

## case study



**Sector:** Health & Social Care  
**Client:** Kent County Council

**Application:** Active Living Project

## challenge

Kent County Council remains the largest non-metropolitan local authority in England with a resident population of more than 1.3 million people and a greater than average proportion of people aged over 65. As this proportion grows, so does the number of people living with long term conditions, physical disabilities and mental ill health.

For most of us, the ability to live independently and to feel safe in our own homes is a key element of our sense of wellbeing and quality of life, and this is no different for older and disabled people.

*“Kent County Council is committed to rolling out telecare across Kent as a mainstream service response, and to encourage greater public take-up of telecare services. This is because telecare is a powerful tool which, if combined with the right response infrastructure, can help transform the independence and wellbeing of vulnerable people, and in particular enable older and disabled people to remain living in their own homes for longer.”*

Peter Gilroy, Chief Executive,  
Kent County Council



All the reassurance you need

**Tunstall**

## CLIENT

“Telecare has already made a real difference to my life. I live in the Kent countryside and need to use a wheelchair to get around. Having been burgled in the past, I now feel much safer, more independent and less fearful of being alone.”

Mrs X, 93 year old lady, rural Kent



## introduction

The Active Living Project is Kent County Council's initiative to pilot a new generation of telecare solutions, which are all designed to support the ability of older and disabled people to feel more secure and confident in their own homes.

The solutions being used in the pilot are a second generation of telecare systems, building upon the familiar model of the Lifeline and pendant call system, which many older and disabled people are already using in homes across Kent. Critical to the success of the project is the response infrastructure, which enables service users to feel that they are always within reach of help, should they need it.

## vision

Kent County Council's long term vision is that telecare services will become an integral and mainstream way of delivering services, to promote independence and quality of life.

## Aims and objectives

Kent County Council's Active Living Project aims to promote and implement telecare technology as a mechanism for enabling the delivery of services which are more flexible, person-centred and which promote the independence and quality of life of older and disabled people.

The overall objective of the pilot is to ensure that all best methods of practice are in place to ensure a smooth and consistent roll out of telecare across Kent.

A total of 300 service users are involved in the scheme taking place in Maidstone, Tonbridge & Malling and Swale. A range of Tunstall telecare solutions are being used to help manage the security and environmental risks faced everyday by people living in their own homes.

## Partners

There are a number of partners within the Active Living project. These cover areas of evaluation and research, the provision of monitoring services and also those partners who provide back-up response services for people without nominated carers / keyholders.

District	Monitoring	Back up response	Evaluation
Maidstone	Tunstall Response	MCCH*, NHS Rapid Response and Kent Home Care Service	University of Kent
Tonbridge & Malling	Invicta Telecare	Invicta Telecare and Kent Home Care Service	University of Kent
Swale	Amicus Response	Crowbridge Housing and Kent Home Care Service	University of Kent

\*MCCH - Maidstone Community Care Homes



## CARER

“The telecare solution has given both Mr Y and myself peace of mind that the system will raise an alarm in the event of a flood or if he wanders out into the street. This system really has given him his life back.”

**Supports Mr Y, a blind man who is living with dementia, in Mid Kent**

## level of need

A range of people are being targeted for this service, as long as they have at least 2 of the following needs:

- On the verge of moving into care
- On the brink of hospital admission
- At risk of falling
- Experiencing learning difficulties
- Mental health needs
- Discharged from hospital but still at risk
- Feel a threat to personal security within the home

The approach being taken in all three districts is to offer bespoke solutions as necessary, to meet the requirements of the individual or household. By tailoring solutions on a one to one basis, this allows any specific needs to be met.

The range of sensors that are currently being used within the Active Living Project include:

- Bed Occupancy Sensor
- Property Exit Sensor
- Fall Detector
- Flood Detector
- Smoke Detector
- Temperature Extremes Sensor
- PIR Intruder and Inactivity Monitoring
- Bogus Caller Button
- Carbon Monoxide Detector

Telecare referrals include people of all ages across the community. For example, current telecare service users include younger people with physical impairments, disabled parents of young children, older people with dementia and people with learning disabilities.

## Developing the programme

As the pilot project develops, Kent County Council will be working closely with key agencies, and with users and carers, to plan for a Kent-wide roll out.

- The Project Board will be developing a comprehensive Service Specification for the telecare service to be provided across Kent as a mainstream service response
- This will be followed by a Procurement process which will enable delivery partners to be identified
- The Project Team will work alongside local commissioners and planners, as well as users and carers, to ensure assessment, installation, monitoring, and response services remain sufficiently flexible to meet local and individual need



For further information please contact  
marketing on 01977 660325

## evaluation

The evaluation is being carried out by a team at the University of Kent at Canterbury. The aim of the evaluation is to provide key information which will inform the approach to the roll out of telecare across the county.

### Research includes:

- Interviews with random samples of current telecare service users and their carers
- Analysis of calls history reports provided by the monitoring centres, to enable a better understanding of the patterns of alerts, how they are managed and what impact this has on the response infrastructure
- Interviews with supporting staff working on the project

### Family

Mrs Z, lady anxious about fire, in Tonbrige and Malling

*“My mum is now 80 years old, and she has poor mobility, limited use of her hands and is worried about the risk of a fire breaking out. She feared she would be trapped if a fire were to start, however she is now much less anxious knowing that an alarm call will be made to the monitoring centre when the smoke alarm is activated.”*

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