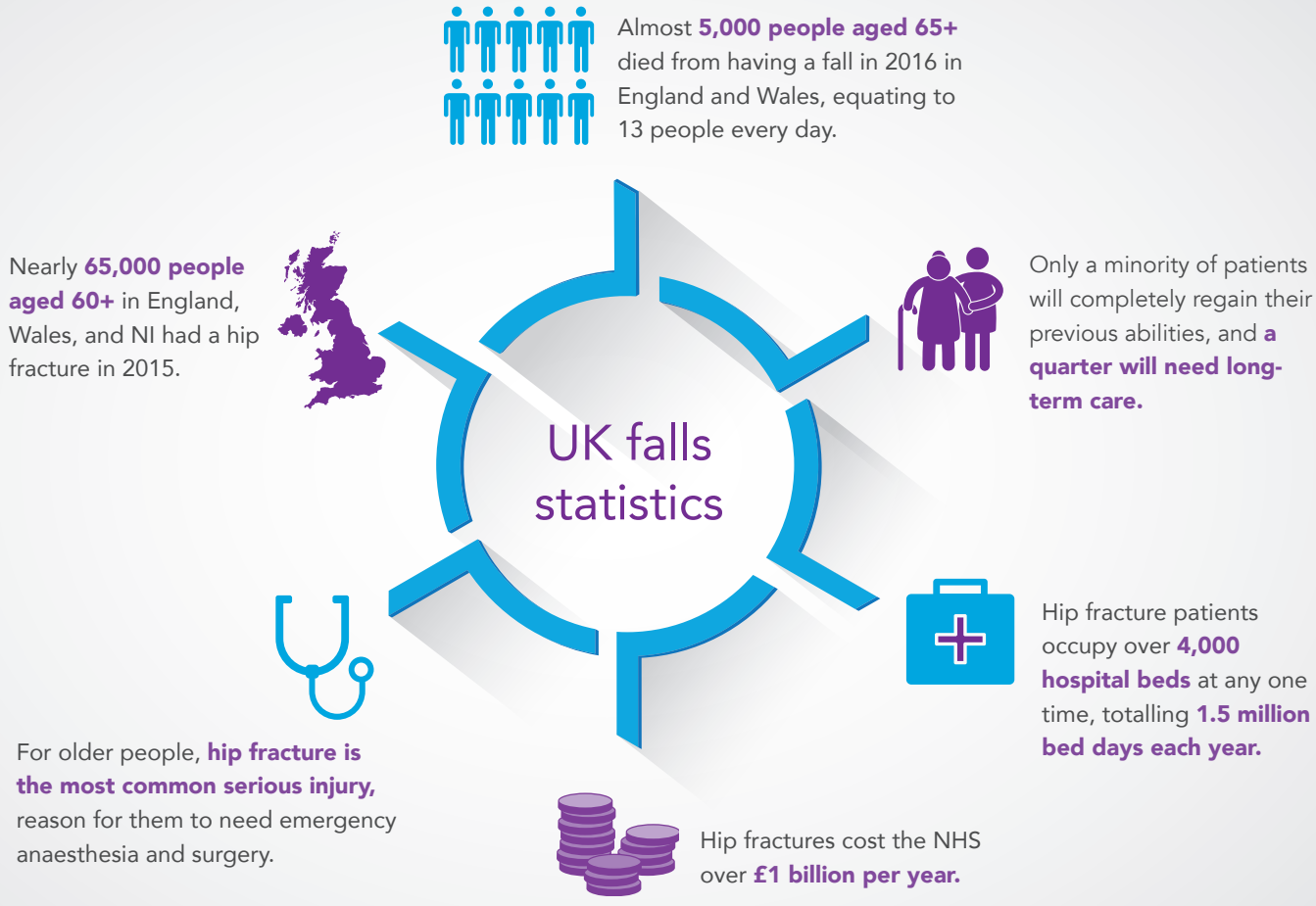
Connected Healthcare Solutions

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. As well as helping to manage the risk of falls, technology 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.



Source: Later Life in the UK, Age UK, March 2018

What is Connected Care?

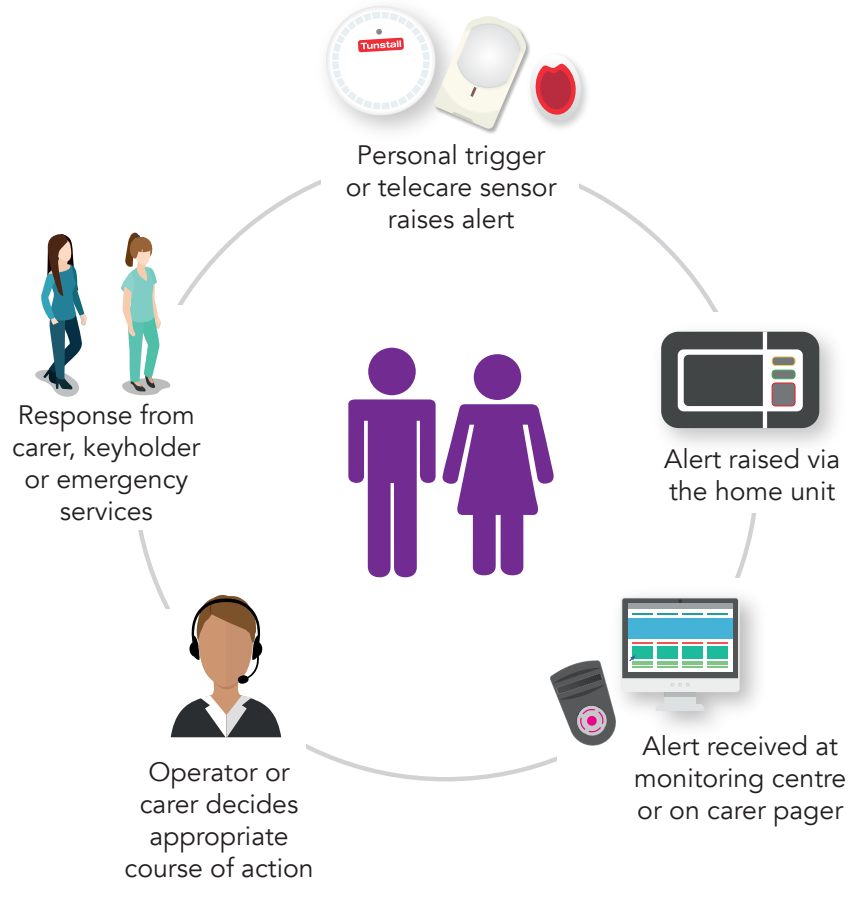
Tunstall's Connected Care solutions use advanced technology to support a wide range of people, including older people, people with limited mobility, people with physical disabilities and sensory impairments, people with learning disabilities, people with epilepsy, people with dementia and people at risk of falls.

Connected Care services combine a range of unobtrusive alarms and sensors which detect events such as smoke, gas or a person falling, with a 24-hour response centre. Should a sensor be activated, either automatically or by the user, an alert will be immediately received at the monitoring centre where the operator will contact family members, response teams or the emergency services to provide help. This rapid response minimises the consequences of events and provides reassurance to users and their families that risks are being managed effectively.

Alerts can also be received by carers on a handset, in individual homes or grouped living environments.

Connected Care provides efficient, 24-hour support, giving a platform for the right amount of care to be delivered at the right time, and connects stakeholders to enable integrated care. Systems can also be configured to monitor changes in daily activity over time, aiding effective care planning and highlighting any deterioration in wellbeing at an early stage.

The latest evolution of Tunstall Connected Care is underpinned by the digital technology. Our Cognitive Care model will use data-driven insights to not just react to events, but predict and even prevent them, transforming the way health and social care is delivered.



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.

NHS Calderdale Clinical Commissioning Group

Lancashire County Council

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.

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.*

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.

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.

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.*

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.

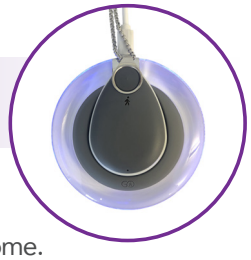
Motion sensor

Our motion sensor 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). It can be fitted flat to the wall or across a corner, and the battery can be replaced without removing the sensor from the wall. Minimum detector beam of 5 x 5m.

Pressure mat

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

Tunstall GO



GO complements telecare packages by providing users with the means to easily access help when away from home. Worn as a pendant or attached to a keyring, if activated by the user it will connect them to the monitoring centre with two-way communication, enabling the operator to establish the nature of the event and send appropriate assistance. Activation also automatically notifies the monitoring centre of the user's location, and GO will automatically raise and alert if it senses that the wearer has fallen.

*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

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 community-based health and social care, and enable people to live independently and with an improved quality of life.

Tunstall's Connected Care and Health solutions are underpinned by IP enabled platforms and infrastructure, supporting the innovative use of technology including IoT, SaaS and cellular communications. It offers an end-to-end solution, including training and consultancy, service and maintenance, and monitoring services which make more proactive and personalised models of care possible, and focus health and care teams where they are most required.

Tunstall works with social care providers, healthcare services, retirement living providers, and nursing and care organisations in 38 countries, improving the lives of millions of people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

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

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