

# Using telecare to support physical disability

## The challenge

Wendy is a 53 year-old social worker for Hull City Council who lives in Hull with her partner, Pete. Wendy has muscular dystrophy, a genetic muscle-wasting condition that over time leads to an increasing level of physical disability.

Says Wendy: “My journey since my initial diagnosis at the age of 14 has not been easy, and as the condition has progressed it has eroded my independence.”

Wendy uses a wheelchair and is supported by carers for day-to-day living. Wendy also has a Canine Partners assistance dog called Connor, a Labrador Retriever cross. Connor helps Wendy with such tasks as putting washing in/out of the washing machine, pressing buttons and opening doors.

Wendy has always enjoyed travel and work as it gives her independence. A former lecturer at the University of Lincolnshire, Wendy has been employed by Hull City Council for 11 years and leads a busy life. Wendy works three days a week with adults who need support to live their life, as well as looking after her grandson every Thursday.

## The solution

Determined not to allow her condition to compromise her independence and safety at home, Wendy started using the Hull City Council Telecare Service in 2009.

“Telecare gives me some ‘me time’, because I don’t always want somebody to be supporting me in my own home, but it’s nice to have the reassurance that I can get help if I need it.



Wendy’s telecare includes:

- A MyAmie personal trigger that Wendy can press at any time if she needs to summon help from anywhere in her home or garden
- Smoke detectors to raise an alert at Kingston Care monitoring centre in the event of a fire
- A Lifeline home unit, which can receive alerts from Wendy’s MyAmie and smoke detector sensors linked to the monitoring centre, so that an alarm can be raised 24-hours a day



**Tunstall**

## The outcome

For Wendy, telecare reduces the risks of independent living and gives her peace of mind.

For example, on one occasion, Wendy became separated from her house keys and ended up being locked in her home, unable to get to the phone. Having trained Connor the dog to push the alert on her telecare unit, Wendy told Connor to press the button. Connor pressed the button and staff at the monitoring centre called a locksmith.



**Wendy has trained Connor the dog to press the alert button on her Lifeline home unit**



“ I am a big fan of telecare and recommend it to service users, It’s just a shame that this technology has not always filtered through, because there are a lot of people who don’t know about it, but who could benefit.

”

t: 01977 661234  
f: 01977 662570  
e: [enquiries@tunstall.com](mailto:enquiries@tunstall.com)  
w: [tunstall.com](http://tunstall.com)

Tunstall Healthcare (UK) Ltd, is a member of the Tunstall Group