

case study



Sector: Supported Housing
Client: West Lothian Council

Application: Telecare Project

the dilemma

The provision of care and support for an older population is one of the biggest issues facing local government in decades. How can technology help to protect, support and care for people, whilst still allowing them to maintain their independence?



the need

West Lothian Council undertook a thorough examination of its provision for older people within the area, and in April 1998, the plan for Services for Older People established the need to reconfigure services to be more community based. The result was the 'Opening Doors for Older People' project, which aimed to care for people wherever possible in their own home. There were two main strands to the project; a home safety service to support people in their own home, and a housing with care model to replace institutional care.



West Lothian
Council

All the reassurance you need

Tunstall

“In West Lothian we have a vision of a future in which every older person has a decent quality of life, with dignity and security”

David Kelly, Director of Community and Support Services at West Lothian Council



the solution

The Opening Doors project contained 3 new build projects, with Almondvale Gardens in Blackburn being the first to be completed. The design provides 24 cottages developed in two courtyards on either side of a central resource facility.

This central hub offers a wide range of facilities and activities outside the home, and is designed to be used by a cross section of the local community in order that residents of Almondvale Gardens are not only independent but integrated.



Replacing a residential care home which formerly stood on the site, the construction of Almondvale began in May 2001 and was completed in July 2002. Each of the cottages contains a lounge, bedroom, kitchen and shower room and all have been constructed to deliver a high level of energy efficiency and sustainability. One residence has been reserved as a ‘flexible flat’, to offer respite care, and/or assessment and rehabilitation assisted by SMART technology.

In the early stages of the project, a pilot house was established to test the technology in a live setting before it was installed in peoples’ homes. A core package was devised, which formed a basic platform from which a system is developed to suit individual needs. The heart of the package is a PERS unit which provides a link to a response centre providing staffed support 24 hours a day. The unit will raise an alarm call to the response centre if the red button either on the unit itself or on the supplied personal trigger is pressed.

Linked into the PERS unit are sensors which can detect for smoke, floods and extremes of temperature, as well as PIRs to detect movement or inactivity. Additional sensors are chosen according to individual needs, and may include fall detectors or door open detectors. All of these sensors will raise a call for help in case of incident. Calls can be routed to the 24 hour response centre, or to family, friends or other informal carers. As well as providing the reassurance that help is always available at the touch of a button, the lifestyles of tenants are also unobtrusively monitored through the technology, which detects any changes in behaviour patterns that could indicate a problem with their health or well being.

Mrs Smith's story

Mrs Smith is an elderly lady who lives on her own and values her independence. Her mobility has been severely restricted by a spinal tumour, and although she can move slowly with the aid of a frame inside her flat, she has fallen several times. Following assessment by the Health & Care team, Mrs Smith was given a fall detector, meaning the Careline Centre will be alerted of a fall, even if she is unable to press the button on her pendant. Mrs Smith also received the core package as detailed below. These sensors link to the Careline centre which provides a staffed response 24 hours a day. She is now supported safely at home allowing her to keep links with her community, friends and family, and is not moving into a formal care environment. The reassurance that the fall detector provides means she will never be left lying on the floor without help, which has increased her confidence so much that she feels able to take a more active role in life at Almondvale Gardens.

conclusion

Almondvale Gardens has been a great success. Older people are happier because they have the opportunity to remain independent for longer, and the reassurance of knowing help is available at the touch of a button is a great support to residents and their family and carers. All users felt the technology gave them a greater sense of security.

As a result of the reconfiguration of services for older people in West Lothian, of which Almondvale Gardens is a key part, the length of stay in nursing homes in West Lothian has dropped from approximately 3 years in 1999 to 1.8 years by the end of 2002.

The number of hospital bed days saved was 3,200 (full year equivalent) with the service getting people home quicker or preventing admissions in the first place. The level of delayed discharges for people over 65 in West Lothian was also reduced by around one third to 2.14 per 1,000 people, compared to 4.33 in the rest of the Lothian area.

The council can now manage the expectations and needs of older people in a more flexible and cost effective way.

core package

A core package of telecare Smart sensors has been developed. Every client has the following core package of technology issued and installed in his or her home environment.

This consists of a Tunstall PERS unit with Amie personal trigger plus:

- 1 Temperature extremes detector
- 2 Smoke detector
- 3 2 flood detectors (kitchen/bathroom)
- 4 2 movement detectors (PIR)
- 5 Pullcord (bathroom)
- 6 Communicall system with remote door opener
- 7 Video door entry



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complete confidence - total reassurance

Tunstall is the world's leading provider of telecare and telehealth solutions, supporting older people and those with long-term needs to live independently, by effectively managing their health and well-being.

Established in 1957 and based in Yorkshire, Tunstall provides a complete end to end solution, from installation through to service and maintenance.

- We lead the market in the quality and reliability of our hardware, software and systems integration
- We work in partnership with a wide range of organisations to provide essential telecare and telehealth services
- We are committed to providing excellent customer service and support
- We can provide bespoke solutions that draw on our expertise and resources
- We are constantly innovating, developing and delivering new solutions to meet the changing needs of a changing population

Tunstall - the fully integrated solution provider

The solutions we provide include:

- Personal and home reassurance
- Telecare and community telemedicine
- Supported housing
- Response centre
- Homecare management systems
- Building management & community protection
- Workplace, schools and lone worker protection
- Nursecall
- System design consultancy
- Total project management
- Installation and commissioning
- Maintenance and field support
- Monitoring service
- Service repair centre
- Training
- International technical helpdesk

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Tunstall is a founder member of the Continua Health Alliance

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