

# WILLIAM FLEMING

TELECARE FALLS CASE STUDY

## Newham Whole System Demonstrator

www.NewhamWSDTrial.org



*"I feel reassured that there is always someone there looking out for me ...."*

William Fleming

### THE PROBLEM

William suffers from severe Arthritis, a heart condition, COPD and is also profoundly deaf. All of these mean that William is prone to falls and his wife Sheila, William's primary carer, has been afraid to leave him at home alone.

### THE NEED

In October 2008, William was hospitalised having had a sudden heart attack. "When he came home from hospital, he was very weak and I was terrified that he would have a fall," she said.

Sheila has always been very active in community projects in the past but found herself more housebound because of her concern that an emergency situation arises where William needs urgent attention and no one is there to help.

### THE ANSWER

William began trialling TeleCare technology at home in June 2009 as part of a joint research programme being trialled by Newham Council and Primary Care Trust to learn to what extent combining Health and Social Care can promote people's long term health and independence.

### THE METHOD

TeleCare uses a combination of alarms, sensors and other response equipment to monitor lifestyle changes over time and raises a call for help in emergency situations such as a fall, a fire or a flood. A response centre monitors the alarms raised by TeleCare equipment 24 hours a day, 365 days a year. William and Sheila have a variety of different sensors fitted in their home – see the list on the right for examples of technologies they use.

### THE EQUIPMENT



#### Personal Alarm

Usually worn on a neck strap. Users can press the alarm if they need immediate assistance.



#### Bed Occupancy Sensor

Monitors when people get out of bed and do not return.



#### Flood Detector

Provides early warning of potential flood situations.



#### Temperature Extremes Sensor

Monitors for low and high temperature extremes in addition to the rate of rise in temperature.



#### Lifeline Connect

Lifeline units can be used to raise an alarm call from anywhere in the home.

### THE OUTCOME

Sheila recently attended a Carers Conference in June 2009 and she commented, on how grateful she and her husband are for the support of TeleCare.

"I could not be here today if my husband did not have TeleCare. I can now feel confident about leaving him at home," she said.

William says, "I feel fine at home because there is actually someone there, in your area, looking out for you."