

case study



Sector: Telecare

Client: Caradon District Council

Application: Falls Management

dilemma

People with epilepsy are just like everyone else, except they are prone to recurrent seizures that can be unexpected and unpredictable. So how can people with epilepsy raise a call for help if they're alone?

Tony regularly carries out voluntary work, teaching basic skills in computers and helping people with mental disabilities. Most of all he is determined that epilepsy will not effect his independence.

the need

Tony Robertson has had epilepsy since he was 14. He lives alone but close to his family in the pretty village of Looe, Cornwall.

Like many other people who have epilepsy, Tony has seizures. He may black out or experience a number of sensations and movements. But he has no warning when these will occur. He often lies uncomfortably on the floor or even injured for hours until the seizure is over.



All the reassurance you need



“I am pleased that we have been able to provide Mr Robertson with something that is really useful and benefiting him in his everyday life. His family is also now reassured that when he needs help one of our operators will contact them.”

**Mary Mullans, Control Centre Manager,
Caradon District Council**

the need

Epilepsy is the most common serious neurological condition affecting people of all ages. A prevalence rate of 0.75%

(1 in 133) is usually quoted as a minimum for the UK. This would mean that there are at least 420,000 people with epilepsy in this country alone.

Anyone can develop epilepsy and learning you have it can come as a huge shock. There are still many misconceptions about the condition and it's a sad fact that it still carries a stigma. But it's important to remember that most people with epilepsy can - and do - lead perfectly normal lives with only a few minor changes to their everyday lifestyle. Wearing a Tunstall Fall Detector is one of these small changes. It can play a huge part in helping people with epilepsy enjoy their life to the full.

The first day Tony wore his Fall Detector he had a seizure. The local monitoring centre at Caradon District Council responded to the call and contacted his mother who



Tony had nominated as his closest keyholder. The monitoring centre requested that she check on Tony because the Tunstall Fall Detector had been alerted of Tony's fall. His mother visited his house to make sure he was safe. Some hours later when Tony woke up he noticed that the dishes had been cleaned and the house tidied. He realised that his mother must have been to check he was OK. So he now refers to his Fall Detector as “the best dishwasher I've ever had!”

Whilst it's true that epilepsy can be debilitating and may prevent some people doing things they want, with a few small changes most problems can be overcome.

the solution

The Tunstall Fall Detector works in conjunction with the Tunstall PERS unit that simply works alongside or in place of an existing standard telephone. The PERS unit can be linked to a local community alarm monitoring centre, which is staffed 24 hours a day, 365 days a year.



Tony Robertson is pictured left with Mary Mullans



“The Fall Detector is a really good thing. I feel comfortable with it and a lot more relaxed now when I’m at home. The Fall Detector is there in the background when I need it. I don’t have to think about it at all. All I have to remember is to put it on and take it off and that’s it.”

Tony Robertson - who has had epilepsy for over 20 years

Fall Detector

Tunstall’s Fall Detector rapidly detects and identifies serious falls and ensures an efficient and dependable response according to a person’s needs. It has been designed and manufactured in the UK especially for use by people in the community.

The experience of users has resulted in a number of design innovations including:

- A long life battery
- A warning light and sound before a response call is transmitted
- A handy holder for night-time use

It can also be activated manually by an integrated trigger so it can help people feel more confident and live independently even if they don’t have regular seizures.

PERS units

Intelligent PERS units receive a radio signal from the Fall Detector. The unit raises a secure call for help to the monitoring centre when the appropriate action is taken. PERS units form an intelligent hub at the heart of the home to help people with epilepsy both young and old live independently. Contemporary styling and revolutionary technology are brought together to deliver exceptional levels of flexibility and performance. A powerful speaker allows clear handsfree communication with the monitoring centre from anywhere in the home or garden.

Additional sensors and detectors can also be added to create a complete home reassurance solution and to provide alarm calls to the monitoring centre in the instances of floods and dangerous levels of gas, smoke and carbon monoxide.

Monitoring Centre

Throughout the UK over 1.5 million people enjoy the security and freedom that monitoring brings. There are a large number of monitoring centres in the UK including the one run by

Caradon District Council. Caradon provides protection, round the clock, 365 days a year with courteous and friendly operators ready to help. Operators can immediately contact designated people such as a relative, friend or doctor, or where necessary, the emergency services.

Tunstall’s monitoring centre technology uses advanced TT92 protocols, which means the operator is informed of not only the user’s identity, but also the type of alarm and its location. This is particularly important for people with epilepsy who may not be able to speak to the operator during a seizure.



For further information please e-mail Andrew McIntosh at a_mcintosh@tunstallamerica.com

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 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

www.tunstallamerica.com

Tunstall is a founder member of the Continua Health Alliance

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