

# Falls management

## Regain your independence with a Tunstall falls management solution.

### Why is a falls management solution important?

While anyone can have a trip up from time to time, it's important to take the appropriate measures to support those for whom a fall can be a more serious matter.

There are various factors which can put people more at risk of experiencing a fall, such as health conditions including heart disease and low blood pressure, as well as dementia, vision impairment or muscular weakness.

Each year, it is estimated that one in every four older people will have a fall, according to the Queensland Government.

While falls may appear to be accidental events, in many cases they can be predicted, and therefore minimised or prevented through careful management and vigilance.

### Managing falls with connected care

Putting in place a fall management plan can give clients, as well as their loved ones and carers, greater peace of mind knowing that a fall won't go unnoticed. With Tunstall's range of connected care sensors and devices, clients have the security they need in an unobtrusive solution.

Falls management can involve the use of connected care devices such as the Tunstall home medical alarm.

When triggered by a potential fall, this alerts our 24-hour monitoring centre. There, a response operator can immediately talk to the client to determine whether assistance is needed, contacting an ambulance service in case of an emergency.



A falls management solution can contain any or all of the following sensors:

- Fall pendant
- 3G Carers Watch
- 3G medical alarm
- Bathroom help button

### How does it work?

A falls management solution revolves around the Tunstall home alarm, which monitors the sensors installed. When a sensor detects a possible problem, it automatically activates the alarm unit to dial Tunstall's 24 hour emergency monitoring centre. A care consultant will speak to the client and identify and organise the appropriate assistance.

Additionally, a client can manually activate a call for assistance any time of the day or night, providing peace of mind to the client's family, friends and carers. It also offers reassurance that help is available if and when the client needs it.

### Who is it for?

Falls management is ideal for:

- Older people with a history of falls
- People living with illnesses such as diabetes, vertigo or epilepsy which may increase their likelihood of falling
- People living with a physical disability
- People who have been discharged from hospital and require additional support



## Fall detector



Tunstall fall detectors offer reliability and peace of mind for people concerned about being able to get help after a fall.



A fall detector can be worn on the wrist, belt or as a pendant around the neck, depending on the product style.

The fall detector will automatically raise an alert if it senses the user has fallen, raising a call to the 24-hour monitoring centre.

The fall detector can also be manually activated by the wearer at anytime.

## Bathroom help button



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

## 3G medical alarm



Incorporating GSM technology and working on the 3G mobile network, the medical alarm functions independently of landline infrastructure and boasts over

40 hours of back-up battery life, ensuring user safety in the event of a power outage.

When the alarm is activated in an emergency, it contacts Tunstall's 24/7 monitoring centre, putting the user in contact with one of our trained care consultants who will aid the user by assessing the situation and determining what action needs to be taken; such as a family member or friend contacted, after-hours doctor organised, or emergency service to be called.

Capable of interfacing with up to 35 smart sensors, including fall detectors, Tunstall medical alarms can monitor a wide range of situations in the home.

## Find-me 3G carers watch

A cellular personal emergency response system, panic alert, GPS tracker and fall detector all in one, the watch offers an unobtrusive duress alert device for those who may feel vulnerable in the community.



Located on the side of the watch, the alert button is programmed to contact Tunstall's 24-hour monitoring centre.

When the alert button is pressed, it connects to the monitoring centre, putting the wearer in contact with a trained operator who will assess the situation and contact the necessary responder to assist, such as a carer, family member or emergency services.

Using GPS location details and real-time tracking, the care consultant is able to accurately locate the wearer and direct their responders to the precise location.

With open voice communication, the wearer can also speak directly with the operator.

## Why choose a falls solution?

The fear of falling is a significant contributing factor in the loss of independence and quality of life. In many cases, the reassurance brought by wearing a personal trigger can be enough to raise the confidence of the wearer to a level which can break the cycle of dependency that often follows a fall.

In situations where there is a greater risk of falls or mobility is severely compromised, a more advanced falls solution can be developed. This can assist to maintain independence by generating an automatic alert when a possible fall is detected.



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- Gavin



“After living half a lifetime without need for any assistance, in my early 40’s I found myself suffering from severe drop attacks. The doctors identified them as syncope drop attacks and advised they are incurable and unable to be managed with medication. The drop attacks come on suddenly with no warning and can mean that I am unconscious for long periods of time.

I have had many dangerous incidents of falling outside and in the home – once I had an attack whilst cooking and awoke to my whole house in smoke. The attacks can be as frequent as twice a day and mean that I can’t drive or go on outings unsupervised, something as simple as travelling on escalators becomes a hazard for me.

As a result of my condition I had no other choice but to move in with my parents. For three years every day someone had to keep an eye on me at all times and although I tried to stay positive, at times it was quite depressing – it seemed like the only solution would be to go into respite where the environment is more suited for older clients, much older than myself.

It was by chance that I heard about Tunstall’s partner’s, Kedron Wavell Sub Branch ‘Emergency Medical Alarm’ program (EMA) who had the answer I was looking for. EMA identified that I would benefit from Tunstall’s connected care solutions, suggesting I use a Tunstall fall detector that I wear on my waistband.

The fall detector automatically alerts the 24 hour monitoring centre in the event that I fall, the care consultant advises my parents and will call for emergency assistance if I need it. It has saved my life numerous times not only from an assistance point of view but personally – I can now live independently in my own home with the assistance of a helper who comes two hours a day for cooking and cleaning.

I am very thankful for the EMA and Tunstall solution. My goal is to continue to live independently for as long as I can and live each day as it comes. Thank you EMA for providing a wonderful service, not just for the elderly but for anyone in the community like myself who may need reassurance or support!”

- Gavin

## For further information contact

Tunstall Australasia  
1800 603 377  
[www.tunstallhealthcare.com.au](http://www.tunstallhealthcare.com.au)

Tunstall New Zealand  
0800 488 678  
[www.tunstall.co.nz](http://www.tunstall.co.nz)

## Fall detector

	iVi pendant	Vibby pendant
<b>Weight</b>	25g	35g
<b>Dimensions</b>	58 x 38 x 14mm (L x W x D)	37 x 33 x 12.7mm (L x W x D)
<b>Battery life</b>	6 months (depending on usage)	Up to 2 years
<b>Frequency</b>	312MHz	915MHz frequency range
<b>Radio range</b>	Up to 50m (typical)	50m
<b>Part number</b>	66004/09	67605/20

## Find-me 3G carers watch

<b>Weight</b>	<100 gms (including battery)
<b>Dimensions</b>	60 x 46 x 15 mm (without strap)
<b>Battery type</b>	Li-ion rechargeable
<b>Battery usage</b>	15 hours (typical use)
<b>Battery life</b>	2 years +
<b>Frequency</b>	850 / 2100
<b>Part number</b>	Findme V2

## 3G Smart Hub medical alarm

<b>Weight</b>	68g (1kg packaged)
<b>Dimensions</b>	185mm x 122mm x 41mm (L x W x D)
<b>Battery type</b>	2000mAh capacity (continually internally charged)
<b>Battery capacity</b>	40 hours of stand-by operation (minimum expected at date of purchase and when fully charged)
<b>Frequency</b>	917.6MHz & 927.8MHz (dual channel)
<b>Radio range</b>	Internal = 50m (typical). External line of sight = up to 300m
<b>Part numbers</b>	Alarm 57214/910 Pendant P61014/42

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Tunstall Australasia  
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www.tunstallhealthcare.com.au

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