Telehealthcare
The Digital Future

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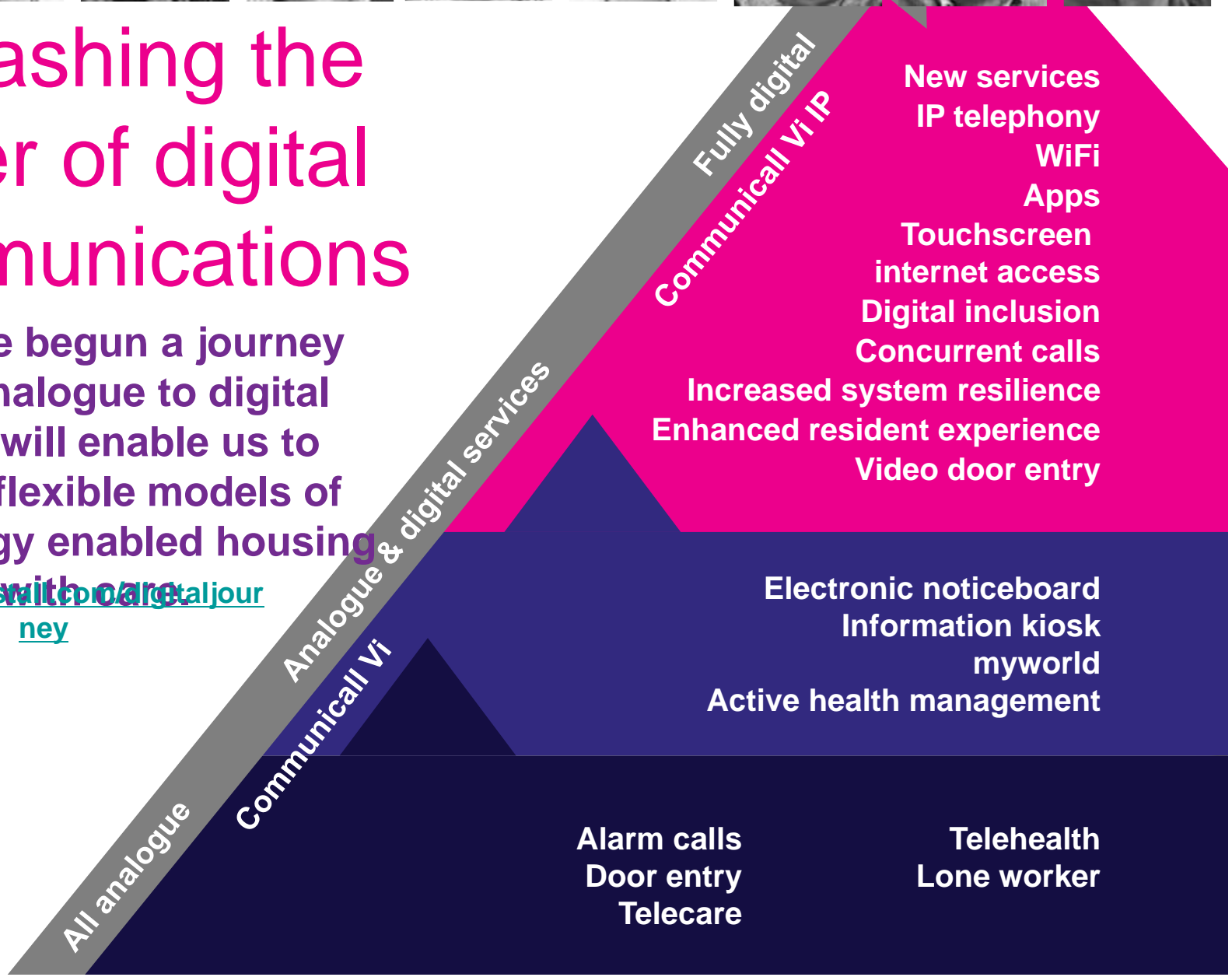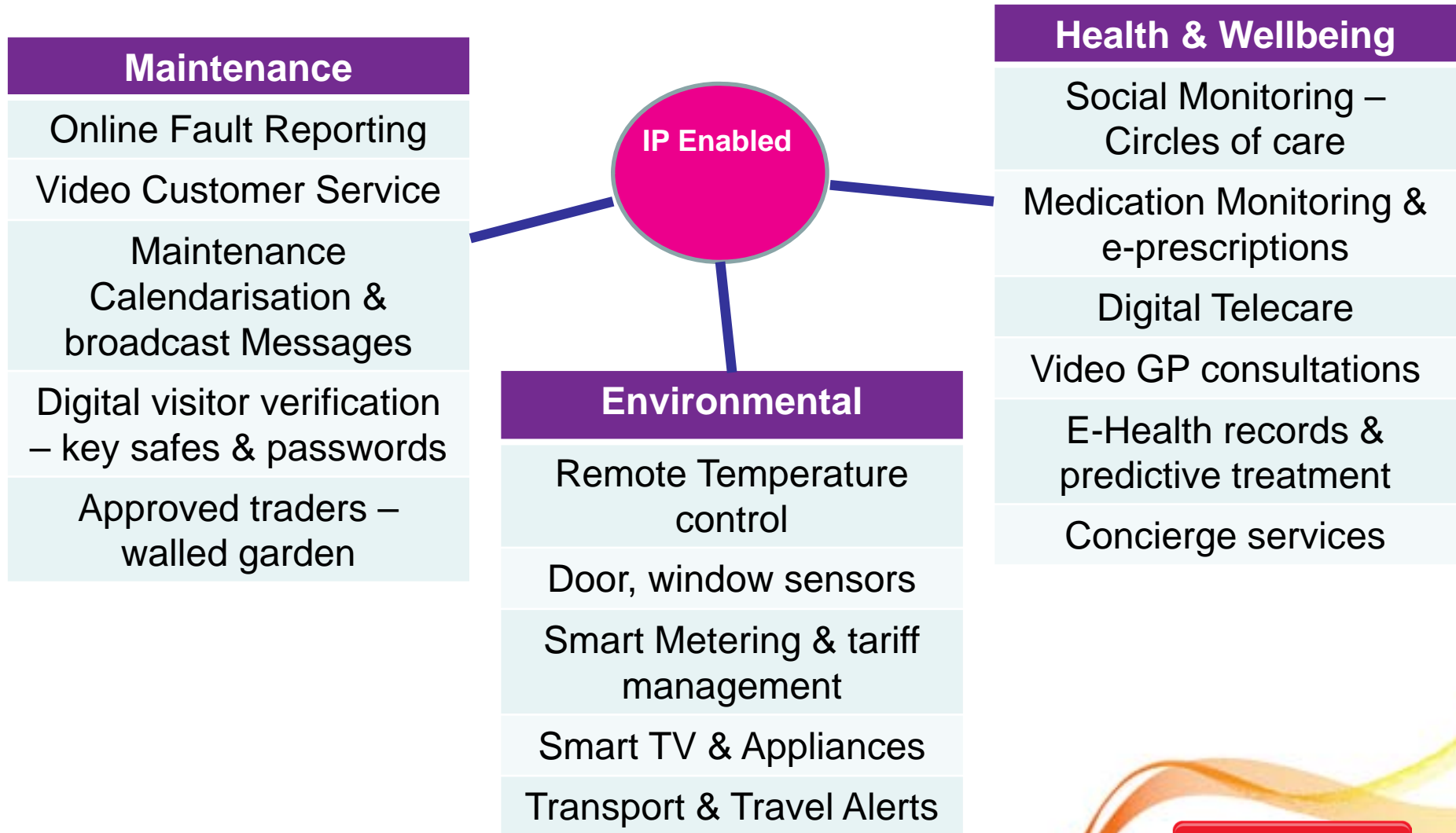
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Unleashing the power of digital communications

We have begun a journey from analogue to digital which will enable us to deliver flexible models of technology enabled housing with care
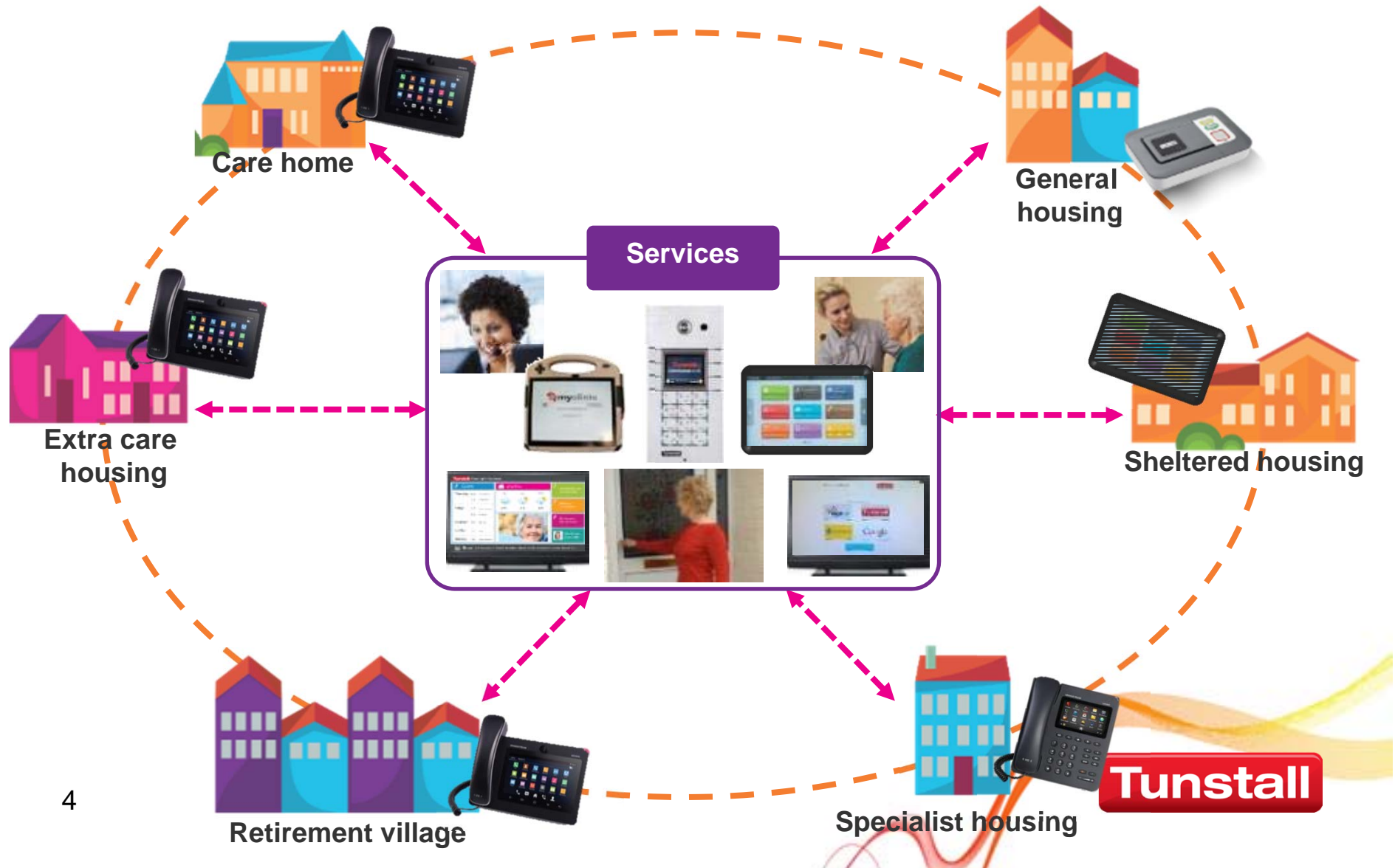
http://uk.tunstall.com/digitaljourney

Fully digital

Communicall Vi IP

Analogue & digital services

Communicall Vi

All analogue

Communicall Vi

New services
IP telephony
WiFi
Apps
Touchscreen
internet access
Digital inclusion
Concurrent calls
Increased system resilience
Enhanced resident experience
Video door entry

Electronic noticeboard
Information kiosk
myworld
Active health management

Alarm calls
Door entry
Telecare

Telehealth
Lone worker

Integrated Services - scope?

IP Enabled

Maintenance

Online Fault Reporting

Video Customer Service

Maintenance Calendarisation & broadcast Messages

Digital visitor verification – key safes & passwords

Approved traders – walled garden

Health & Wellbeing

Social Monitoring – Circles of care

Medication Monitoring & e-prescriptions

Digital Telecare

Video GP consultations

E-Health records & predictive treatment

Concierge services

Environmental

Remote Temperature control

Door, window sensors

Smart Metering & tariff management

Smart TV & Appliances

Transport & Travel Alerts

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Reaching out – the community hub

Care home

General housing

Extra care housing

Sheltered housing

Services

Retirement village

Specialist housing

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Housing Services Portal

Care management application
at your fingertips

The HSP contains the following built-in features:

- Graphical resident activity

- Paperless print log

- Historical print log view

- SCP (System Control Panel) application

- Web browser based system configuration

- Inbuilt Communicall Connect User Guide

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MY World

Issues that technology enabled care services (TECS) can help control or manage

Environmental Safety	Personal Safety/Security	Social Wellbeing	Personal Care	Health
• Fire • Floods • High temperatures • Low temperatures • Noise • Air quality • Frozen pipes • Radiation • Explosive gases • Electrical problems • Magnetic field	• Narcotic gases • Bogus callers • Becoming lost at night • Insecure door/windows • Trips and falls • Scalds • Gas and carbon monoxide hazards • Cooker or hob inappropriate use • Risk of abuse • Intruders	• Loneliness • Isolation and exclusion • Depression • Boredom • Neighbourhood disagreements • Fear of crime • Risk of abuse • Speech impediment • Challenging behaviour • Mood swings	• Lack of exercise • Hygiene • Nutrition • Forgetfulness • Impaired vision • Impaired hearing • Reduced cold tolerance • Reduced dexterity • Reduced mobility • Poor hydration	• Incontinence • Hypoglycaemia • Medication compliance • Long-term conditions • Asthma attacks • Cardiac arrhythmia • Pressure sores • Sleep problems and apnoea • Stroke • Epileptic seizures

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Future State ? : Example
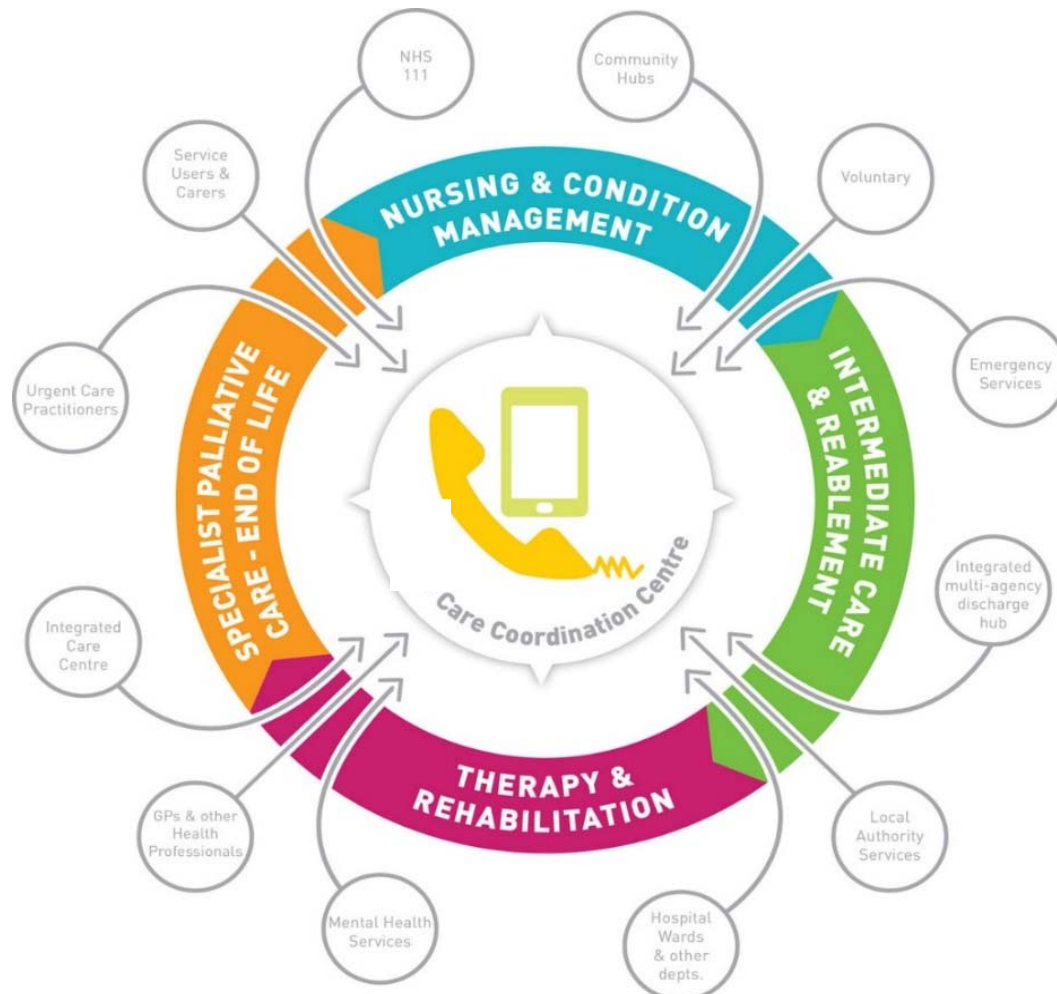
- • Integrated Care Services operating a single point of access that

- Provides a simple, single route into all key services

- Enables service users, carers, health, housing and social care providers' access to the right care in the right place at the right time

Opportunities Through Telehealthcare

- Personalised services with choice and control

- Innovation during difficult economic times.

- Focus on outcomes, self care and management of long term conditions.

- Cost effectiveness as part of support package.

- Services and support for the wider population with stakeholder involvement.

- Huge cost benefit for organisations and individuals.

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Telecare Sensors

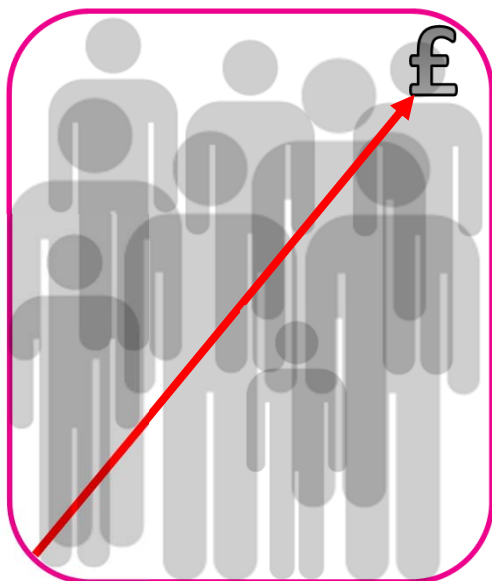# Telecare Sensors

A Full & Varied Range Of Triggers

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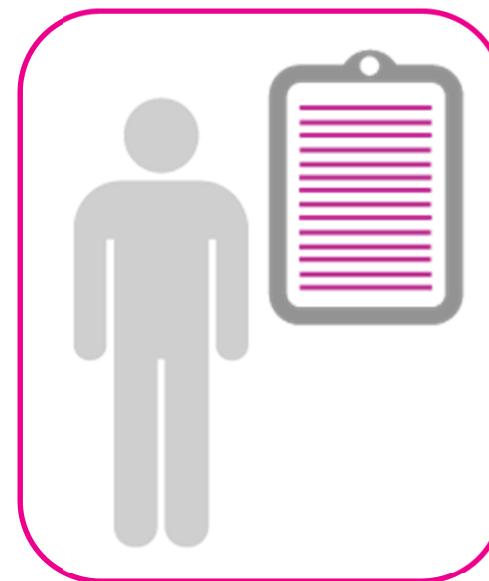
Active Health Management

Healthcare in the future

Managing the healthcare of an aging population with "finite" budget, time and resources

Complex care needs, informed patients & higher expectations

The traditional, passive approach initiated by the patient visit to the GP, is no longer affordable
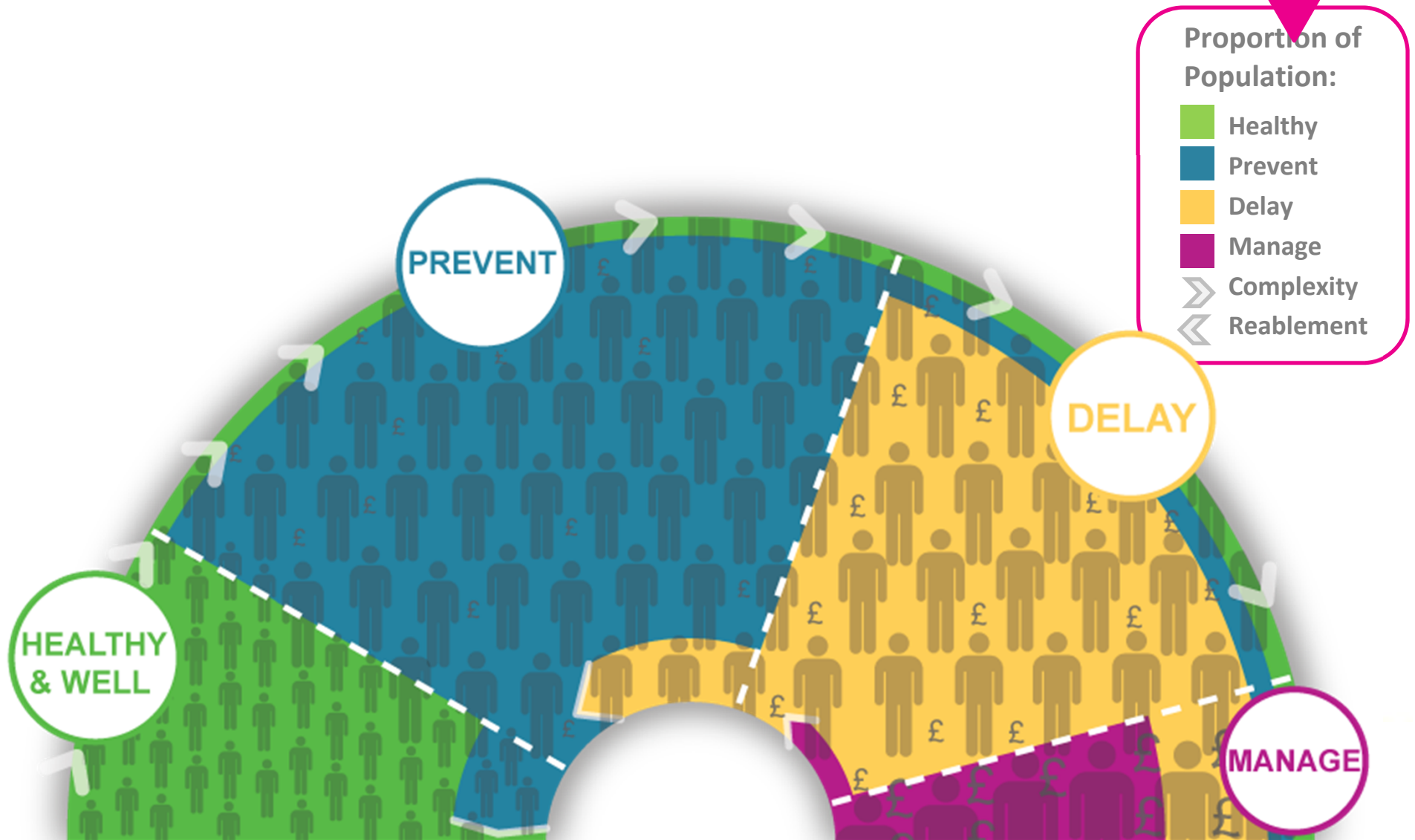
Active Health Management will become the way healthcare will be done in the future

Active Health Management extends care programmes to include supported Self-Management

Virtual clinics and remote monitoring extend the range of care facilities and eliminate travel & fixed appointment regimes for staff & patients

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The Healthy Citizen Journey

Proportion of Population:

- Healthy
- Prevent
- Delay
- Manage
- Complexity
- Reablement

PREVENT

DELAY

HEALTHY & WELL

MANAGE

14 Levels of Care & Investment within The Healthy Citizen Journey

The Healthy Citizen Journey – Manage

Jo, 75. Has been diagnosed with chronic heart disease. Living in an extra care scheme with nursing support Jo is able to benefit from the community's Telehealth support programme.

999
Reduced

Ambulance and out of hours calls are reduced through intelligent **management** of her condition.
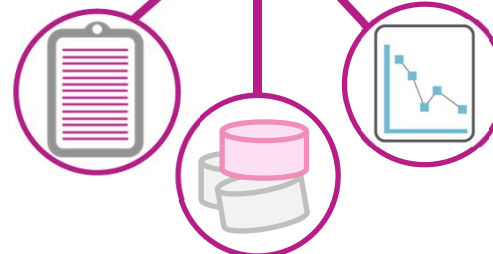
All visiting and in house health care professionals are well informed on Jo's condition allowing timely and affective interventions.
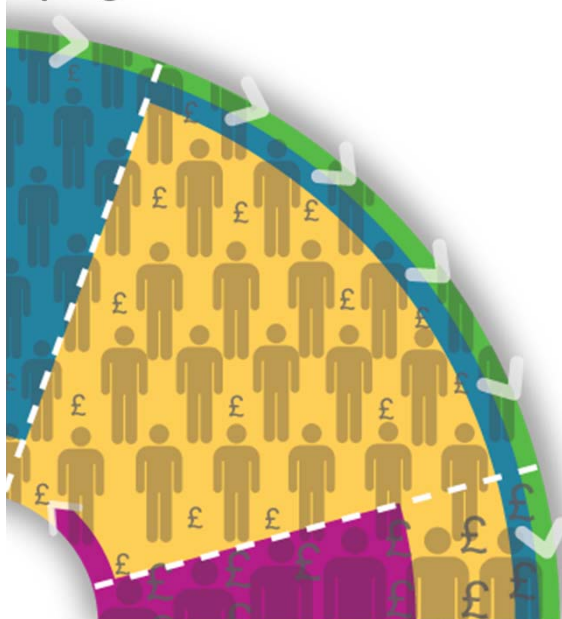
First Steps to Digital inclusion

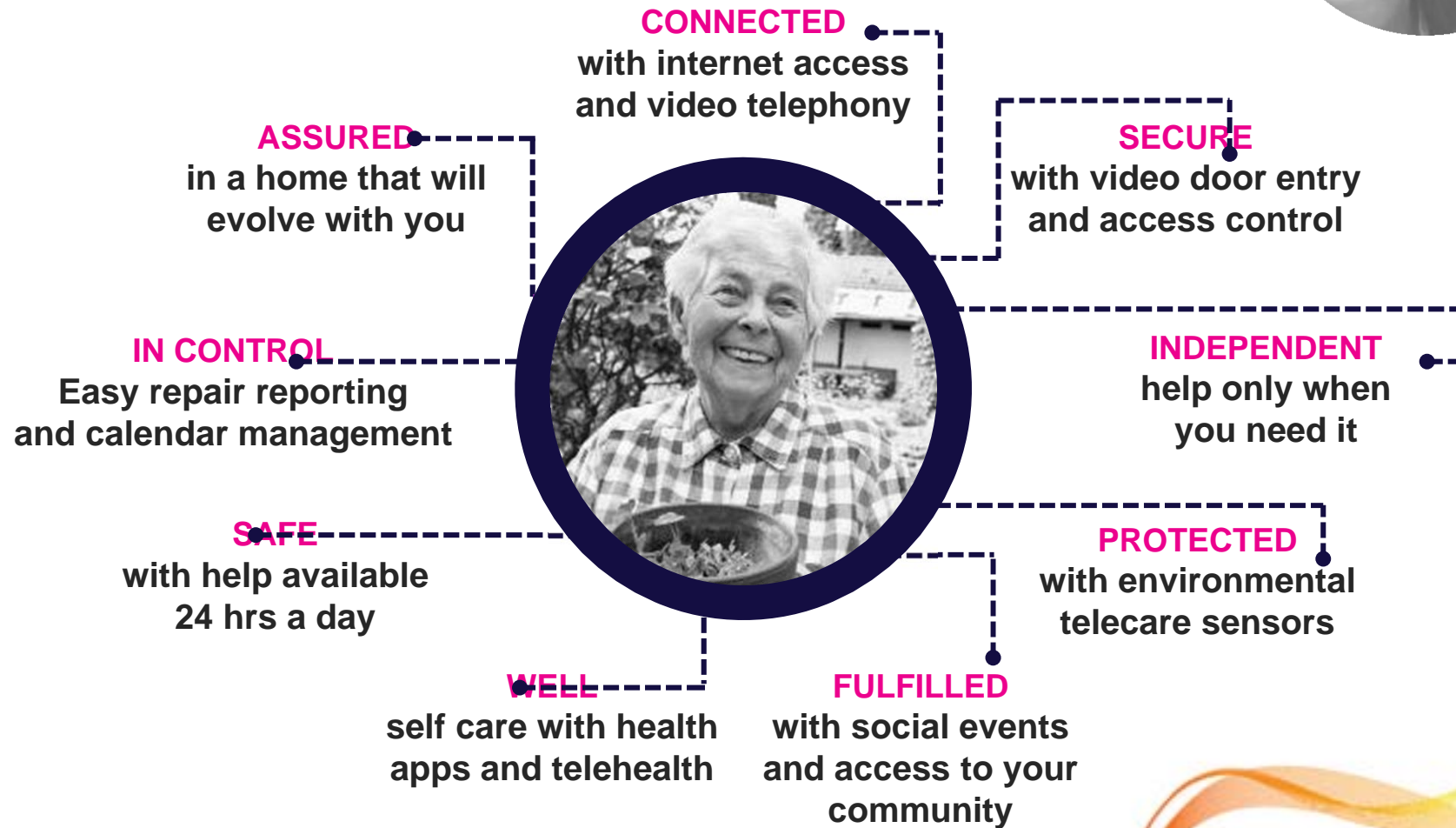# Introducing

DIGITAL
UPGRADE
PACKAGE

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A bundled package consisting of-

- Electronic noticeboard

- Information kiosk

- Wi-Fi access point in the communal lounge

- One year digital connectivity subscription

- Installation and one year warranty

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What can be achieved by doing it well? Life at your fingertips

CONNECTED
with internet access and video telephony

ASSURED
in a home that will evolve with you

SECURE
with video door entry and access control

IN CONTROL
Easy repair reporting and calendar management

INDEPENDENT
help only when you need it

SAFE
with help available 24 hrs a day

PROTECTED
with environmental telecare sensors

WELL
self care with health apps and telehealth

FULFILLED
with social events and access to your community

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Shared opportunities – health, housing and social care – technology can help

Avoiding care home admissions

Avoiding hospital admissions from care homes

Effective discharge arrangements

Mental health

Learning disability

Source: ADASS Spring Seminar – Simon Stevens

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Keeping People at the heart of future planning

Response from keyholder or emergency services

Personal trigger or telecare sensor raises alert

Lifeline Vi home unit

Alert received at monitoring centre

Operator decides appropriate course of action

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