

Telecare Equipment Assessment Toolkit

Please read the following carefully before using the Tunstall Telecare Equipment Assessment Toolkit

All information contained within the Tunstall Telecare Equipment Assessment Toolkit is intended to be used for guidance and educational and informational purposes. It is not intended as a substitute for professional practice and experience.

All Service Users are unique and have their individual sets of requirements, needs, risks, and unique telecare solutions. In practice, a Service User will have a complex set of situations which will require appropriate and complex solutions. It is important to note that the content within the Toolkit is generic and gives example solutions based on separate situations.

The Toolkit is up to date with Tunstall telecare products available at the time of writing.

SITUATION	RISK		NEED	SOLUTION	OUTCOME	
	Immediate Risk	What could happen			Immediate Outcome	Secondary Outcome
HEALTH AND WELLBEING						
Respiratory problems e.g., asthma	Unable to call for help if having an acute episode	<ul style="list-style-type: none">Asthma attackDeathHospitalisationFear of being left alone	To be able to call for help	<ul style="list-style-type: none">Lifeline home unit or CareAssistMyAmie Pendant	ALERT Reduce <i>the severity of harm</i> caused by the Service User being left ill, hurt, or injured for significant periods of time	<ul style="list-style-type: none">Peace of mindEnable independent livingIncreased confidenceSupport carer
Long Term Conditions	Unable to call for help if having an acute episode e.g., heart attack	<ul style="list-style-type: none">FallsDeathIncreased damage to heart	To be able to call for help	<ul style="list-style-type: none">Lifeline home unit or CareAssistMyAmie Pendant / Fall Detector	ALERT Reduce the <i>severity of harm</i> caused by the Service User being left ill, hurt, or injured for significant periods of time	<ul style="list-style-type: none">Peace of mindEnable independent livingIncreased confidenceSupport carer

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Hypoglycaemia	<ul style="list-style-type: none"> • Unable to manage medication • Unable to call for help when having an acute episode 	<ul style="list-style-type: none"> • Coma • Death • Missed medication • Hospitalisation 	<p>To be reminded to take medication</p> <p>To be able to call for help</p>	<ul style="list-style-type: none"> • Lifeline home unit or CareAssist • MyAmie Pendant / Fall Detector • Medication Dispenser 	<p>PROMPT Reduce the <i>likelihood</i> of the Service User forgetting medication ALERT Reduce <i>severity of harm</i> that could be caused should the incident occur</p>	<ul style="list-style-type: none"> • Medication compliance • Enable independent living • Increased confidence
Night-time Incontinence	Left in bed with urine/faeces for long periods	<ul style="list-style-type: none"> • Poor hygiene • Skin breakdown • Hospitalisation • Residential care 	For an alert to be raised so a carer or responder can carry out an agreed action	<ul style="list-style-type: none"> • Lifeline home unit or CareAssist • Enuresis Sensor 	<p>ALERT Reduce <i>severity of harm</i> that could be caused should the incident occur</p>	<ul style="list-style-type: none"> • Better management of incontinence • family/carers do not need to wake repeatedly to check for incontinence
Epilepsy	Unable to call for help when having a seizure	<ul style="list-style-type: none"> • Falls and injuries • Increased carer stress • Hospitalisation • Residential care 	For an alert to be raised so a carer or responder can carry out an agreed action	<ul style="list-style-type: none"> • Lifeline home unit or CareAssist • Epilepsy Sensor (on bed for night-time) • Vibby Falls Detector (dependant on type of Epilepsy to use during day) 	<p>ALERT Reduce the <i>severity of harm</i> caused by the Service User being left ill, hurt, injured or unconscious for significant periods of time</p>	<ul style="list-style-type: none"> • Carer support • Ability to monitor seizure patterns • Better management of condition • Increased confidence • Enable independent living • Increased confidence
Forgetting medication / poor medication management	Service User misses their medication	<ul style="list-style-type: none"> • Poor management of condition • Illness • Family dependence • Poor quality of life • Hospitalisation 	<ul style="list-style-type: none"> • To prompt the Service User to take Medication • For an alert to be raised automatically 	<ul style="list-style-type: none"> • Lifeline Vi+ home unit (for voice prompts) • Lifeline home unit (all Lifeline home units if voice prompts are not required) • Medication Dispenser 	<p>PROMPT Reduce the likelihood of the Service User forgetting medication ALERT Reduce severity of harm that could be caused if the medication is not used</p>	<ul style="list-style-type: none"> • Increased confidence • Improved condition • Improved medication compliance • Carer support

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SENSORY IMPAIRMENT						
Impaired Hearing	Unable to hear signs of fire or conventional alarms	<ul style="list-style-type: none">• Risk from fire• Risk to independence• Poor quality of life• Additional care packages	To let the Service User know they need to act	<ul style="list-style-type: none">• Lifeline home unit• DDA Receiver (Pager, Watch, Flashing Beacon, or Clock)• Vibrating Pillow Shaker for night-time• Smoke Detector / Heat Detector / CO Detector / Natural Gas Detector	ALERT Reduce <i>severity of harm</i> that could be caused should a fire occur	<ul style="list-style-type: none">• Increased safety• Increased security• Enable independent living• Protect from fire
Impaired Vision	Unable to see signs of fire or conventional alarms	<ul style="list-style-type: none">• Risk from fire• Poor quality of life• Additional care package	To let the Service User know they need to act	<ul style="list-style-type: none">• Lifeline home unit• DDA Receiver (Pager, Watch, Flashing Beacon, or Clock)• Vibrating Pillow Shaker for night-time• Smoke Detector / Heat Detector / CO Detector / Natural Gas Detector	ALERT Reduce <i>severity of harm</i> that could be caused should a fire occur	<ul style="list-style-type: none">• Increased safety• Increased security• Protect from fire

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PHYSICAL IMPAIRMENT / DISABILITY						
<ul style="list-style-type: none">• Arthritis• Parkinson’s• M.S• Reduced mobility	Unable to call for help if fallen, in distress, ill, hurt, unable to move, injured etc	<ul style="list-style-type: none">• Falls• Poor mobility• Hospitalisation	For an alert to be raised automatically	<ul style="list-style-type: none">• Lifeline home unit or CareAssist• Jelly Bean Switch (severe impairment)• iVi Intelligent Falls Pendant or MyAmie Pendant with Easy Press Adapter• Bed Occupancy Sensor• Motion Sensor (if inactivity monitoring is required)	ALERT Reduce the <i>severity of harm</i> caused by the Service User being left ill, hurt, or injured for significant periods of time PROMPT Reduce the likelihood of an incident occurring that could put the Service User at risk	<ul style="list-style-type: none">• Increased Confidence• Minimise falls• Enable independent living
KEEPING HEALTHY						
Poor exercise	Unable to call for help if fallen, in distress, ill, hurt, unable to move, injured etc.	<ul style="list-style-type: none">• Fear of being left alone• Increased family dependence• Depression• Poor quality of life	To be able to call for help	<ul style="list-style-type: none">• Lifeline home unit or CareAssist• MyAmie Pendant	ALERT Reduce the severity of harm caused by the Service User being left ill, hurt, or injured	<ul style="list-style-type: none">• Increased confidence
Poor nutrition	Service User doesn’t eat and drink properly	<ul style="list-style-type: none">• Additional care packages• Admission to hospital• Illness	To assess if the Service User is unable to remain active and/or taking care of themselves	<ul style="list-style-type: none">• Lifestyle Activity Monitoring System	MONITOR Reduce the likelihood of the Service User not getting the right level of support Reduce <i>severity of harm</i> that could be caused by the Service User not having the right level of support	<ul style="list-style-type: none">• Enable independent living• Support carer

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ENVIRONMENTAL, SAFETY AND SECURITY RISKS						
Feeling unsafe / unwanted visitors	Unable to call for help if in distress	<ul style="list-style-type: none">• Poor quality of life• Security concerns• Safety concerns• Social isolation	To be able to call for help	<ul style="list-style-type: none">• Lifeline home unit• MyAmie Pendant• Bogus Caller / Panic Button	ALERT Reduce the <i>likelihood</i> of an incident occurring that could put the Service User at risk Reduce <i>severity of harm</i> that could be caused should the incident occur	<ul style="list-style-type: none">• Increased safety• Increased confidence
Memory loss and dementia	Night-time walking (Service User leaves their home at an inappropriate time)	<ul style="list-style-type: none">• Safety concerns e.g., falls• Unable to manage dementia• Residential care	For an alarm to be raised to warn the Service User, carer, responder or emergency services of potential hazard	<ul style="list-style-type: none">• Lifeline home unit (Vi+ or Smart Hub)• Virtual Property Exit Sensor with Motion Sensor• iVi Intelligent Pendant	ALERT Reduce the <i>likelihood</i> of a significant incident occurring that could put the Service User at risk Reduce <i>severity of harm</i> that could be caused should a significant incident occur	<ul style="list-style-type: none">• Manage effects of dementia• Increased safety
	Insecure doors or windows (Service User may leave them open/unlocked) Unable to call for help if in distress	<ul style="list-style-type: none">• Burglary risk• Safety concerns• Security concerns	To be able to call for help For an alert to be raised automatically	<ul style="list-style-type: none">• Lifeline Vi+ home unit (intruder Monitoring)• Door Contacts on doors• Door Contacts on windows• Motion Sensors	ALERT Reduce the <i>likelihood</i> of a significant incident occurring that could put the Service User at risk Reduce <i>severity of harm</i> that could be caused should a significant incident occur	<ul style="list-style-type: none">• Increased security• Increased confidence
	Leaving appliances on (Unable to use cooker safely)	<ul style="list-style-type: none">• Burns and scalds• Fire risk• Hospitalisation• Increased care• Package for meals	For an alert to be raised automatically	<ul style="list-style-type: none">• Lifeline home unit• Smoke Detector / Heat Detector• Natural Gas Detector	ALERT Reduce <i>severity of harm</i> that could be caused should the incident occur	<ul style="list-style-type: none">• Increased safety• Increased confidence
	Forgets to turn taps off causing floods	<ul style="list-style-type: none">• Falls• Hospitalisation• Damage to property	For an alert to be raised automatically	<ul style="list-style-type: none">• Lifeline home unit• Flood Detector	ALERT Reduce the likelihood of an incident occurring that could put the Service User at risk	<ul style="list-style-type: none">• Increased safety• Increased confidence

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Gas and carbon monoxide leaks	Unable to use appliances safely	<ul style="list-style-type: none"> Death Injury Damage to property 	For an alarm to be raised to warn the Service User, carer, responder or Emergency services of potential danger	<ul style="list-style-type: none"> Lifeline home unit Natural Gas Detector Carbon Monoxide Detector 	<p>ALERT</p> <p>Reduce the likelihood of a significant incident occurring that could put the Service User and others at risk</p> <p>Reduce severity of harm that could be caused should a significant incident occur</p>	<ul style="list-style-type: none"> Increased safety Support carer Increased confidence
Reduced tolerance to cold	Not keeping home warm	<ul style="list-style-type: none"> Hypothermia Death Illness 	For an alert to be raised automatically	<ul style="list-style-type: none"> Lifeline home unit Ambient Temperature Sensor 	<p>ALERT</p> <p>Reduce the severity of harm caused by the Service User being left ill, hurt, injured or unconscious for significant periods of time</p>	<ul style="list-style-type: none"> Increased safety
Reduced tolerance to heat	Not keeping home cool enough	<ul style="list-style-type: none"> Dehydration Death Illness 	For an alert to be Raised automatically	<ul style="list-style-type: none"> Lifeline home unit Ambient Temperature Sensor 	<p>ALERT</p> <p>Reduce the severity of harm caused by the Service User being left ill, hurt, injured or unconscious for significant periods of time</p>	<ul style="list-style-type: none"> Increased safety
Reduced dexterity	Unable to call for help if fallen, in distress, ill, hurt, unable to move, injured etc.	<ul style="list-style-type: none"> Death Illness Injury Hospitalisation Fear of being left alone 	To be able to call for help	<ul style="list-style-type: none"> Lifeline home unit or CareAssist MyAmie (Easy Press Adapter) or iVi Intelligent Falls Pendant Jelly Bean Switch (severe impairment) 	<p>ALERT</p> <p>Reduce the severity of harm caused by the Service User being left ill, hurt, or injured for significant periods of time</p>	<ul style="list-style-type: none"> Increased confidence
Unsuitable home environment	Tripping and falling Unable to call for help if fallen	<ul style="list-style-type: none"> Fractures Hospitalisation 	To be able to call for help	<ul style="list-style-type: none"> Lifeline home unit or CareAssist iVi Intelligent Falls Pendant 	<p>ALERT</p> <p>Reduce the severity of harm caused by the Service User being left ill, hurt, or injured for significant periods of time</p>	

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				<ul style="list-style-type: none"> Bed Occupancy Sensor 	MONITOR Reduce the <i>likelihood</i> of an incident occurring by identifying hazards in certain areas or at certain times	
Unsure of living patterns	Assumption made on how Service User is managing	<ul style="list-style-type: none"> Residential care 	Reassurance that the Service User can live independently by remaining active and/or taking care of themselves	<ul style="list-style-type: none"> Lifestyle Activity Monitoring System 	MONITOR Reduces the <i>likelihood</i> of unnecessary intensive/24 hour/residential care being given	<ul style="list-style-type: none"> Manage effects of dementia Enable independent living Ongoing assessment Support carer