Tunstall Healthcare
Life Changing, Life Saving

Telecare solutions that enable freedom and deliver peace of mind
Telecare solutions
Tunstall Healthcare provides assistive technology solutions to support people with a wide variety of care needs to live safely and independently in their own home. For over 55 years Tunstall has been providing telecare solutions to millions of people around the world. With the growing pressures on health and social care systems worldwide, Tunstall has expanded their range from basic personal alarms to fully integrated telecare solutions using specialty care and environmental sensors.

This guide provides an overview of Tunstall’s telecare systems and exciting care solutions available from our healthcare partner Bellman & Symfon. Tunstall Healthcare can provide truly unique assistive technology care solutions tailored to meet an individual’s care needs. Based on plug and play technology Tunstall’s flexible care system can be easily adapted to suit the changing care needs of an individual user.

24 hour emergency response
Tunstall provides a 24 hour response centre that monitors telecare systems. When an alarm call is activated a trained response centre operator will speak to the user before seeking the appropriate assistance. If a peripheral or environmental sensor activates the alarm, the response centre operator will follow the appropriate procedures to get help for the user.

Welfare call
Users may request a welfare call for extra piece of mind. Each day the user presses their pendant to advise the response centre that they are ok. If they have not activated a call by an established time then an operator will phone their home to check on their wellbeing. If the user fails to answer the call then the response operator will follow set protocols to arrange help.
How telecare works

**Step 1**
To raise an alarm, press the red button on your pendant or the base alarm unit.

**Step 2**
Talk to the Monitoring Centre Operator "hands-free" via the powerful speaker and microphone on the base alarm.

**Step 3**
The Operator calls the appropriate help.

**Step 4**
The Operator waits on-line until help arrives.
Tunstall’s personal alarms employ the latest communications technology and will work on digital, VOIP and NBN networks (a wireless GSM solution is also available). Our alarms provide two-way, hands-free communication with our 24-hour response centre or alternatively can be programmed to alert an onsite carer.

**Radio triggers**

The Gem and Amie personal radio trigger or ‘pendant’ allows the user to activate an alarm call up to 50 meters from the alarm. Worn around the neck, wrist or clipped to the belt, the pendant is ideally worn at all times when the user is at home, even while bathing.

**Alarm**

Pull cord

The pull cord can be strategically placed in the home to provide a quick and easy way to trigger an alarm call at times when the user may not wear their pendant, for example when in bed, bathing or going to the toilet during the night. The pull cord can also be used in common areas in group living facilities. The option for wireless or hardwired pull cords is available.

**Fall detector**

The Tunstall iVi fall detector can be worn on the belt or as a pendant around the neck. It is an intelligent fall detector device that can automatically identify a genuine fall and send an alarm call to the response centre or an onsite carer. The user can also manually activate or cancel the fall detector alarm by pressing the large button on the front. The iVi fall detector will also raise an alert if the user has not worn the device for 7 days.

**Custom triggers**

Tunstall also provides custom made sensors and switches tailored to a client’s abilities and limitations. Examples of this are the puffer switch, pneumatic switch, and wand switch. Designed for people with limited or no use of their hands, the puffer switch activates an alarm call when the user blows in the tube. Similarly, the pneumatic switch requires only a little pressure anywhere on the large pad to activate an alarm call. The wand switch requires a tap or flick of the wand to activate the alert.

**Mobile alarm**

The Find-Me Tunstall watch is a mobile alert button, inbound mobile phone and GPS tracking locator in one. Ideal for people living with dementia, the elderly, disabled, or lone workers the Find-Me Tunstall watch is capable of sending an assistance alert and map location advice, dual directional voice communication, a programmable safe zone with pre-set parameters, and medication reminder alerts. The watch works by using a pre-installed SIM (similar to a mobile phone) and will work anywhere there is mobile coverage.

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**Epilepsy sensor**
The epilepsy sensor is placed underneath the sheet or mattress protector and monitors tonic-clonic seizures. Upon detection of a seizure, an emergency alarm call is sent to the 24 hour response centre or designated carer so that immediate action and assistance can be provided.

**Help button**
Mounted on a wall the help button provides additional support in communal areas, next to the bed or areas of high fall risk such as the bathroom. Because the button is waterproof it can even be mounted in the shower.

**Enuresis sensor**
The enuresis sensor provides a discreet and efficient means to detect moisture in the bed the moment it occurs. The sensor consists of a thin, waterproof and durable sensor mat, which is positioned under the top sheet of the bed.

**Bogus caller**
The bogus caller is a panic button that allows the user to subtly activate an alarm call in a panic or emergency situation. The bogus caller is mounted on the wall, ideally by the entrance to the home. The alarm can activate a silent call for help or simply provide an additional voice in the home.

**Passive infrared sensor**
The passive infrared (PIR) sensor is installed in the home and programmed to detect activity or inactivity depending on the needs or condition of the user. When the programmed activity is not carried out it activates an alarm call so that the user can be attended to.

**Pressure mat**
The pressure mat detects pressure to determine if someone is active in their home. The mat can be placed on the floor by the bed to ensure the resident has gotten up, or located by the kitchen or bathroom to ensure they are mobile that day.

**Bed/chair occupancy sensor**
The bed / chair occupancy sensor detects pressure, monitoring for activity or inactivity, and sends an alarm call if the set activity is not carried out. The chair occupancy sensor is ideal for people prone to falling out of their wheelchair, while the bed occupancy sensor is suited for people who regularly get up during the night.

**Property exit sensor**
The property exit sensor provides real time alerts when a resident has walked out of the home and not returned within a preset time, or simply left the door wide open. This allows quick action to be taken to find the resident and return them to safety or encourage them to shut the door.
Gas detector
Tunstall’s compliant smoke detector can be connected to the alarm via hard-wiring or the radio-output module (ROM). As well as providing an audible alarm, the smoke detector will activate an alarm to the 24 hour response centre.

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Gas detector
Available for LPG and natural gas, the gas detector is connected to a Tunstall radio output module (ROM). When a build-up of gas is detected an audible alert is raised and the ROM activates an alarm call to the 24 hour response centre so that the potential emergency can be avoided.

Flood detector
The Tunstall flood detector is a neat unobtrusive wireless sensor that can provide an early warning of a potential flood situation. When placed under the sink or next to the toilet or bath the sensor detects moisture, sending an audible alert followed by an alarm call to the 24 hour response centre.

Temperature extreme sensor
Designed to detect hot and cold room temperature extremes, the Tunstall sensor also detects a rapid change in temperature. An alert is triggered and the response centre operator will ascertain the potential risk (hyperthermia, dehydration, heat stroke) and contact a carer.

Environmental sensors
A range of environmental sensors that interface with a Tunstall alarm unit to provide protection for people and property.

Accessories
A selection of additional items designed to complement the telecare system.

Easy press adaptors
Available for the Gem and Amie pendants, the easy press adaptor allows people with limited dexterity to more easily trigger an alarm call. The easy press adaptor fits snuggly over the pendant and requires little effort to engage the trigger to activate the alarm.

Key safe
The key safe allows safe and secure storage of a conveniently located spare key for quick and easy emergency property access. Strong and secure, the key safe holds up to five keys and only allows someone with the code to access its contents.

Radio output module (ROM)
The radio output module (ROM) allows generic sensors, Bellman sensors and Tunstall devices such as the pressure mat and epilepsy sensor to wirelessly activate an alarm call eliminating the need for the sensors to be hard wired to the alarm unit.
Building a smart home

A smart home is created by combining telecare devices to support people to live independently with the flexibility to add, remove or change sensors as a user’s needs change.

Personal health and well-being
1. Amie+Gem+personal radio trigger
2. Wall mounted help button
3. Bed/chair occupancy sensor
4. Enuresis sensor
5. Epilepsy sensor
6. Fall detector
7. Movement detector (PIR)
8. Pressure mat
9. Property exit sensor
10. X 10 controller

Environmental safety
11. Carbon monoxide detector
12. Flood detector
13. Gas shut off solution
14. Natural gas detector
15. Smoke detector
16. Temperature extreme sensor

Safety and security
17. Bogus caller button
18. Pull cord

Sensory impairment
19. Pager
20. Pillow alert
21. Sounder beacon
22. Bellman flashing beacon
Bellman Visit is a cordless detection system that helps those with impaired hearing, the deaf and others to detect important signals and alarms. With Bellman Visit the user will be alerted of the doorbell, telephone, crying baby, smoke alarm etc.

Bellman Visit was developed to bring attention to and warn people of events in their natural environments. Bellman products can interface with Tunstall alarms and sensors to provide additional support for hearing impaired telecare users, or to provide a unique alerting solution for onsite carers.

**Bellman Visit door transmitter**
Simply attach the Bellman Visit door transmitter near the doorbell or intercom telephone. It is activated by both mechanical/electrical doorbells and intercom telephones. When activated, the door transmitter sends a radio signal to the Bellman Visit receiver(s) for clear alerting.

**Bellman Visit smoke alarm transmitter**
The Bellman Visit smoke alarm transmitter helps the user detect fires. It is mounted on the ceiling, just like ordinary smoke alarms. The Bellman Visit smoke alarm is activated by smoke from any fires and sends a radio signal to the Bellman Visit receivers for clear alerting. Using a ROM the smoke detector can also alert the 24 hour response centre.

**Bellman Visit pushbutton transmitter**
The Bellman pushbutton pendant allows the wearer to activate other Bellman receivers in the home, alerting other residents that the wearer needs help. The pushbutton pendant has a range of up to 30 metres from the receiver and can be used both inside and outside.

**Bellman Visit baby cry transmitter**
Simply place the Bellman Visit baby cry transmitter near the baby. It is activated by crying or screaming and sends a radio signal to the Bellman Visit receiver(s) for alerting. Together with a Bellman Visit receiver, the baby cry transmitter can also be used outside the home, for example in the garden or on holiday. Used in conjunction with Tunstall telecare it may also be used for other home care applications.

**Bellman Visit telephone transmitter**
Simply plug the Bellman Visit telephone transmitter into the telephone socket by using the enclosed intermediate adapter. When activated by an incoming telephone call, the Telephone transmitter sends a radio signal to the Bellman Visit receiver(s) for alerting.

By disconnecting the telephone cord the telephone transmitter becomes a multi-purpose transmitter, and can also be used as a push-button transmitter or together with other triggering devices (entrance mats, external relays/push-buttons or magnetic contacts) and Tunstall sensors.
**Bellman Visit flash receiver**
The Bellman Visit flash receiver attracts the user's attention with powerful and distinct flashes and indicates the type of signal with different coloured LEDs. The flash receiver can also be connected directly to the telephone line. The flash receiver is a portable product that comes with a mounted table stand. There is also a wall bracket available as an accessory.

**Bellman Visit portable receiver**
The Bellman Visit portable receiver receives signals from the various Visit transmitters and alerts the user by using a range of different sound and light signals for the various different alarms. The portable receiver has an optimised sound frequency and an adjustable sound level, from 0 dB up to a very loud 90 dB. The unit is portable and can therefore easily be carried to wherever required, like the garden or on the balcony. When interfaced with Tunstall telecare sensors the portable receiver becomes a convenient alerting device for onsite carers.

**Bellman Visit pager receiver**
The Bellman Visit pager receiver receives signals from the Bellman Visit transmitters and alerts the user by using a range of different vibration and light signals for the various different alarms. By using the pager, it is possible to move around freely about the home or into the garden and still be reached. The pager is small enough to be put into a pocket or attached to a belt on the waist. Using the telephone transmitter a Tunstall sensor can interface to trigger the pager alerting an onsite carer. The Bellman Visit charger is used to recharge the Bellman Visit pager when powered by a rechargeable battery.

**Bellman alarm clock**
The Bellman alarm clock is an excellent product for providing a very clear wake up signal in the morning and when you like to be made aware of the door bell, telephone, baby cry or smoke alarm by distinct flash and/or loud sound. Four high intensity LED lights have been integrated to ensure it’s seen whether it be day or night. In addition Tunstall telecare devices can also interface with the alarm clock to wake up sleeping carers.

**Bellman bed shaker**
The bed shaker is placed under the pillow and its vibrations alert the sleeping user of various calls and alarms. The Bellman bed shaker can be connected to the Bellman Visit portable receiver, the Bellman Visit flash receiver, the Bellman Visit pager receiver via its charger and the Bellman Visit alarm clock receiver.

**Bellman door contact mat**
The Door entering contact mat is put under the normal mat close to the door entrance and is connected to the Bellman Visit multi-purpose transmitter (same as the telephone transmitter). When a person steps on the mat, the multi-purpose transmitter is activated and the user is alerted by any of the Bellman Visit receivers. Easy and convenient to use. The doormat can also interface with a Tunstall alarm and be used as an activity sensor.
Innovative care solutions

Tunstall Healthcare has developed this guide to demonstrate how assistive technologies can be combined and used to create a variety of care solutions. Outlined here are ideas of how telecare devices can be put together to meet the needs of various care scenarios. This is by no means an exhaustive list; however it provides a starting point for building care solutions. For assistance in designing a unique care solution, contact your occupational therapist or Tunstall Healthcare customer service.

<table>
<thead>
<tr>
<th>SITUATION</th>
<th>RISKS</th>
<th>CARE NEEDS</th>
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<tbody>
<tr>
<td>Hearing impairment</td>
<td>Environment, accidents.</td>
<td>Falls management, reduce environmental risks, enable confidence for person and carer.</td>
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<tr>
<td>Visual impairment</td>
<td>Falls, environment, accidents.</td>
<td>Falls management, reduce environmental risks, enable independence, enable confidence for person and carers.</td>
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<tr>
<td>Living alone</td>
<td>Social isolation, depression, safety, dying alone.</td>
<td>Reduce risk, increase feelings of well being, confidence, social engagement.</td>
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<tr>
<td>Prone to falls</td>
<td>Injury, inability to get up, reduced mobility, hospitalisation, lack of confidence and independence.</td>
<td>Reduce injury risk, speedy response, hospital avoidance, maintain independence and confidence.</td>
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<tr>
<td>Diabetes</td>
<td>Falls, injury, hospitalisation, lack of confidence and independence.</td>
<td>Falls management, maintain independence and confidence, speedy response hospital avoidance.</td>
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<tr>
<td>Dementia and other cognitive disability</td>
<td>Safety due to wandering, household environmental risks, high dependence.</td>
<td>Reduce environmental risks, minimise wandering risk, enable confidence and independence for carers, avoidance and/or delay of institutionalised care.</td>
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<tr>
<td>Bed wetting</td>
<td>Discomfort, hygiene, embarrassment.</td>
<td>Enable confidence and independence for person and carers, fast discreet response.</td>
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<tr>
<td>Epilepsy</td>
<td>Injury, Falls, hospitalisation, lack of confidence dependent.</td>
<td>Falls management, speedy response to minimise injury, hospital avoidance, avoidance and/or delay of institutionalised care.</td>
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<tr>
<td>Chronic disease e.g. COPD or CHF</td>
<td>Confidence and independence, hospital admission or re-admission.</td>
<td>Speedy response, hospital avoidance.</td>
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<tr>
<td>Motor neuron disease</td>
<td>Confidence and independence, institutionalised care admission.</td>
<td>Enable confidence and independence for person and carers, avoidance and or delay of institutionalised care.</td>
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<tr>
<td>Palliative care</td>
<td>Carer respite, falls, bed wetting, deterioration, institutionalised care admission.</td>
<td>Enable confidence and independence for carers, avoidance and or delay of institutionalised care.</td>
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<tr>
<td>Post hospitalisation transition care</td>
<td>Complications related to hospitalisation, injury, falls medication non-compliance.</td>
<td>Speedy response, hospital avoidance, medication compliance.</td>
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<tr>
<td>Physical disability e.g. paraplegic, amputee</td>
<td>Injury, environment, falls, lack of confidence high dependence level.</td>
<td>Enable confidence and independence, avoidance and/or delay of hospitalisation or institutionalised care, fast response, environment risks management.</td>
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## Telecare solutions

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<thead>
<tr>
<th>Feature</th>
<th>Elderly person living alone</th>
<th>Hearing impaired</th>
<th>Visually impaired</th>
<th>Prone to falls</th>
<th>Diabetes</th>
<th>Dementia onsite care</th>
<th>Epilepsy onsite care</th>
<th>Epilepsy offsite care</th>
<th>COPD or CHF</th>
<th>Motor neuron</th>
<th>Palliative care</th>
<th>Post hospitalisation</th>
<th>Physical disability</th>
<th>Brain injury</th>
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**Key**
- ✓ = recommended
- o = optional

*Page 10*