Telemonitoring NI - Telecare Overview

Background

Telemonitoring NI was established in 2011, working in conjunction with all five Health & Social Care Trusts in Northern Ireland to provide technology enabled care services that put individuals at the centre of their care and promote better outcomes for the user, carer and family members. The service is delivered by TF3 Consortium, which comprises Tunstall, Fold and S3 Group, working in partnership with the Public Health Agency (Centre for Connected Health and Social Care).

Telemonitoring NI delivers telehealth support to more than 3,000 patients with long-term conditions, helping them to monitor their vital signs at home and empowering them to manage their own health. Using telecare we also provide proactive, preventative and person-centred support to over 2,700 people* using telecare solutions. Together these services provide health and social care professionals, patients and service users with the basis for "fit-for-purpose" integrated and connected health and care solutions for Northern Ireland, delivering improved outcomes and more efficient care.

> " Telecare can make the difference between staying at home or needing residential care. "
>
> **Mary Stobie,** Occupational Therapist, Northern Health and Social Care Trust

What is telecare?

In Northern Ireland telecare provides an effective means of managing risk, thereby helping to support a person to live independently in their own home for as long as possible. Unobtrusive sensors are placed around the home, which automatically raise an alert via the Lifeline home unit if a possible problem is detected, such as smoke, gas, flood, fall or fire. The sensors are wireless and can therefore be easily installed and packages altered to suit a person's needs. Sensors can be configured to raise an alert with an on-site carer, be directed to a mobile phone, or to a monitoring centre where trained operators follow appropriate protocols. This prompt intervention helps to minimise the consequences of incidents, resulting in improved outcomes.

Telecare offers support and peace of mind to anyone, but can be particularly reassuring for people who:

- Live alone
- Are caring for someone
- Have just come out of hospital
- Are worried about intruders or crime
- Might be at risk of falling
- Are less mobile
- Don't have regular visitors
- Have long-term health and care needs

Lifeline home unit receives alerts from telecare sensors and automatically notifies a carer or monitoring centre.

MyAmie pendant enabling the user to call for help from anywhere in their home.

Fall detector which automatically raises an alert if it senses the wearer has fallen.

Bed occupancy sensor an under-mattress pressure pad which raises an alarm if the user has left their bed and not returned within a pre-set time period.

Property exit sensor alerts if it senses someone leaving a property at an unusual times of day.

Epilepsy sensor raises an alert if it detects a tonic-clonic seizure

*As at October 2014

Case study
Telecare – Mary's story

> **"** Telecare so often makes the difference between someone being able to remain at home and independent, or having to go into residential care. **"**

Mary Stobie,
Occupational Therapist

Background

Mary Stobie is an Occupational Therapist working for the Northern Trust, where telecare is an integral part of the assessment checklist in dementia care. Where service users already have a telecare system in place this is reviewed and adjusted if necessary. Users without existing telecare packages will be assessed and a package recommended to them if appropriate. The systems are monitored by Fold Telecare and over 500 people are currently benefitting from the telecare service.

Mary says, "As an occupational therapist my job is to maintain people's independence and to enable them to continue to live within their own familiar environment. Telecare is a fantastic tool that helps me to achieve this by managing all sort of different risks. Particularly for people with dementia, the sensors help them to remain at home. The technology is also a great support to carers, alleviating stress and worry."

Telecare has made a real difference to Alicia, who some years ago was involved in an accident which has resulted in her having poor short term memory, this has been exacerbated by a diagnosis of Alzheimer's Disease. She has capacity to make decisions and requires some assistance, in particular because of deterioration in her mobility which leaves her with a greater risk of falling.

She has recently moved from a two-storey house to a bungalow adapted with ramped access and aids to daily living. She has four visits from carers each day to help with personal care. A telecare system has been installed, and she has a fall detector as well as a pendant. If the monitoring centre receives an alert they will notify a family member living nearby.

Unfortunately, she has recently experienced a fall at home, and the fall detector automatically alerted the monitoring centre and a family member was quick to respond. On this occasion no hospital care was required.

Telecare greatly enhances her ability to remain at home where she wants to be. She would otherwise be at risk, particularly with regard to falls, having to wait until the next visitor or care visit, unable to call for help. Having a monitored smoke detector also means that in the event of a fire someone will be there to help, which for people with cognitive impairment can be a life saver .They are at higher risk of a fire beginning in the home and don't always know how to react to a smoke detector going off.

It also gives her family great peace of mind, knowing they can go about their daily lives but will be contacted if they are needed.
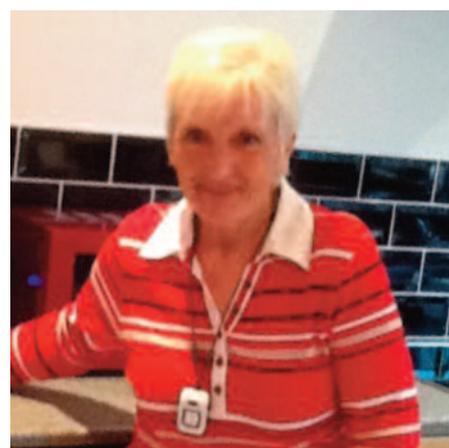
Tunstall

FOLD *TeleCare*

S3 GROUP