Tunstall

Residential and Nursing Care Solutions

Introduction

There are over 17,000 residential and nursing care homes in the UK, all of which are under increasing pressure due to limited funding and resources, and continued difficulties recruiting and retaining staff.

We support more than 60,000 users across Europe in a variety of residential and nursing care environments.

Supporting care providers

As our population ages, they are also supporting people with increasingly complex care needs. Technology has a key role to play in helping providers and staff to manage these challenges and deliver effective, high quality and person-centred care.

Our proactive, insightful and flexible systems are tailored to the unique demands of residential care, using technology to deliver the best possible experience for residents, carers and managers.

- Standards-compliant, highly resilient architecture
- Advanced, future-proofed IP connectivity for maximum flexibility and integration
- Accurate onsite location management
- Geofencing to ensure the safety of disorientated users
- Automated access control and support per user
- Effective care management, planning and reporting via intuitive interfaces
- Health and wellbeing monitoring services

A Growing Population

The UK care home population is over **400,000**[1]

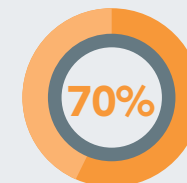The UK care home workforce totals nearly **700,000** people.[1]

A Population with Complex Needs

Care home residents are more likely to have **2** or more chronic conditions[2]

70% of people in **CARE HOMES** have **DEMENTIA** or **SEVERE MEMORY PROBLEMS**[1]

Carecom advanced care assist system

Care assist systems play an important role in resident safety, but traditional installations are cumbersome and generic – designed around buildings rather than people and sounding throughout the home in the case of an incident, causing disturbance and stress for residents, staff and visiting family.

Tunstall Carecom™ is different:

Discreet predominantly wireless, app-based solution

- Alerts prompt a dedicated, efficient response from a nominated carer

- Avoids disruption to other occupants

Reporting on each alert is automated, consolidated and auditable

- Valuable insights for management across a variety of parameters

- CQC and GDPR-compliant reports available at the touch of a button
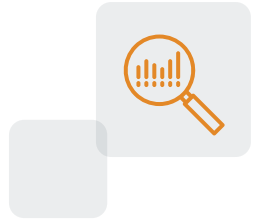
Flexible system that can be customised

- Distinct teams created for specific zones (COVID "bubbles", infection isolation areas, etc)

- Scalable – add additional pendants, sensors and functionality as required
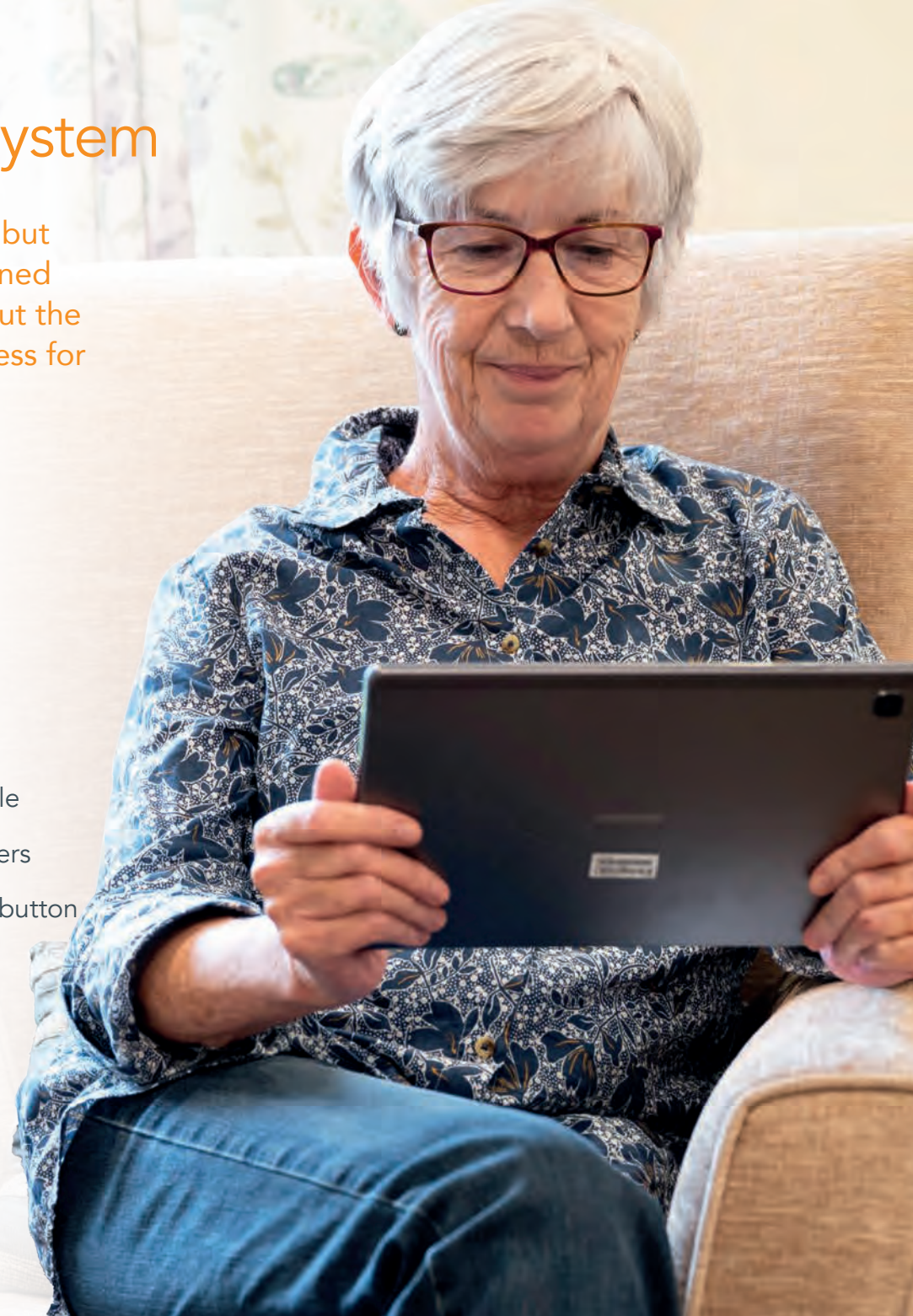
The benefits of Carecom

To residents

- Combined security and freedom, with the ability to request help from anywhere in the scheme (inside and outside)

- Simple to use, with one-button, intelligent alarm pendant

- High degree of security and freedom for people with dementia

- Solutions tailored for individual resident's needs

- Automatic alarms triggered by behaviours e.g. enuresis, falls, movement

- Early detection of changes in the resident's behaviour (e.g. increasing alarm calls) supports proactive care)

- Frees up carer time for more meaningful interaction

To managers

- Modular, flexible system with continuous updates to changing care needs

- All-in-one solution gives an overview of systems across complete estates

- Comprehensive reporting and analysis for care optimisation and CQC compliant reporting

- Helps demonstrate innovation and delivers person-centred care

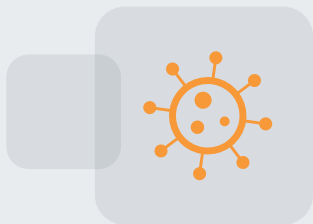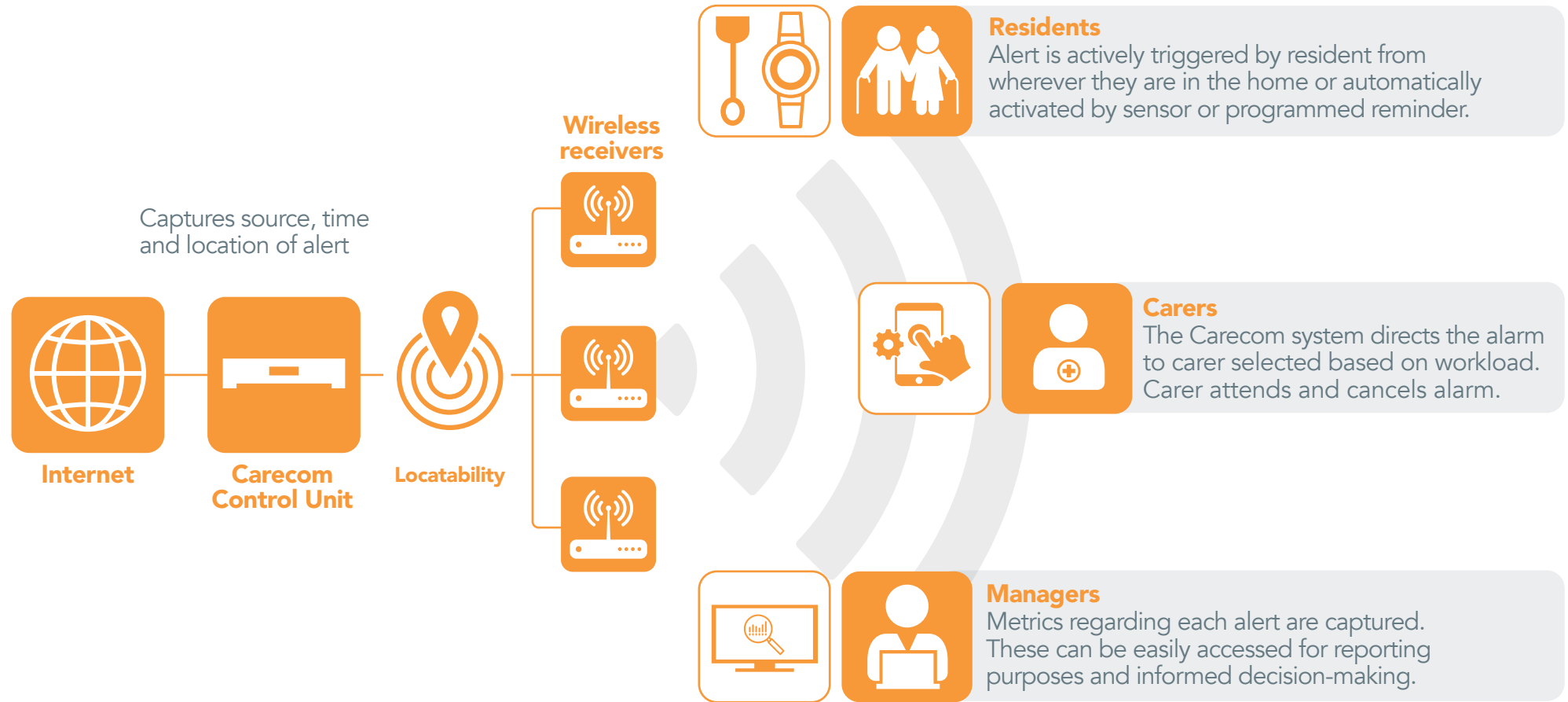- Online interface – making it easy to make changes

To carers

- Simple to learn and manage via smart phone

- Alarm receiver, staff alarm, virtual key (for electronic locks) and work registration on the same unit

- High degree of security and freedom for people with dementia

- Solutions tailored for individual resident's needs

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Carecom: The system and how it works

Captures source, time
and location of alert

Internet

**Carecom
Control Unit**

Locatability

**Wireless
receivers**

Residents
Alert is actively triggered by resident from wherever they are in the home or automatically activated by sensor or programmed reminder.

Carers
The Carecom system directs the alarm to carer selected based on workload. Carer attends and cancels alarm.

Managers
Metrics regarding each alert are captured. These can be easily accessed for reporting purposes and informed decision-making.

The Carecom advanced care assist system facilitates the creation of "bubbles" which may reduce risk of infection and encourage occupancy.

How Carecom can help providers evidence adhere to CQC standards

	Benefit	Description	Related CQC Guidance & Questions
	Improved accountability	Alarms are routed directly to specific carers **VS** broadcast generally Automated reporting on alarm handling, response times, etc **VS** paper-based reporting (or none)	**Safe, Effective, Responsive**
	Better information for carers with personalised locatability	Carers see WHO raised the alarm and WHERE they are **VS** alarm in "Room 9"	**Safe, Effective, Responsive**
	Mobile, person-centred architecture with app-based response	Alarms can be raised and managed anywhere onsite **VS** only from static call points	**Safe, Effective, Responsive**
	Reduced stigmatisation and institutionalisation	Discreet, wireless system that is unobtrusive in the environment **VS** other occupants being aware of/disturbed by every alert raised	**Caring, Responsive**
	Simple installation and configuration	Predominantly wireless system can be installed with minimal disruption **VS** traditional systems that require hard-wiring throughout the home	**Effective, Well-Led**
	Adaptable, scalable, modular solution	New wireless peripherals can be added to the system and software updates easily incorporated **VS** hard-wired systems that require refit to upgrade	**Caring, Responsive**
	Reliable, standards-compliant architecture	System components adhere to all relevant standards (including GDPR, CE Mark, RED compliance, EN 50134)	**Safe, Effective**
	Detailed reporting (including multi-site) and management information	Facilitate audits, ensure accountability and provide consolidated insights from data inputs for evidence-based decision-making **VS** paper-based reporting on individual incidents with no overview	**Safe, Effective, Well-Led**
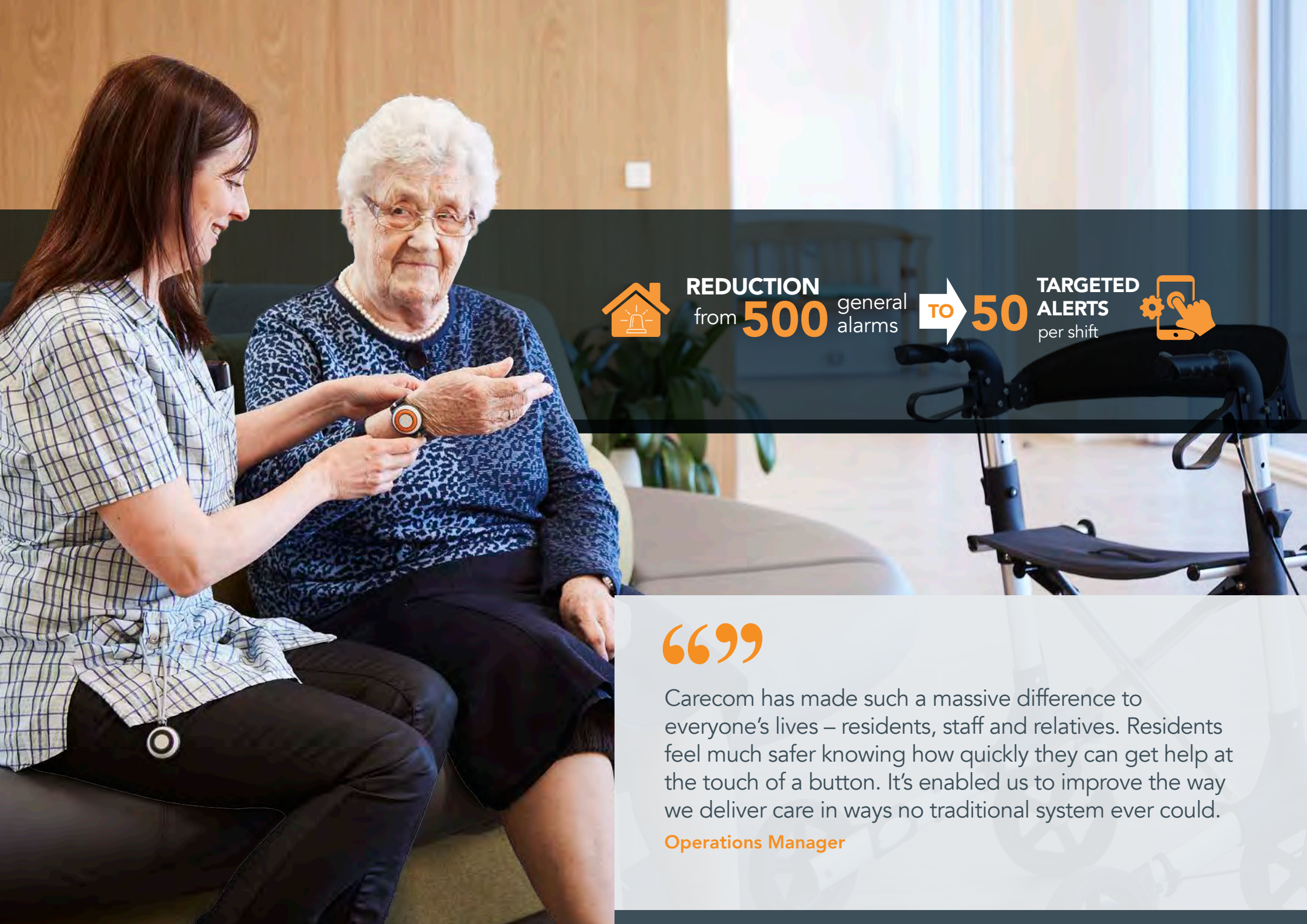
REDUCTION from **500** general alarms **TO** **50** **TARGETED ALERTS** per shift

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Carecom has made such a massive difference to everyone's lives – residents, staff and relatives. Residents feel much safer knowing how quickly they can get help at the touch of a button. It's enabled us to improve the way we deliver care in ways no traditional system ever could.

Operations Manager

Case Study: Park View Nursing Home, Halifax

Park View Nursing Home in Halifax is a 41-bed home offering comprehensive and individualised 24-hour care. The home had an 18-year old nurse call system which used wall-mounted units in residents' rooms which would emit loud alarms throughout the building if activated. When it came to renewing the system, Park View chose Carecom as a cost-effective, advanced and integrated nurse call and telecare system.

As soon as Carecom was installed, residents, management and staff noticed the benefits.

Improved care

- Residents feel safer, knowing they can get help from wherever they are
- Carers have more uninterrupted time to spend with residents
- Reports and sensors give valuable insights into trends that facilitate proactive care planning
- Sensors alert carers to incidents such as residents leaving their beds or rooms at night, enabling prompt supervision/intervention
- Increased availability of staff has allowed the introduction of an improved catering and nutrition programme that is managed in-house
- If emergency services are required, valuable time is saved by carers having phones

Increased dignity and discretion

- Only designated carer sees who has caused alert
- Supports GDPR compliance

Reduced noise levels

- Improved sleep patterns and quality of life for residents
- A nicer place to live for residents, to work for staff, and to visit for family

Increased staff morale

- Confidence in even distribution of workload among carers
- Fewer interruptions mean better quality time and care with residents and greater job satisfaction
- Reduced need for manual notes at end of shift

Increased efficiency

- Day-time carers were split into two teams – one for ground floor and one for first floor, with Carecom directing alerts appropriately
- Staff can call each other for assistance or equipment they need without having to leave a resident
- Staff access the "Log my Care" app from their phones, which enables them to view and record care notes as they work
- Management can access GDPR-compliant and CQC-auditable records at the touch of a button
- Use of Carecom demonstrates management's commitment to CQC's priorities of encouraging improvement and innovation and improving efficiencies and effectiveness

Excellence from design to decommissioning

Tunstall is an experienced technology partner, delivering a broad range of solutions.

Our expertise means we can add value throughout the development process, demonstrating our understanding of design requirements, legislation and resident needs. We balance attention to detail with the need to meet project timescales, and design systems which combine care with independence.
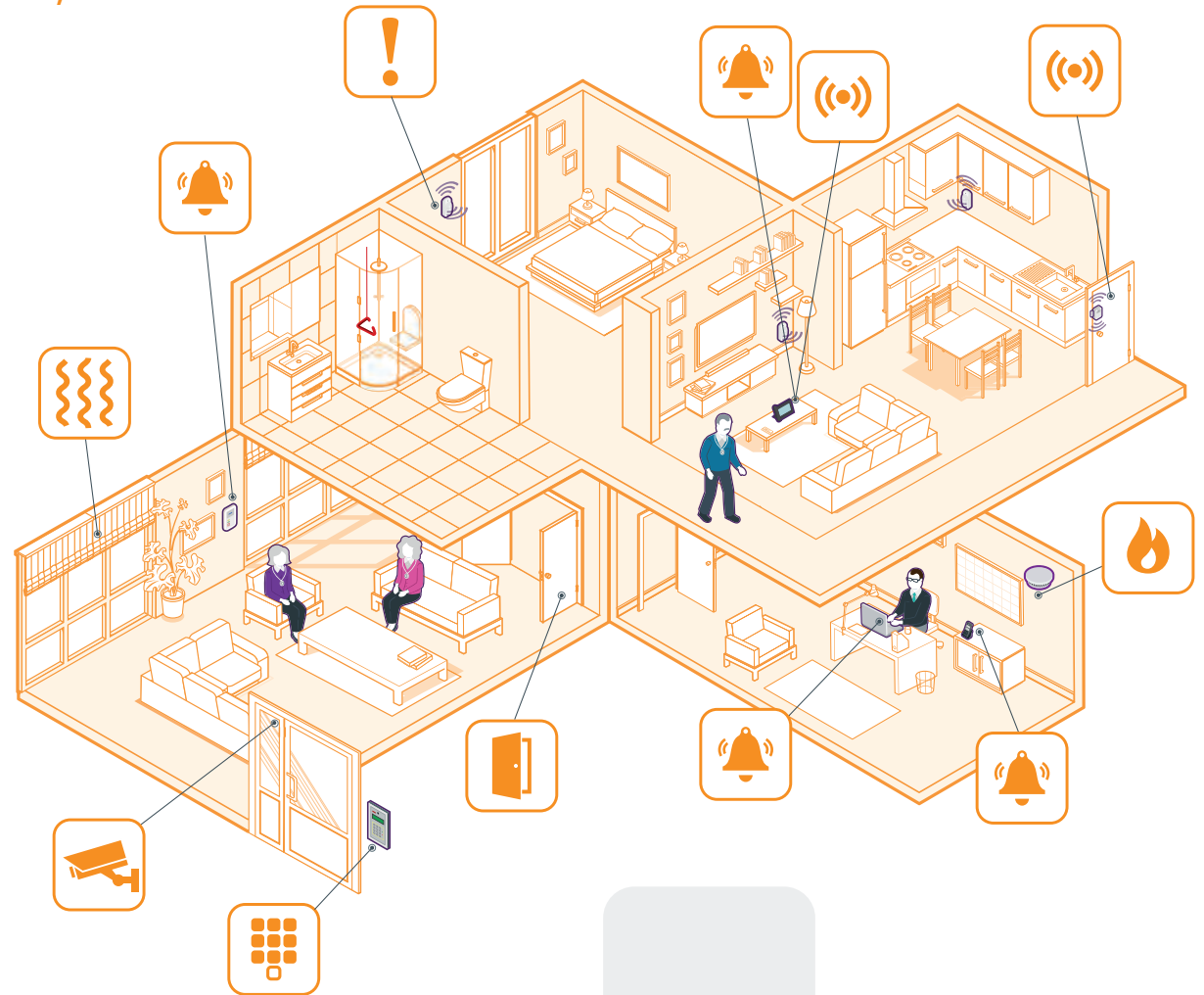
Complete solutions from a single provider

Communication/call systems
A choice of digital systems, based on highly resilient architectures and offering flexibility, speed and integration.

Fire systems and emergency lighting
Tunstall can advise on, supply and service a wide range of fire detection and alarm systems to protect residents in homes of all sizes.

Intruder alarm systems
Tunstall can provide intruder alerts as part of group living communication systems, or stand alone systems for individual dwellings.

Door entry and access control
A range of door entry systems, both stand alone and combined with our Communicall Vi and Vi IP systems.

Structured cabling
Fully certificated structured cabling throughout buildings provided alongside our telecare and DECT infrastructures.

WiFi
A range of options to enable users to get online easily and safely at home.

Automated door systems
We can also provide fully integrated door entry solutions and complete building solutions for entrance control.

CCTV
We design, install, maintain and monitor a wide range of CCTV solutions, from complex IP systems through to simple single camera entrance monitoring.

Auto Smoke Ventilation Controls
Tunstall can offer full building fire protection, combining our in-house fire engineering expertise with specialist designers.

About Tunstall

Tunstall has been at the forefront of technology innovation for the health, housing and social care markets for 65 years, growing to become a UK manufacturer with a global presence. Its pioneering software, hardware and services enable providers to deliver integrated, efficient and person-centred care in the community, and empower people to live more independently and with an improved quality of life.

Tunstall works with social care providers, healthcare services, housing and retirement living providers and charities in 19 countries, improving the lives of more than five million people, including those living with dementia, learning disabilities, physical disabilities and long-term health conditions.

As technology advances and solutions become increasingly digital and cloud-based, we will work closely with our customers and partners to enable them not just react to events, but to predict and even prevent them, using data-driven insights. Our focus is on creating a more connected world that fulfils the potential of technology to offer intelligent care and support, and give people greater choice and control about how they live their lives.

References
1. www.carehome.co.uk August 2022
2. Quality Watch: Hospitals and care homes: what do we know? 2015

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