

Tunstall Healthcare
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Press Release



For Immediate Release

Carers Week 18-24 October 2009

Carers play a vital role in caring for our community, showing ongoing love and commitment to the people they care for.

Tunstall Healthcare, the world's leading provider of telehealthcare, appreciates and supports this role more than most.

Supplying personal alarms, assistive technology solutions and a 24 hour response service for older people and people with ongoing or special needs, Tunstall receives calls for assistance throughout the day and night from its clients across Australia.

Tunstall's response service allows carers to carry on with their daily commitments knowing their loved one can get help even if they are not there.

This help might be for emergency services to be called; ambulance, police or fire brigade, for an after-hours doctor to attend, or for a designated responder to be contacted.

When a personal alarm is installed in the home, activating a call for help is as easy as pressing a button that the resident wears around their neck while in the home and then speaking to the response centre operator through the powerful microphone and speaker in the alarm.

Carers may also utilise Tunstall's service while in the resident's home by activating an alarm call for assistance, allowing the Tunstall response operator to organise the appropriate help while the carer focuses on their loved one.

If the carer is not onsite when an incident occurs, the response operator will wait on the line with the resident until help arrives, and then notify the carer that emergency services have been arranged and that the resident is on their way to hospital.

This provides peace of mind to carers that even when they are not onsite, that their loved one is always able to receive help and the response centre will keep them informed of the situation if they are unable to attend.

If the situation is not an emergency, Tunstall's response centre can also be used to advise the carer that their loved one needs assistance and they need to return home.

Tunstall also provides a range of technology that can be used to assist carers while they are onsite and to provide independence and dignity to the resident.

The enuresis sensor detects moisture in the bed, alerting the carer of incidents, eliminating the need for physical checks rather than having to unnecessarily disturb the resident.

The bed occupancy sensor and pressure mat detect if the resident has gotten out of bed or is mobile around the house.

The nocturnal epilepsy sensor alerts the carer of a range of epileptic seizures, suggesting their loved one may need assistance.

Tunstall Healthcare strongly values the role of carers in the community and aims to provide telecare solutions that provide independence to the resident and extra reassurance that their loved one will always be safe and supported.

To assist carers to support their loved ones, Tunstall recently released 'Solving the Care Problem' a booklet produced with Carers UK that assists families and carers to identify their loved ones needs and possible solutions.

Solving the Care Problem can be downloaded from <http://tunstallap.com/assets/58-13-10-2009-12-41-36.pdf>

To find out more about Tunstall's 24 hour response service and telecare solutions visit www.tunstallhealthcare.com.au or call 1300 760 333.

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If you require any additional information or images please contact Lauren Tucker, Marketing Coordinator 07 3637 2200, lauren.tucker@tunstallap.com
For more product information, case studies and latest news visit tunstallhealthcare.com.au

About Tunstall Healthcare

With over 2.5 million users globally, Tunstall is the market leading provider of telecare and telehealth solutions. Across Australia Tunstall's solutions support older people and those with long term needs to live independently, by effectively managing their health and wellbeing. Tunstall provides technology, expertise and advice to millions of people enabling them to lead independent more fulfilling lives. For more information on how telecare and telehealth can improve quality of life, visit www.tunstallhealthcare.com.au