

## Extra Care - Communicall Connect

### The challenge

Glyn Anwen is Linc-Cymru's fourth Extra Care scheme in Newport, providing independent living for older people. A joint project undertaken with Newport City Council, Glyn Anwen opened its doors in July 2009.

How has telecare contributed to Linc-Cymru's aim of building a scheme that's in keeping with the Welsh Assembly Government's strategy for older people; to preserve people's dignity by providing quality accommodation that gives them a new sense of freedom and a new lease of life?

### About Linc Cymru Housing Association Ltd

Linc-Cymru specialises in the affordable housing, social care and health sectors in Wales and has been in operation for over 30 years. While Linc Homes provides affordable family housing, Linc Care provides affordable homes and services to older and vulnerable people across Wales.

### About Glyn Anwen

Glyn Anwen is situated in the St Julian's area of the City of Newport and enjoys stunning views over the beautiful Usk Valley. Its Extra Care model allows older people with varying support needs to live independently in their own self-contained apartment, with access to a home care service permanently based on site.

Glyn Anwen includes a hairdressing salon, communal space for social activities, assisted bathing and restaurant facilities. Each of the 41 apartments has an ensuite bathroom, fitted kitchen and either one or two well sized bedrooms. A Scheme Manager and Care Manager work closely to ensure that a high quality service is provided for the residents, and that they are encouraged to enjoy social activities and develop strong links with the local community.



It's not just about the call system; it's the support around it. We helped to trial Connect and that's one of the reasons it's so good; because Tunstall's development team really listened to our feedback and adjusted the system to be one that really works for staff and tenants alike. And since we've been using the system the after sales team at Tunstall have been brilliant.

**Tina James, Extra Care Manager,  
Glyn Anwen**



Linc



**Tunstall**

## The design

Glyn Anwen is notable for its many innovations, including its mix of one and two bedroom apartments, enabling families to stay together where previously their care needs may have led to them being separated.

Linc-Cymru worked with a number of partners during the design process to ensure Glyn Anwen included features aimed at assisting residents with sensory, physical and cognitive impairments to enjoy full access to the building.

RNIB Cymru was consulted to ensure that elements such as colour contrast and lighting levels were appropriate to the resident client group, and The Alzheimer's Society worked with Linc Cymru as they developed apartments that include features to support residents with dementia and other memory loss. Many of the apartments at Glyn Anwen support progressive security which can be adjusted according to the changing needs of the individual tenant, and there is a secure garden area for tenants to enjoy.

## Communicall Connect - flexibly meeting the needs of individual tenants

A key requirement for Glyn Anwen was to enable flexible care plans to be tailored to each tenant, catering for their individual care requirements, and helping to keep them safe and independent. Tunstall's Communicall Connect grouped housing communication system was specified as a required part of the build, providing an integrated system for staff to communicate with tenants and each other and the platform for telecare sensors to be installed according to each tenant's needs.

## Standard components

- Each apartment at Glyn Anwen has several smoke detectors and a heat sensor, which are linked to Communicall Connect and to a fire alarm system.
- All tenants have a pendant which allows them to request assistance from a member of the care team 24 hours a day from wherever they are in their apartment, simply by pressing the button on the pendant.
- Tunstall has also provided links to onsite CCTV at Glyn Anwen, which means tenants can view callers to the main scheme door via their televisions and can use a remote unit to allow access to visitors without leaving their chair.



It is like living in a first class hotel, it's absolutely wonderful. **Mrs L**



## Additional telecare applications

The system can also be used as an intruder alarm – tenants can have an easy to use arm/disarm trigger, which not only protects their apartments against potential burglars, but can also be used to alert staff to tenants entering the rooms of other tenants uninvited.

Additional telecare sensors can also be used according to the needs of the individual tenant, for example:

- The occupants of Glyn Anwen who are frail, have limited mobility or are prone to low blood pressure when getting up will be offered a fall detector.
- Many tenants also make use of the bed occupancy sensor, which will alert staff if they leave their bed at night and fail to return safely after a period of time which is set according to individual circumstances. This sensor is often linked to the lighting in the apartment to help reduce the risk of falls and guide tenants to the bathroom.
- There are occasions at Glyn Anwen where it is helpful for staff to be aware if a tenant has left their apartment, for example where the tenant has dementia. In these cases, the tenant's movements are not restricted, but their safety can be unobtrusively monitored using a property exit sensor which will raise an alert with staff if it senses the door being opened and someone passing through it.

## Perfect flexibility for staff

Should any of the sensors raise an alert it will be received on the onsite staff's DECT handsets as both an audible alert and text message indicating the location and nature of the call together with the name of the caller, for example 'Fall detector, Apartment 3, Mrs Jones'. Using their handsets, staff can rapidly ascertain which of them is able to respond most quickly. Staff can also request help from a colleague via the handsets, for example if they need assistance lifting a tenant. Each call is logged on the Communicall Connect system, providing a full audit trail and reference point for staff handovers.





If it wasn't for Linc Extra Care I would have gone into a nursing home and there is no doubt in my mind I would have faded away very quickly. **Mr J**

## Providing reassurance to both sisters

Miss X and her sister are both in their 90s and live in a two bedroom apartment at Glyn Anwen which has smoke detectors, a heat sensor, door entry remote unit and each sister also has a personal pendant. The older sister has some cognitive difficulty and her sister helped to care for her until a recent illness required a short stay in hospital. The sisters had not been separated for some time, but the combination of care and technology at Glyn Anwen meant neither sister was anxious about the other while they were apart.

## Rehabilitation after hip operation

Mrs Y is in her 90s, and recently fell and broke her hip. After an operation to mend her hip, Mrs Y was discharged to Glyn Anwen where she has been given a fall detector. This, along with the 24 hour onsite care, has meant that Mrs Y feels confident that she is in a safe environment and has begun to walk again. Her rehabilitation is not yet complete but she has made incredible progress.

## Ideal for wheelchair user

Mr and Mrs L moved to Glyn Anwen because their previous flat was unsuitable for his wheelchair. The door entry remote unit means they can view who is calling and choose whether to allow them access which has made life much easier for both of them. They both have a personal pendant, allowing them to call the staff whenever they need assistance.

## A better alternative to residential care

For Mr J the move to Glyn Anwen has seen a marked improvement in his health. He is enjoying the reassurance of being able to summon help 24 hours a day, and having company as he felt "shut away" where he lived before.



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